

Ensuring Excellence in CBAS: KP Northern California Quality Oversight Program

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Welcome and thank you for joining us today!

Team Introductions:

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Sr. Director | NCAL Medi-Cal Quality

Agenda

Importance of Quality Oversight

Purpose

Our CBAS Quality Oversight Program

Benefits to providers

Learnings

What's next?



Importance of Quality Oversight



- Ensures Accountability and Regulatory Compliance
- Performance Improvement
- Strengthens Collaboration and Best-Practice Sharing
- **Member Outcomes**

Program Purpose

- **Ensure High-Quality, Compliant Care**
Ensure that Kaiser Permanente Medi-Cal members consistently receive high-quality CBAS services that meet or exceed all applicable regulatory requirements.
- **Advance CalAIM and DHCS Priorities**
Align CBAS oversight with DHCS guidance and CalAIM goals to promote consistency and excellence across Northern California.
- **Strengthen Collaborative Oversight**
Partner with contracted CBAS providers to build a culture of continuous quality improvement, transparent communication, and accountability for member outcomes.



CBAS Quality Oversight Program Overview

Key Components

- Routine monitoring and site visits
- Data collection and analysis
- Quality improvement initiatives
- Facility feedback
- Communication, Monthly open office hours
- Technical assistance and support



Program Goals



Collaborate with all contracted facilities



Promote best practices and quality care standards



Identify and address gaps in care



Ensure compliance

Site Visit Process



Quality Oversight: What and How?

What We Look For

- Service delivery standards
- Staffing and training
- Person-centered care planning
- Documentation and reporting
- Quality improvement initiatives
- Emergency preparedness
- Cultural and linguistic appropriateness

How We Work With Providers

- Collaboration, not policing: our supportive approach
- Feedback loops and recommendations
- Opportunities for training and resource connections

Benefits to Providers



Improved Outcomes
and Member Satisfaction



Reduced Risk
of Non-compliance,
Survey Readiness



Access to Resources
and Best Practices



Strengthened Partnership
with The Health Plan

Success Stories & Learnings

- Facility Kudos!
- Examples of quality improvement initiatives
 - Standardized staff training
 - ERS
- Common barriers
 - Access to participant records
 - Communication between CBAS and participant PCP



What's Next?



Upcoming initiatives: Bridging the Gap



Opportunities for engagement



How to stay informed and connected:
Monthly Open Office Hours

Thank You!

We appreciate your time and all you do for the members of our community.

We value the opportunity to work with you to improve the lives of our members.

Questions?

Thank you for your attendance and participation.

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