

Medi-Cal Managed Care Program

2011 Quality Awards Presentation

Presented by Toby Douglas, Director
California Department of Health Care Services
Sacramento, California

May 26, 2011

2011 Quality Awards: HEDIS



John Grgurina, CEO of San Francisco Health Plan, accepting a Gold Quality Award for the plan's outstanding performance in the DHCS 2010 HEDIS® measures for Medi-Cal Managed Care in San Francisco County. Mr. Grgurina also accepted a Special Acknowledgement Award on behalf of Tammy Fisher for her ongoing strong advocacy and dedicated support for Medi-Cal Managed Care quality improvement activities.

2011 Quality Awards: HEDIS



Alan McKay, CEO of Central California Alliance for Health, accepting a Silver Quality Award for the plan's outstanding performance in the DHCS 2010 HEDIS® measures for Medi-Cal Managed Care in Monterey and Santa Cruz Counties and the Gold Quality Ombudsman Award. Mr. McKay also accepted a Special Acknowledgement Award on behalf of Lynn Meir for coordinating and arranging funding for the translation of the Group Needs Assessment Member Survey into Hmong, a threshold language, and sharing the results with all plans .

2011 Quality Awards: HEDIS



Robert Freeman, CEO of CenCal Health Plan, accepting a Bronze Quality Award for the plan's outstanding performance in the DHCS 2010 HEDIS® measures for Medi-Cal Managed Care in Santa Barbara County.

2011 Quality Awards: HEDIS



Christine Nelson, Director of Medi-Cal and State Sponsored Programs at Kaiser Permanente, accepting a Most Improved Award for the plan's outstanding performance in the DHCS 2010 HEDIS® measures for Medi-Cal Managed Care in Sacramento County.

2011 Quality Awards: CAHPS



Christine Nelson, Director of Medi-Cal and State Sponsored Programs at Kaiser Permanente, accepting a Gold Quality Award for the plan's outstanding performance in the DHCS 2010 CAHPS® Surveys for Medi-Cal Managed Care in San Diego County. Ms. Nelson also accepted a Silver Quality Award for the plan's outstanding performance in the DHCS 2010 CAHPS® Surveys for Medi-Cal Managed Care in Sacramento County.

2011 Quality Awards: CAHPS



David Meadows, CEO of Health Net Community Solutions, accepting a Bronze Quality Award for the plan's outstanding performance in the DHCS 2010 CAHPS® Surveys for Medi-Cal Managed Care in Tulare County. Mr. Meadows also accepted a Special Acknowledgement Award on behalf of Carol Spencer for her outstanding contribution to the development of Attachment C of the Facility Site Review Tool for evaluating the physical accessibility of provider sites.

2011 Quality Awards: CAHPS



Jack Horn, CEO of Partnership Health Plan of California, accepting an Honorable Mention Quality Award for the plan's outstanding performance in the DHCS 2010 CAHPS® Surveys for Medi-Cal Managed Care in Napa, Solano and Yolo Counties.

2011 Quality Awards: Ombudsman



Patricia Tanquary, CEO of Contra Costa Health Plan, Contra Costa County, accepting a Most Improved Quality Award for service and support in 2010 to Medi-Cal Managed Care plan members in partnership with the Medi-Cal Managed Care Office of the Ombudsman.

2011 Quality Awards: Ombudsman



Danita Carlson, Government Relations Director at Central California Alliance for Health in Monterey and Santa Cruz Counties, accepting a Special Acknowledgement Award for her exemplary service and support in 2010 to Medi-Cal Managed Care plan members in partnership with the Medi-Cal Managed Care Office of the Ombudsman.

2011 Quality Awards: Special Acknowledgement



Cherie Fields, Director of Government Affairs at L.A. Care Health Plan in Los Angeles County, accepting a Special Acknowledgement Award on behalf of Dulce Fernandez for her outstanding contribution to the development of Attachment C of the Facility Site Review Tool for evaluating the physical accessibility of provider sites. Ms. Fields also accepted a Special Acknowledgement Award on behalf of Nai Kasik for coordinating and arranging funding for the translation of the Group Needs Assessment Member Survey into ten threshold languages and sharing the results with all plans.

2011 Quality Awards: Special Acknowledgement



Robert Freeman, CEO of CenCal Health Plan in Santa Barbara and San Luis Obispo Counties, accepting a Special Acknowledgement Award on behalf of Carlos Hernandez for his many years of ongoing strong advocacy and dedicated support for Medi-Cal Managed Care quality improvement activities.

2011 Quality Awards: Special Acknowledgement



Ingrid Lamirault, CEO of Alameda Alliance for Health in Alameda County, accepting a Special Acknowledgment Award on behalf of Claudia Mundy for her many years of strong advocacy and dedicated support for Medi-Cal Managed Care quality improvement activities.



2011 Quality Awards: Special Acknowledgement



Lisa Rubino, CEO of Molina Healthcare of California Partner Plan in Sacramento and San Diego Counties, accepting a Special Acknowledgment Award on behalf of Robert Hanson for coordinating and arranging funding for the translation of the Group Needs Assessment Member Survey into Arabic, a threshold language, and sharing the results with all plans.

DHCS also announced the following Special Acknowledgement Awards:

Family Mosaic Project, City and County of San Francisco Department of Public Health, for outstanding contribution to quality improvement in the Medi-Cal Managed Care Program through innovation in establishing customized performance measures and quality improvement projects relevant to the plan's special population of children and adolescents.

Danni Dunnigan-Van Gorder, Inland Empire Health Plan in Riverside and San Bernardino Counties, for outstanding contribution to quality improvement in the Medi-Cal Managed Care Program in 2010 in the development of Attachment C of the Facility Site Review Tool for evaluating the physical accessibility of provider sites.