



TOBY DOUGLAS
Director

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
Governor

**MEDI-CAL MANAGED CARE
2011 QUALITY AWARDS**
Presented on May 26, 2011

HEDIS® Awards

- ❖ For *outstanding performance* in the California Department of Health Care Services 2010 Healthcare Effectiveness Data and Information Set (HEDIS®) Measures for Medi-Cal Managed Care:
 - *Gold Quality Award* – San Francisco Health Plan (San Francisco County)
 - *Silver Quality Award* – Central California Alliance for Health (Monterey and Santa Cruz Counties)
 - *Bronze Quality Award* – CenCal Health Plan (Santa Barbara County)
- ❖ For *most improved performance from 2009 to 2010* in the California Department of Health Care Services 2010 Healthcare Effectiveness Data and Information Set (HEDIS®) measures for Medi-Cal Managed Care:
 - Kaiser Permanente (Sacramento County)

CAHPS Awards

- ❖ For *outstanding performance* in the California Department of Health Care Services 2010 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Surveys for Medi-Cal Managed Care:
 - *Gold Quality Award* – Kaiser Permanente (San Diego County)
 - *Silver Quality Award* – Kaiser Permanente (Sacramento County)
 - *Bronze Quality Award* – Health Net Community Solutions (Tulare County)
 - *Honorable Mention Quality Award* – Partnership Health Plan of California (Napa, Solano and Yolo Counties)

Partnership Awards from the Office of the Ombudsman

- ❖ For *outstanding service and support* in 2010 to Medi-Cal Managed Care Plan Members in partnership with the Medi-Cal Managed Care Office of the Ombudsman:
 - *Gold Quality Award* – Central California Alliance for Health (Monterey and Santa Cruz Counties)
- ❖ For *most improved service and support* in 2010 to Medi-Cal Managed Care Plan Members in partnership with the Medi-Cal Managed Care Office of the Ombudsman:
 - *Most Improved Quality Award* – Contra Costa Health Plan (Contra Costa County)
- ❖ For *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:
 - *Special Acknowledgement Award* -- Danita Carlson, Government Relations Director, Central California Alliance for Health (Monterey and Santa Cruz Counties)

Special Acknowledgement Awards

- ❖ 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:
 - Danni Dunnigan-Van Gorder, RN, QM Nurse Manager
Inland Empire Health Plan
 - Dulce Fernandez, RN, Manager, Facility Site Review
L.A.Care Health Plan
 - Carol Spencer, RN, CPHQ, Manager of Quality Improvement for State Health Programs
Health Net Community Solutions
- ❖ For *outstanding contribution to quality improvement* in the Medi-Cal Managed Care Program through their ongoing strong advocacy and dedicated support for Medi-Cal Managed Care quality improvement activities:
 - Tammy Fisher, Director of Quality and Performance Improvement
San Francisco Health Plan
 - Carlos Hernandez, Director of Quality and Decision Support
CenCal Health Plan
 - Claudia Mundy, Senior Director of Medical Services
Alameda Alliance for 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:
 - 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 in 2010 by coordinating and arranging funding for translating the Group Needs Assessment Member Survey into ten threshold languages and sharing the results with all plans:
 - Nai Kasick, MPH, Director of Health Education, Cultural and Linguistic Services
L.A. Care Health Plan

- ❖ For *outstanding contribution to quality improvement* in the Medi-Cal Managed Care Program in 2010 by 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:
 - Robert Hanson, Director of Health Education and Cultural/Linguistic Services
Molina Healthcare of California Partner Plan

- ❖ For *outstanding contribution to quality improvement* in the Medi-Cal Managed Care Program in 2010 by 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:
 - Lynn Meier, Senior Health Educator
Central California Alliance for Health

*Prepared by:
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Revised June 9, 2011*