

---

**REGULATORY COMPLIANCE AND QUALITY COMMITTEE**

**AGENDA**

**August 22, 2024**

*3:00 – 4:15 p.m.*

*The Board of Directors of Vaya Health will conduct a regular meeting of the Regulatory Compliance & Quality Committee at 3:00 p.m. on August 22, 2024 at the Vaya Health Regional Office, located at 2929 Crouse Lane, Suite B, Burlington, NC 27215. PUBLIC ACCESS will be available via electronic communication only (real-time two-way audio and/or visual communication, i.e., telephone and Microsoft Teams).*

**Dial In: 828-552-4129    Passcode: 224 339 898#**

**Microsoft Teams: [Click Here to Join Meeting](#)**

**A. Welcome and Call to Order**

*Billy Kennedy, Chair (2 minutes)*

**B. Approval of Agenda and June 27, 2024 Meeting Minutes**

*Billy Kennedy, Chair (3 minutes)*

**C. Quarterly Comprehensive Performance Report**

*Kate Glance, Regulatory Reporting Director (45 minutes)*

1. Operational Performance Measures
2. Quality Improvement Metrics
3. Compliance Metrics
4. Administrative Key Performance Indicators

**D. Provider Satisfaction Survey Report**

*Kate Glance, Regulatory Reporting Director (20 minutes)*

**E. Other Business (5 minutes)**

**F. Adjournment**