

- Upcoming Events
- Program Highlights
- Partner Updates

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UPCOMING EVENTS

Interested in building a sustainable quality improvement program?

Improvement Coaching Workshop

Wed & Thurs, Sep 26 - 27, 2018 | 8:30am - 4:30pm (PDT)

Location: Los Angeles (TBD)

[Learn more and register here.](#)

This highly interactive two-day workshop provides an overview of quality improvement (QI) and coaching basic in a practice or clinic setting with a focus on the practical application of these concepts.

The course is designed for new practice improvement coaches or facilitators and anyone who wants a refresher, as well as leaders and managers interested in building and supporting a sustainable quality improvement program.



Experienced CQC staff bring a 'real world' perspective to this training by offering lessons learned and challenges from prior quality improvement work in various healthcare delivery systems. Faculty take a learner-centered approach to the delivery of course concepts and tailor each training to participants' needs.

Questions about this workshop? Contact **Alex Stack** at astack@calquality.org.

PROGRAM HIGHLIGHTS

Aetna Joins CQC

A warm welcome to Aetna, CQC's newest health plan sponsor. We now have 9 health plan sponsors at the table, representing almost half of California's covered lives. If you are interested in joining as a health plan or industry sponsor, please contact CQC's new senior director, Melora Simon at msimon@calquality.org.

Aim 1: CQC Continues Work to Address Total Cost of Care

CQC's Cost Action Community (CAC), a group of provider organizations (POs) working to reduce inpatient and emergency department utilization, convened for its fourth meeting on June 6, 2018.

The CAC was designed to support POs in leveraging existing medical management processes and designing new approaches to manage cost of care. Participants work on centralized processes and resources, improvements to the performance of their provider network, and patient behavior changes that will contribute to success. The June meeting focused on strategies to optimize care

management. Participants discussed methods to improve care model definitions, enhance home-based services, and improve management of care transitions (e.g., hospital discharge).

Also highlighted were models for using telehealth to improve the management of high cost and high needs patients. Providence Health Services, a large health system with sites in five states, offered a case study of how telehealth is used in their system to improve care.

For more information on the CAC, contact project co-directors Sandra Newman (snewman@calquality.org) or Bart Wald, MD (bwald@calquality.org)

Aim 2: HealthCare Partners IPA Wins the Practice Transformation Initiative's Spirit of Transformation Award

During the PTI May convening in Southern California, the team from HealthCare Partners IPA received the Spirit of Transformation Award. HealthCare Partners was recognized by their peers for their innovative work to measurably improve diabetes outcomes using a team-based care approach. One practice achieved measurable results by leveraging the team's MA to provide complex care management and health coaching to their diabetes patients. Congratulations to the amazing team at HealthCare Partners!



Aim 3: Contracting Tool Released for High-Need, High-Cost Populations

Health care providers across the country are increasingly adopting programs to better serve high-need, high-cost (HNHC) patients. HNHC patients are a small percentage of individuals with complex medical, social, and behavioral needs, who use a large proportion of national health care resources.

With support from The Commonwealth Fund and The SCAN Foundation, the Pacific Business Group on Health (PBGH) and the Health Care Transformation Task Force (HCTTF), released a report and contracting tool to help organizations effectively create payment contracts for care programs that improve the health outcomes of HNHC patients.

The report is appropriate for a range of audiences, including strategic insights for delivery system executives as well as tactics for contracting and clinical program management, who develop contracts and design programs in accordance with the provider organization's strategy.

To view this report, please [click here](#).

Aim 4: Supporting Independent Practices

After a slow start, our initiative to support independent practicing clinicians has increased the number

of participating clinicians to 13 adult primary care practices operating in Los Angeles, Riverside and San Bernardino counties. Now that the recruiting process is complete, our delivery partner will be working with the practices directly to help them introduce improvements in their data capture and reporting capabilities. We expect to begin seeing data results in September for the measure set selected for the pilot.

PARTNER UPDATES

17th Annual IHA Stakeholders Meeting

Registration for the [17th Annual IHA Stakeholders Meeting](#) opens Wednesday, Aug. 1st, 2018. VBP4P participating health plans and POs receive two complimentary registrations. This year's meeting includes exciting opportunities to network with colleagues from across the state and plug in to IHA's recent work:



- Keynote address from Ian Morrison, Ph.D. - Author & Healthcare Futurist
- Special plenary session: "Then and Now: 15 Years of Performance Measurement & Benchmarking"
- Breakout sessions on emerging trends in accountable care, industry standardization, and performance measurement and improvement
- Recognition ceremony for high-performing physician organizations

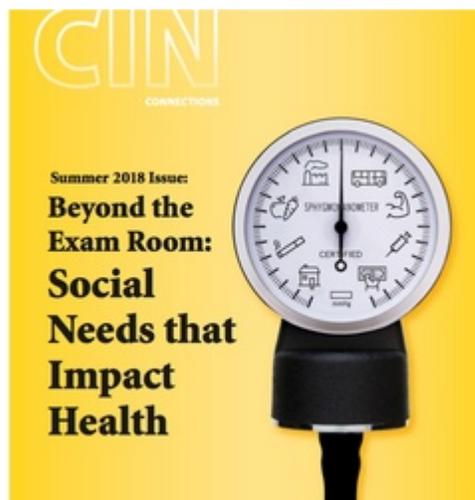
This event sold out last year, so mark your calendars to register on Aug. 1st! A full agenda and registration information, including instructions for redeeming complimentary registrations, is forthcoming.

Date & Location: October 3, 2018 | Hilton LAX, 5711 West Century Blvd., Los Angeles, CA 90045

California Improvement Network's Summer Newsletter Presents the Impact of Social Needs on Health and Resources on How to Address Them.

The California Improvement Network's latest CIN Connections report, *Beyond the Exam Room: Social Needs That Impact Health*, features actionable information to address social needs. This includes six lessons from Kaiser Permanente, case studies from three leading organizations, and challenges and opportunities for CIN in this arena moving forward.

To view CIN resources related to social needs on health and how to address them, [visit their newsletter here.](#)



California
Improvement
Network Better Ideas
for Care Delivery

CQC Mission Statement:

California Quality Collaborative (CQC) is a health care improvement organization dedicated to advancing the quality and efficiency of the health care delivery system in California. The CQC will generate scalable and measurable improvement in care delivery in ways important to patients, purchasers, providers, and health plans.

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