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UPCOMING EVENTS

Webinar June 21st - Your Patients Are Waiting: Action steps to integrate behavioral health into primary care practice

Our partner Patient-Centered Primary Care Collaborative (PCPCC) will be hosting a [webinar](#) on Friday, June 21st to discuss best practices for primary care to integrate behavioral health in ways that reflect the diversity of patient needs. Faculty from University of Colorado will share their research from a diverse set of primary care practices across the country. Panelists will reflect on their on-the-ground experience and include our CQC staff member, Crystal Eubanks, as well as Humana's Director of Behavioral Health and the Former Director of Integrated Health Care Practice at the (American Psychological Association.)

Register for our Improvement Coaching Workshop in September

Improvement Coaching Workshop
Wed & Thurs, Sep. 4 - 5, 2019 | 8:30am - 4:30pm (PDT)
Location: Center at Cathedral Plaza | 555 W Temple Street | Los Angeles, CA 90012
[Learn more and register here.](#)

Registration is now open for our popular "Improvement Coaching Workshop." Join us in Los Angeles for this highly interactive two-day training which provides an overview of *quality improvement (QI)* and *coaching basics* in a practice or clinic setting with a focus on practical application. The course is designed for new practice improvement coaches/facilitators and anyone who wants a refresher, as well as leaders and managers interested in building and supporting a sustainable quality improvement program.



Please register for the Improvement Coaching Workshop by clicking [here](#). If you have more questions about this workshop? Contact Jose Ordonez at jordonez@calquality.org.

PROGRAM HIGHLIGHTS

Practice Transformation Initiative Achievements and Spirit of Transformation Award!

The Practice Transformation Initiative and its participating California healthcare organizations have received more state and national recognition:

- PTI's results were highlighted in a [California Integrated Care Brief](#) from the University of California - Berkeley's School of Public Health and Petris Center.
- CMS recognized PTI participant organization, AppleCare Medical Group, for Excellent in Person and Family Engagement for their Hospital Discharge Clinic's work to incorporate patient feedback and patient-centered care processes.
- Another PTI participant organization, Golden Valley Health Center, was awarded the 2019 Outstanding Migrant Health Center, by the National Association of Community Health Centers.

At our PTI Superhero Themed Quarterly Convening in May:

- Riverside Physician Network (RPN) courageously fought the final battle to win the Spirit of Transformation Award. Selected by their superheroes PTI peers, RPN overcame the impossible task by developing standard excellent tools for IPA and practices, getting commitment from top level decision makers, and having practices welcome partnership on patient outcomes.
- Eight participating PTI organizations received over \$100,000 of performance incentives for their incredible work to improve the health of Californians. The following organizations sustained improvement over 12 months and/or achieved 20% relative improvement over baseline in clinical outcomes and hospital utilization: Allied Pacific of California IPA, Central Valley Collaborative of Community Health Centers, EPIC Management, MedPOINT Management, Riverside Physicians Network, St. Joseph Health, and Sutter Health - Palo Alto Medical Foundation and Sutter Pacific Medical Foundation.



CIN Lexicon: Fundamental Concepts for Managing Risk and Understanding the Total Cost of Care

This [lexicon](#) is for anyone interested in gaining a better understanding of health payment models in California and nationally. It focuses on concepts and terminology related to value-based payment models and to health care delivery models and systems. We hope it will be a useful resource for any organization grappling with these challenges.



Depression Workgroup

On April 26, 2019, CQC, IHA, and PBGH convened a workgroup of purchasers, health plans, managed behavioral health organizations, and provider organizations to discuss how they can collaborate to improve measurement and outcomes for depression care. The main goal of the meeting was to further an aligned approach to depression care and measurement. The following is a summary of the key discussion and next steps from the workgroup. Please contact msimon@calquality.org if you would like a full meeting summary and description.

Key Takeaways and Recommendations:

1. Depression status should be treated like any other vital sign.
2. Depression should be the test case for developing routine data collection of patient reported outcomes and reporting processes. The processes developed for depression measurement can then be adapted for other patient reported outcomes.
3. Start with depression screening as the first area of performance measurement for PROMs.
4. Add a measure that assesses the utilization of the PHQ-9 tool for monitoring depression, as having follow-up PHQ-9 results is necessary for tracking remission.
5. Incorporate an audit to meet anticipated health plan and provider expectations for using PROMs results for accountability purposes.

There is a strong desire to engage additional stakeholders in the collection of depression measurement data and care redesign.



Partnering with IHI for Opioid Safety

At the 2019 Patient Safety Congress in Houston, Texas, CQC staff member, Crystal Eubanks, joined with faculty from the Institute for Healthcare Improvement to design and facilitate a day-long workshop focused on pain management, based on new toolkits from both organizations: CQC's [Accelerating Opioid Safety](#) and IHI's [Advancing the Safety of Acute Pain Management](#). The interactive sessions guided over 50 participants through the history of pain management and opioid use disorder, the patient experience from a patient advisor for John Muir Health, opioid safety best practices in acute and ambulatory care settings, and a case study activity in which teams assessed an organization, created strategy and change idea recommendations for an opioid safety initiative, and conducted a PDSA cycle in the training room.



New CQC Team Members

Michelle Mah has marketing experience in tech and healthcare spanning thirteen years. Having worked in various Marketing Communications departments assisting in designing marketing collateral, print publications, email marketing campaigns, and brand management, she has helped organizations meet their communication values and goals. Some of the things she loves: rain, snow, Japanese whiskey, Pantone, and typography. Some of the things she hates: bananas, spiders, intense humidity.

Michael Au has previous project management experience in software and dental public health. He previously worked with a start-up analyzing job data and an enterprise resource planning company, overseeing recruiting products with feature designs and implementation. He joined University of the

Pacific in 2016 as a program manager, leading efforts in improving access to care and teledentistry.

Transform Maternity Care: Midwifery Integration Tools & Best Practice Series

Integration of certified nurse midwives is an emerging trend in obstetric care and is an important response to the growing consumer demand for midwifery services. PBGH's Transform Maternity Care program has researched high-functioning collaborative practices and developed several tools and a best practice series to help practices and hospitals integrate midwifery services and promote physiologic birth. Our resources are free to download [here](#), including: a how-to guide, a financial considerations white paper, and a pro forma modeling tool to predict the impact of adding a CNM to the practice.

Hospitals and practices who are considering introducing or expanding midwifery services can contact Blair Dudley at bdudley@pbgh.org for more information on how PBGH can support these efforts.

PARTNER UPDATES

CIN Connections: Managing Financial Risk and Total Cost of Care

In this [issue of CIN Connections](#), you'll learn about strategies to manage total cost of care. You'll hear from Mitch Katz, head of the largest public health care system in the country, about transitioning to a value-based payment model, and you'll hear from partner organizations about their experiences with cost management. We hope this issue helps shed some light for you on this topic and that you share it widely with your network.



Innovative Financing Model for the Integration of Social and Health Services: Invitation to Participate

Learning How to Finance the Integration of Social and Health Services in Local Areas

What is a sustainable solution when multiple health care organizations learn that many patients' health and health care needs extend "upstream," into food, transportation, simple home modifications or even a home itself? Our project will help stakeholder coalitions answer this question for their local communities.

Upstream Investments Can Improve Health

Convincing research evidence shows that investments in housing, nutrition, and transportation, among other healthy opportunities (commonly known as social determinants of health), can improve health and other dimensions of well-being for vulnerable populations while reducing health care utilization and a variety of health and social service costs. Nevertheless, adequate and sustainable financing of healthy opportunities has eluded most if not all communities in the United States. This project, based on the model and processes we described in a recent [Health Affairs](#) paper, is designed to explore, teach, and learn about collaborative and sustainable ways to finance the

integration of social and health services to improve cost *and* health outcomes.

Learn How Your Community Can Build Sustainable Financing Models

Thanks to collaborators at the Altarum Institute and the generous support of the Commonwealth Fund, the Missouri Foundation for Health, the Episcopal Health Foundation, and the California Health Care Foundation, Len Nichols from George Mason University and Lauren Taylor from Harvard Business School are offering a series of 4 free webinars in how this model might be applied in your community.

This invitation is open to any willing participant, whether you work for an existing coalition, health care provider or insurance organization, social service provider, local governmental unit such as a health or social service agency, mayor's office or county government, employer coalition, community advocacy organization, philanthropy, faith based organization, state government, or a consultancy that facilitates the work of any or all of the above, potential stakeholders all.


If you know of others who might be interested in a project like this, please forward this message to them.

In order to sign up for the webinars or to receive more information, please [register here](#). Contact information and a link to the project's website through which questions may be answered will be provided to all registrants. You can also [learn more about the project here](#).

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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