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UPCOMING EVENTS

Interested in building a sustainable quality improvement program?

Improvement Coaching Skills 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 training 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

CQC welcomes new Senior Director

We are very excited to announce that Melora Simon will be joining the Pacific Business Group on Health as the new Senior Director to the California Quality Collaborative.

Melora comes to CQC with experience leading collaborative improvement. Most recently, she was the Director of Adult Demonstration Projects at Health Plan of San Mateo, where she implemented innovative care delivery models that reduce health care spending and improve quality for vulnerable populations. Prior to this, she was the Director for America's Most Valuable Care at Stanford University's Clinical Excellence Research Center. The program uses big data to identify bright spots – providers who are delivering high quality care at a low level of risk-adjusted health care spending.



Formerly, she was an Expert in McKinsey's Health Systems Institute, where she was responsible for leading product and knowledge development on value in health care and worked with health systems in the US, UK, Australia, Spain, Singapore, and the Middle East. Prior to joining McKinsey, Melora worked for the New York City Health and Hospitals Corporation, where she helped introduce pay-for-performance programs in their Medicaid managed care plan. She has held fellowships at the US

Department of Health and Human Services and the Urban Institute. She holds a Masters in Health Services Management from Columbia University and a B.A. in Human Biology from Stanford University.

Questions or introductions? Feel free to contact **Melora Simon** at msimon@calquality.org.

Practice Transformation Initiative partners with CareOregon

This April, Marcelle Thurston and Beth Sommers from CareOregon joined CQC's [Practice Transformation Initiative \(PTI\)](#) staff at their 10 Building Blocks Training in Burbank, CA. PTI partnered with CareOregon to adapt the **10 Building Blocks of High Performing Primary Care**, developed by the UCSF Center for Excellence in Primary Care, for practice facilitators working with both small and large practices contracted with an IPA.



This highly interactive training focused on team-based care, patient-team partnership, population management, and access. Practice facilitators learned and tested the set of skills needed to implement these evidence-based Building Blocks in a practice setting.

Questions about the PTI program? Contact **April Watson** at awatson@calquality.org.

Manifest MedEx joins CQC's Steering Committee



A warm welcome to Manifest MedEx as the newest member of the Steering Committee! Manifest MedEX is a nonprofit health information network serving all of California. By joining CQC and other diverse stakeholders at the table, they have shown their dedication to improving the quality and efficiency of the health care delivery system in California. We look forward to partnering with Manifest MedEx in future programs, trainings, and collaboratives.

For more information on the CQC Steering Committee and how to join, [visit our website here](#).

PARTNER UPDATES

IHA to build California provider directory for providers and health plans

The Integrated Healthcare Association (IHA), is collaborating with healthcare leaders across California to build an accurate provider directory for the state this year. The **Provider Directory Utility (PDU)** will offer participating providers and health plans one centralized cloud-based platform to update and find accurate, on-demand provider data.

 This large-scale, cross-industry initiative aims to significantly reduce the administrative burden of managing directories and make it easier for providers to meet contracted requirements with plans, and for plans to meet state requirements. The PDU will ultimately ensure that patients can access accurate provider information through plans' websites to get the care they need. Visit www.providerdirectoryca.org and sign up to get involved or receive more information.

Free training on opioid academic detailing for medical and pharmacy staff

The California Department of Public Health (CDPH) and the California Health Care Foundation (CHCF) are sponsoring a free, 1.5 day in-person training on opioid stewardship academic detailing techniques for medical and pharmacy staff.

Academic detailing provides one-on-one structured educational visits from one health care professional to another, modeled after the techniques of pharmaceutical advertising, and it has been proven to change prescribing behavior and improve outcomes. San Francisco Department Public Health researchers have shown **opioid-related ED visits dropped by 47% after academic detailing visits** focused on opioid stewardship and naloxone co-prescribing.

[Apply to attend a training session](#)

- **San Diego:** Wed, June 13 (12-5pm PDT) & Thurs, June 14 (8am-5pm PDT)
- **Burbank/LA:** Tues, July 31 (12-5pm PDT) & Wed, Aug 1 (8am-5pm PDT)

California Improvement Network promotes joy in work

The California Improvement Network (CIN)'s recent Spring 2018 edition of Connections features a summary of their February CIN partner meeting, actionable information to tackle burnout at your own organization, and examples of tools and techniques from leading health care organizations.



To view CIN resources related to burnout and joy in work, [visit their newsletter 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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