



February 2021

Since joining CQC in 2016, I've been inspired by the commitment and measurable progress made by participants in CQC improvement collaboratives like the [Practice Transformation Initiative](#), which yielded \$186 million in cost avoidance over four years. When people and organizations come together around a common aim, we collectively achieve improvements at an accelerated pace and scale beyond our expectations, and might I add, have some fun doing it.

This year I'm honored and excited to lead the [Purchaser Business Group on Health's California Quality Collaborative](#) and care redesign portfolio. CQC, in partnership and collaboration with its [Steering Committee members](#), has a unique role driving transformation across California's health care delivery system by providing technical assistance to providers, as well as shaping alignment across public and private sectors to remove the common obstacles making it difficult for providers to implement changes on the ground. We are working to ensure Californians have access to and receive care that meets Advanced Primary Care Standards.

This year we are moving the CQC-defined standards of Advanced Primary Care from consensus to implementation through the development of a standard measure set, a testing pilot, and recommendations for delivery system changes. A key to providing Advanced Primary Care is providing care when and where patients need it, not just the clinic exam room anymore. We will be learning from and sharing insights from the participating provider groups in our improvement collaborative, [CalHIVE](#), as they optimize telehealth and virtual care to improve outcomes for people with diabetes and asthma in their journey to advanced primary care.

- [Crystal Eubanks](#)

CQC Update

CQC Advanced Primary Care Workgroup Launches

Next week Dr. Lance Lang, CQC Clinical Advisor, will convene 18 California health care leaders in CQC's Advanced Primary Care Workgroup to begin tackling the barriers among providers to transforming care. Building on the two-year multi-stakeholder consensus effort by CQC to define the attributes of Advanced Primary Care and outline a supporting measure set, this group will develop recommendations for action among providers and payers to ensure California care teams are successful in shared-risk-based payment models based on the Advanced Primary Care attributes and measures. In parallel, PBGH is bringing together purchasers and employers to build consensus for new payment models that support the provision of Advanced Primary Care.

News & Opportunities

CQC's parent organization, PBGH, has undergone a rebranding initiative, which includes a **name change to [Purchaser Business Group on Health](#)**. Check out our new [page](#)!

What we're reading: "[Today's Virtual Care Revolution: How Policy Has Shaped and Will Continue to Shape Telehealth](#)," a look at how 2020 changed telehealth and where it needs to go [Forbes]

Staff Spotlight

Read more about our work in [Advanced Primary Care](#).

- [Crystal Eubanks](#)

Program Spotlight

CalHIVE Providers Supporting Improved Telehealth Operations

[CalHIVE](#), CQC's current two-year improvement collaborative, is supporting seven California provider organizations to optimize virtual care for improved chronic condition management. The CalHIVE program includes not only tailored learning events but assigned improvement coaches and customized analytics based on quality measures. Our first learning events focused on telehealth operations, and included sessions for peer-sharing on telehealth solutions, a virtual site visit webinar to a virtual-first primary care practice, expert perspectives on policy and strategy considerations and a resource library. Here are some early observations based on participant progress:

- Telehealth is not one-size-fits-all; each type of health care practice has to determine how it works for their organization.
- We're in a "2.0" phase for telehealth similar to when EHRs were newly adopted: practices are evaluating which workflows and processes are working, and where they need to make investments to improve.
- Telehealth is not a standalone strategy, but a tool that should be integrated into ongoing strategic planning; we shared a [framework](#) at our recent [January 2020 webinar](#) to help organizations make progress optimizing telehealth, even during a rapidly changing policy and reimbursement landscape.

We look forward to supporting CalHIVE participants as they continue to optimize their telehealth support during our next learning focus on Care Teams for Virtual Care.

- [Peter Robertson](#)



We've expanded the CQC team in Southern California: J.R. Garcia joined us in January 2021.

J.R. has a passion for helping organizations embrace quality improvement as he has seen how small tests of change can make a big impact on organizations, small and large. As Senior Manager of Care Redesign, he works with providers participating in CQC learning collaboratives by advising and training health care delivery organizations, their improvement teams and practice coaches as they move toward providing high-value, patient-centered advanced primary care. See [JR's full bio here](#).

- [JR Garcia](#)

Upcoming Events

Thurs. 3/4 (12:15-1:15): California Medical Association Webinar - Telehealth Series for Small and Medium Sized Practices (Pt. 11): Telehealth Strategy. CQC will present with CMA on how practices can build a strategy to incorporate telehealth into their practice, both during and after the COVID-19 pandemic; [register here](#)

Wed. 3/31 (12:00-1:00): CQC Webinar - Increasing Depression Screening. PBGH/CQC, in partnership with UCLA and Montefiore Medical Center, will share how they are adapting behavioral health screening to better understand patients and meet their needs; [register here](#)

Tues. 4/6 or Tues. 4/13 (9:00-11:00 AM): California Improvement Network Workshop - Excellence in the Shingo Framework. In this two-hour interactive workshop, hosted by the [California Improvement Network](#) and facilitated by [Value Capture](#), participants will receive an overview of the [Shingo Model](#), its guiding principles, and the concept of Key Behavioral Indicators; [register here](#)

dedicated to advancing the quality and efficiency of the health care delivery system in California. CQC creates scalable, measurable improvement in the care delivery system important to patients, purchasers, providers and health plans.

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