

# AGENDA

Thursday, March 12, 2009, 10 a.m. to 4 p.m.

## California Clinical Quality Improvement “Right Care” Initiative Work Group Two - Proactive Outreach and Coaching of Patients

UCLA School of Public Health – Dean’s Conference Room

Address: Center for Health Sciences

650 Charles E. Young Drive South

Los Angeles, CA 90095

Dial In # (888) 921-8686 Conference Code: 1 0 3 1 0 0 1 0 8 8; Mute Your Line: \*6, Un-Mute \*7

**Work Group Chair:** Gerald F. Kominski, Professor, Department of Health Services, School of Public Health, UCLA, and Associate Director, UCLA Center for Health Policy Research

**Team Lead:** Warren Barnes

**Work Group Goal:** Proactive outreach and coaching of patients, including the potential to amplify community centers as resources for patient education and support.

**Meeting Objective:** To determine concrete strategies to spread best practices for empowering patients with heart and diabetes to achieve better clinical outcomes, implemented by health plans, medical groups, clinics and others.

<b><u>10:00-10:15</u></b>	Welcome and Introductions- Jerry Kominski (UCLA)
<b><u>10:15-10:30</u></b>	CQI Right Care Initiative Evolution; Purpose and Progress of Sub-Workgroups- Hattie Hanley, Department of Managed Healthcare (DMHC)
<b><u>10:30-11:00</u></b>	<a href="#">The Stanford Model – Chronic Disease and Diabetes</a> – Sonia Alvarez (by phone)
<b><u>11:00-11:30</u></b>	<a href="#">Application of the Stanford Model and Proposal</a> – June Simmons, CEO, Partners in Care
<b><u>11:30-12:15</u></b>	<a href="#">Telephone Outreach</a> – Dean Schillinger, M.D. UCSF (by phone) <a href="#">Findings from ATSM</a> program to improve functional status in patients with diabetes
<b><u>12:15-12:45</u></b>	Lunch
<b><u>12:45-2:15</u></b>	<a href="#">“ALL” and “PHASE” (Preventing Heart Attacks and Strokes Everyday Program); Peer Group Education</a> – David Sobel, M.D., Jim Dudl, M.D., Kaiser  Gleanings from successful evolution of secondary prevention programs; chronic disease self-management, key learnings in implementing the program, including medication adherence, and how the principles can be adapted to clinician-patient communication
<b><u>2:15-3:00</u></b>	<a href="#">“4 Patient Care”</a> – Jeff Guterman, M.D., LA County Department of Public Health  Successful implementation in a highly budget constrained environment
<b><u>3:00-3:30</u></b>	Group Discussion Regarding Implementation in Network Model – Jerry Kominski, Julie Elginer and Warren Barnes
<b><u>3:30-4:00</u></b>	Action Steps - Jerry Kominski <ul style="list-style-type: none"><li>○ What: Specific, sequenced, practical actions to yield measurable results</li><li>○ Timelines</li></ul>