

APC STARS



Mission: Earth

ALLIED PACIFIC TEAM



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CALL TO ADVENTURE: WORK AS ONE TEAM



“WE ARE UNITED AS ONE TEAM, WORKING TOWARDS OUR SHARED MISSION, CULTURE, AND GOALS. OUR TEAM INCLUDES NOT ONLY OUR EMPLOYEES, BUT ALSO OUR PATIENTS, PROVIDERS, AND CARE PARTNERS”

PACKING THE SHUTTLE



- PREPARING FOR OUR MISSION
- VISITED CLINICS AND TOOK SUPPLIES AND RESOURCES – BOOKLET, COL KITS, CPT CODES & RECOMMENDATIONS CHEAT SHEET
- STRUCTURED MEETINGS AND FUTURE OF OUR MISSION

NAVIGATING THE ROUTE



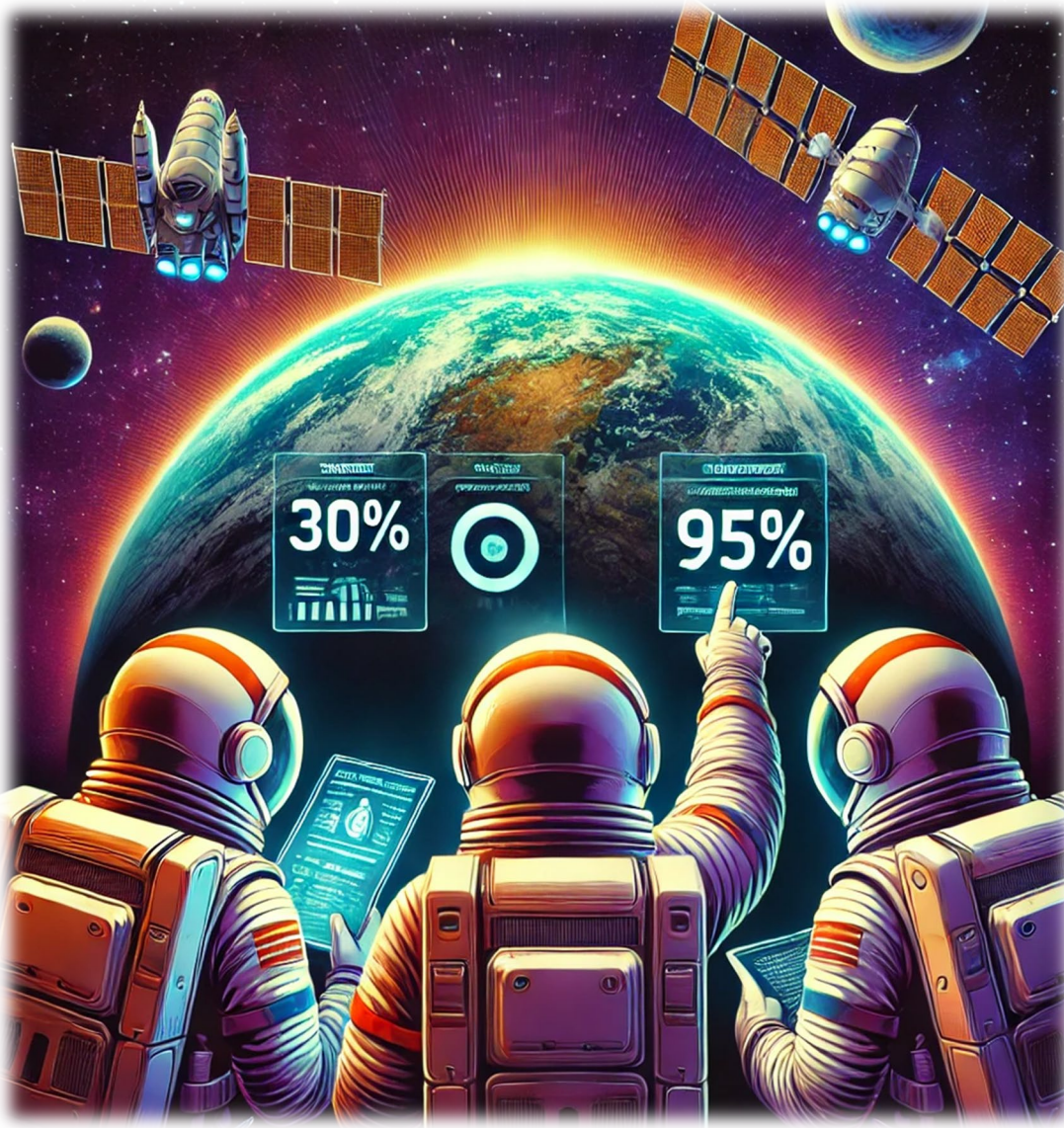
- MONTHLY CHECK-INS WITH OUR CLINICS, LEARNING ABOUT THEIR PROCESS & INITIATIVES
- HAVING A STRUCTURE AND WORKING TOGETHER
- MONTHLY ENGAGEMENT WITH EQUIP LA: CLINIC PDSA

ROADBLOCKS & DETOURS



- **COMPLETING ASSIGNMENTS AHEAD OF TIME TO AVOID DELAYS**
- **PROVIDER ENGAGEMENT & TECHNOLOGY**
- **CLINICS BEING UNDERSTAFFED**
- **MEASURES NOT CLOSING / ENCOUNTER DATA NOT CODED**

APPROACHING THE DESTINATION



- INVESTIGATING LOW SCORES—ONE OF OUR PROVIDERS FIXED BILLING ISSUE SCORE JUMPED 30% TO 95% WITHIN ONE MONTH
- MORE PROVIDER ENGAGEMENT—WILLING TO WORK AND IMPROVE ON MEASURES
- RELATIONSHIP BUILT WITH PROVIDERS AND STAFF
- PROVIDER MOTIVATION THROUGH MONTHLY OR YOY RATE SUCCESS

THE ROAD AHEAD



- BEFORE EQUIP LA WE ALREADY HAD GOALS WITH CLINICS
- NOW CLINICS HAVE A DIRECT POINT OF CONTACT WITH QUALITY TEAM
- CLINICS WILL CONTINUE TO IMPLEMENT SMALL CHANGES

A TRIP TO REMEMBER



- PROVIDER PARTNERSHIP
- MORE KNOWLEDGE OF SDOH / EQUITY
- BETTER UNDERSTANDING OF PDSA