



Team Angeles



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Call to Adventure



Coach



DATA



Coach

- 1st Meeting 6 people started the EQulP Journey
- 8 Office participating with 6 people very doable
- 2nd Meeting 4 people attended
- 8 offices will be challenging but doable.
- Then there were 3!!
- **REALLY CHALLENGNG but we have a “CAN DO ATTITUDE!!**

Packing the Car



- Our Team was made up of 2 coaches (Provider Services) and 1 QI Data person
- We were apprehensive to take on the EQuIP task and not understanding the expectations.
- It was difficult working with the practices since the IMAT was new to us and the practices did not think they had the bandwidths to complete the IMAT request.
- The setting of AIM statements was a challenge because we were setting the baseline very high. Once we reviewed the AIM statements with Kerry the EQuIP sponsor and she provided us with a better understanding the task was easy.
- Miguel the Data Lead, initially thought gathering data would be easy breezy, lemon squeezy—turns out, it was more like stressed, depressed, lemon zest!
- Thanks to our amazing data leads and Jose, we tackled every challenge head-on. Midway through, we had to pivot our strategy for better accuracy, and with the team's support, we made it happen. What started as a wild ride turned into a winning one! 🚀🍋

Navigating the Route



Has your doctor explained the importance of health screenings?



QUALITY IMPROVEMENT PROGRAMS – IMPROVING COLORECTAL CANCER/HYPERTENSION SCREENINGS

Attention!! Los Angeles County Residents

Angeles IPA would like to invite members living in Los Angeles County to share their experiences with how their medical team is addressing colorectal cancer/hypertension screenings.

Angeles IPA is looking to schedule interviews with LA County residents to learn about their experience in their colorectal cancer and/or hypertension screening.

Angeles IPA invites patients and family caregivers who have experienced this screening to participate in a short interview to share their experience and give feedback to their healthcare providers. If you are interested in participating to share your experience with practice staff to help improve the screening process, please complete the information below.

First Name: _____ Last Name: _____ Email: _____ Phone # _____



Up to 30 Minute
(often a 15 Minutes)



Virtual Conversation
via Zoom or Phone

- Jose, EQUiP Data Lead, along with 3 other POs assisted Angeles IPA's Data Lead Miguel in explaining the logic thoroughly and helped him work through data struggles.
- Angeles IPA had a light bulb moment when implemented a patient/family engagement survey .
 - Created a flyer in English and Spanish
 - Created questions to ask patients during person-to- person interview in their doctor office
 - The questions were regarding their colorectal and hypertension screening
 - Example of questions: Why did or did not agree to the screening; Did their physician explain the process
- **We were successful to interview four patients!!** We learned that one patient had put off their appointment due to transportation barriers; we were able to talk through transportation resources that are available and provide that information with practices to help other patients that struggle with the same barriers.
- Through building deeper relationships - we learned that one of our practices founded a non-profit to help their community pay co-pays for their prescriptions! They are going above and beyond!

Roadblocks & Detours



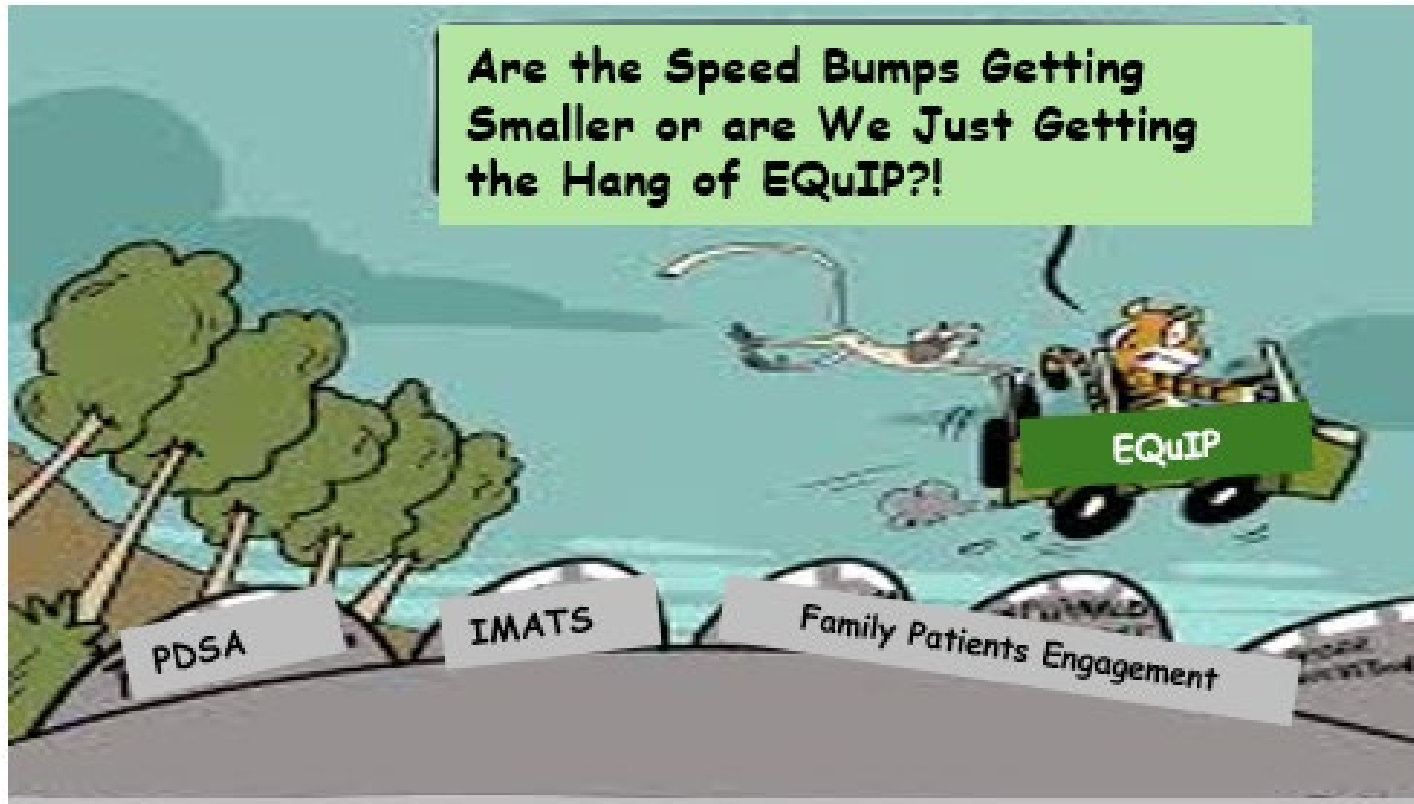
- When capturing data, we adjusted our approach between cycles to identify a better way to monitor and count the required program data
- Internal collaboration there was initial disconnect what was the ask versus what was the need.
- Practices did not initially understand the expectations of the program and did not have a full grasp on the 'why' behind it
- Had a very small team – wondered how we would be able to complete all the work

Approaching the Destination



- Data processes - able to return to the plans and provide details about the data is required for this program and future programs
- Fine tune care gap report because of EQuIP-LA – we now have built a consistent cadence to share these reports
- EQuIP-LA allowed the practices to become more engaged with the coaches and build relationships through more consistent communication
- Practices saw that the coaches wanted them to be successful and we became a partnership

The Road Ahead



- As a result of this engagement effort, conversations are more fluid and clear. There is stronger proximity between the coach and practices- it's a big win!
- Approaching practices has changed; know how to cater to the different environments; talk to different groups of people
- Understanding each person have different challenges as transportation, unable to pay for their prescription's.

A Trip to Remember



- Tell myself at the beginning - take it more seriously; work to understand the meaning behind the project
- We built lasting relationships with the practices and were able to connect directly with our patient population. This project will continue to create impact in the community way past the end of this initiative!