

# L.A Care Team



Cathy Mechsner, Manager, Practice Transformation



Lydia Muse, Project Manager/Practice Coach



Lakisha Gregorio, Business Analyst

## Practices:

- Centinela Medical Group
- Gage Medical Inc
- Dr. Mallu Reddy
- Pico Rivera Women's and Children



**L.A. Care**  
HEALTH PLAN®



# Call to Adventure

- **Team Formation:** Dr. Parrish and Dr. Seidman formed the EQulP-LA project team.
- **Team Roles:** HIT and Practice Transformation team oversaw LA CARE's participation in the EQulP project.
- **Required Expertise:** Practice engagement, HEDIS measures, and data analysis.
- **Team History:** HIT and Practice Transformation team have collaborated before.

# Call to Adventure



Established formal QI programs within the practices and form a mutual understanding on program basics such as health equity vs health equality.



Established a meeting cadence at the start of the program; biweekly meetings with the practices.



With the practices EHR limitation in producing data reports, the MCP collaborated within our internal departments (QPM AND IT team) to gather and submit the data on the behalf of the practices.



Our organization continues to work to address health equity issues with varies reports and programs that we have in place; POR , P4P reports, CRC, TLA, EPT etc.

# Packing the Car

## Equality



## Equity



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Cathy, Sai and Annette were instrumental in recruiting and laying the groundwork for EQUIP-LA project.



Lakisha Gregorio, data lead joined the team in Nov. 2022 and Lydia Muse, practice coach joined the team June of 2023.



We had the capacity and confidence to take on the work. We received support from leadership, other seasoned team members.



Lakisha – this was the main program, was able to dedicate time to the understand the project.



Baseline IMAT - was challenging because practices had to contextual and quantify their work.



Practice Challenge – differentiating between the meaning of health equality and health equity for the creation SMARTIE Aims.



# Navigating the Route



IA meetings provided opportunity for collaboration and training as well as review of available resources. ex. PDSA cycles, Data dashboard



In-person events, provided opportunity to connect with peers and exchange ideas. There were challenges with attending in-person events for patient facing employees.



SME Expert events, such as REaL Data Accelerator, provided the practice with educational opportunities to refine their current data collection workflows. Practices were also able to request practical tools.



Data office hours – provided opportunities to get clarity on some of the concepts specific to the program.

# Roadblocks & Detours



Internal leadership - no resistance- on the contrary, a great opportunity to engage these practices and establish the importance of equity.



Collaborating with QPM team – a period of trial and error to meet program data requirements. Creating rolling 12 months data specifics for the program.



There was a learning curve with practice mindset- the assumption that “treating all patients the same, is equity” and addressing the reality that there is no “one size fits all” for patient care.



Building trust with the practices, seeing first-hand how they work within the practice and getting to understand their capabilities.

# Approaching the Destination



- All the practices - we are proud of them. Although we did not see quantitative improvements with the performance measures, the practices actively engaged with the program.
- Practices seeing the value of this program:
  - CHW program added with Dr. Reddy, internal practice dashboard.
- Our internal QPM and IT teams played a crucial role in ensuring the timely submission of data.
- Opportunity to cross collaborate across various teams within LA CARE. ex. QPM, IT
- Some of our roles will rollover to the EPT Program. ex. Collaboration with internal data team



# The Road Ahead



3 out of 4 practice are currently enrolled in EPT program offering them an opportunity to continue developing their QI skills.



REaL data collection workflow included during patient registration.



SDOH screening implemented in most of the practices.



Active patient outreach to keep patients engaged and closing gaps in care.



Data continues to be a challenge, this will carry over. There is a financial aspect that inhibits the practices to obtain a high functioning EHR.



Looking forward to new programs so we can reengage practices to ensure they have all opportunities to better themselves for their patients.



# A Trip to Remember

- Quality improvement (QI) work requires collaboration across various roles, and this is key to achieving success.
- We always strive to meet practices where they are and work within their capabilities.
- Health equity: from where we started to where we are today, it is crucial to continuously remind practices of the importance of equity work.
- The value of programs like this cannot be overstated. Many practices provide service for the underserved communities and operate under significant constraints—these programs are vital for advancing their efforts.
- IT, EHR, data, and analytics will play an increasingly important role in the healthcare industry.
- We were able to provide practices with another resource and engage with the practices and it presented us with an opportunity to help them improve their work.

