

August 20, 2025, 12:00 – 1:00 p.m. PT

Impactful Interventions to Advance Health Equity

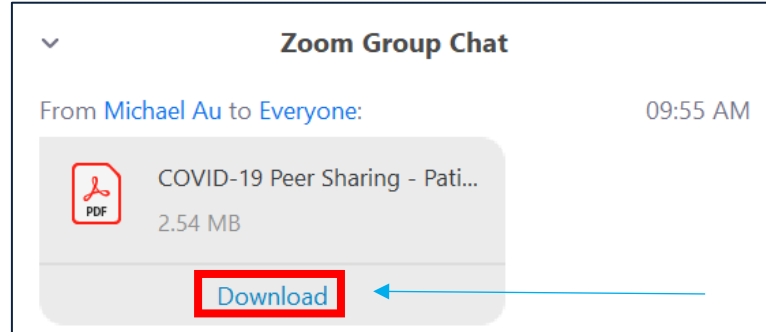
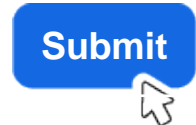
Lessons from EQuIP-LA
(2023 - 2025)



California Quality
Collaborative

Tech Tips – Zoom Meetings

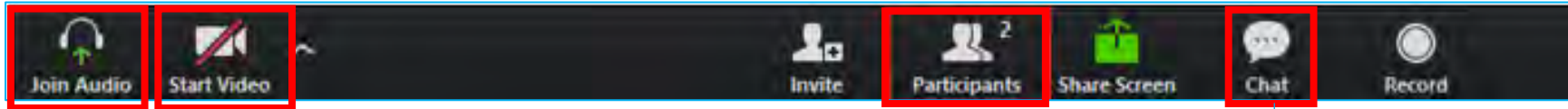
Click the blue **submit button** to complete polls



Click download in chat for slide deck PDF



Direct message Kerry Donohue for technical issues



Click to join or mute audio

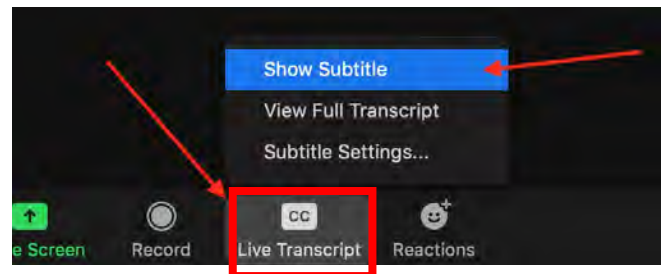
All attendees have video off upon entry

Click to see who else has joined

Ask questions and insert comments



Recording and deck will be shared with attendees



Request live closed captioning or view full meeting transcript

California Quality Collaborative (CQC)

**Advancing the quality and efficiency
of the outpatient health care delivery system
by creating scalable, measurable
improvement.**

Launched in 2007, CQC is a **multi-stakeholder quality improvement program** of the Purchaser Business Group on Health.

Aligns priorities and coordinates activities across partners for greater collective impact.

Identifies and spreads best practices across the outpatient delivery system in California.

The program trains 2,000 individuals from 250+ organizations each year

CQC's track record includes **20% relative improvement** in clinical outcomes and **10:1 ROI**

Sponsors



Today's Speakers



Peter Robertson

Sr. Director, Practice Transformation
California Quality Collaborative



Libby Hoy

Founder & Chief Executive Officer
PFCCpartners



Alex Hernandez III

Director of Business Development
Mallu Reddy MD Inc.

Webinar Objectives



During today's webinar, you will:

- Learn how small practices adapted improvement efforts to reflect the priorities and needs of their communities
- Hear directly from EQuIP-LA participants about the changes that led to meaningful impact
- Discover practical strategies for embedding equity into quality improvement work

Reflecting on Your Care Experiences

Reflecting on your personal experiences within the health care system..

What factors contribute to a positive interaction with providers, care teams, or administrative staff?

Type your response in the chat but don't press send until we count down from 3!

Submit





California Quality
Collaborative

Approaches to Addressing Health Equity within Independent Primary Care

EQuIP-LA Initiative (2023-2025)

Equity is About People



EQuIP-LA Partners



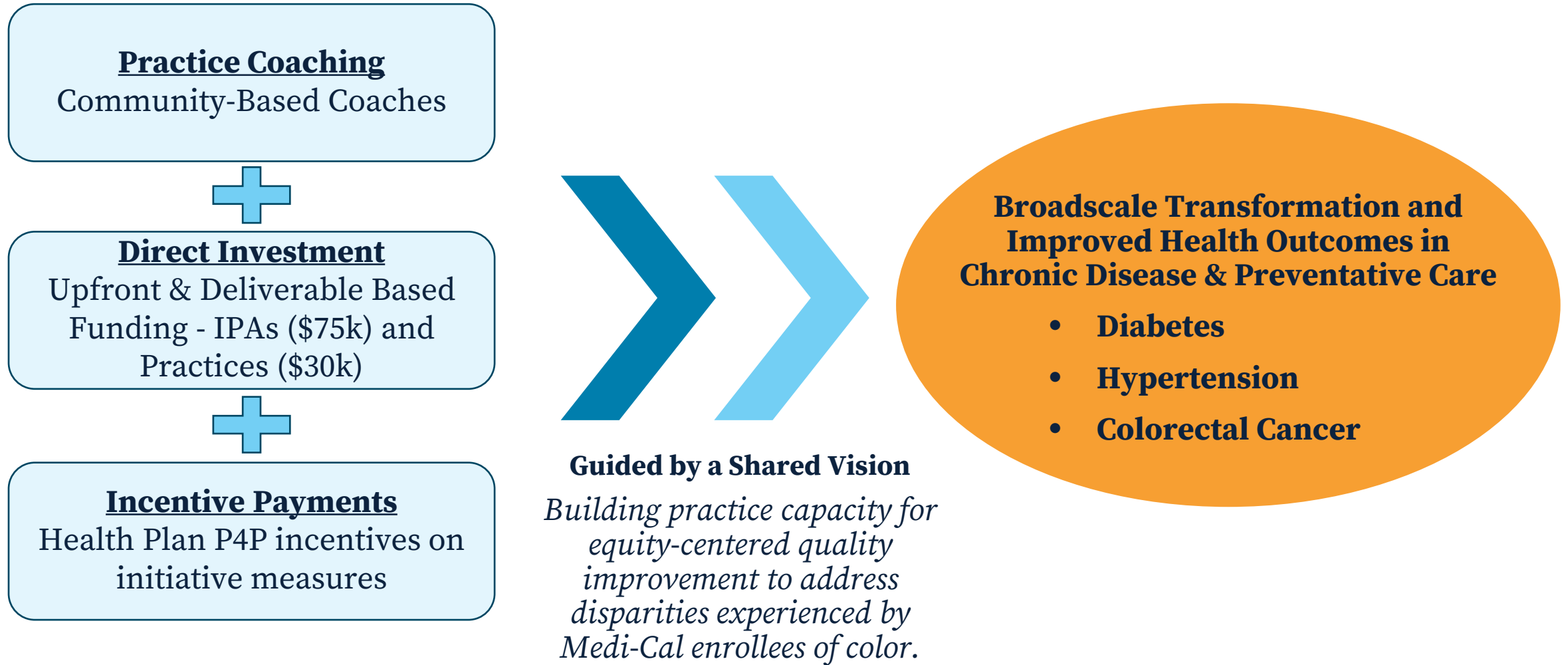
L.A. Care
HEALTH PLAN®



California
Health Care
Foundation



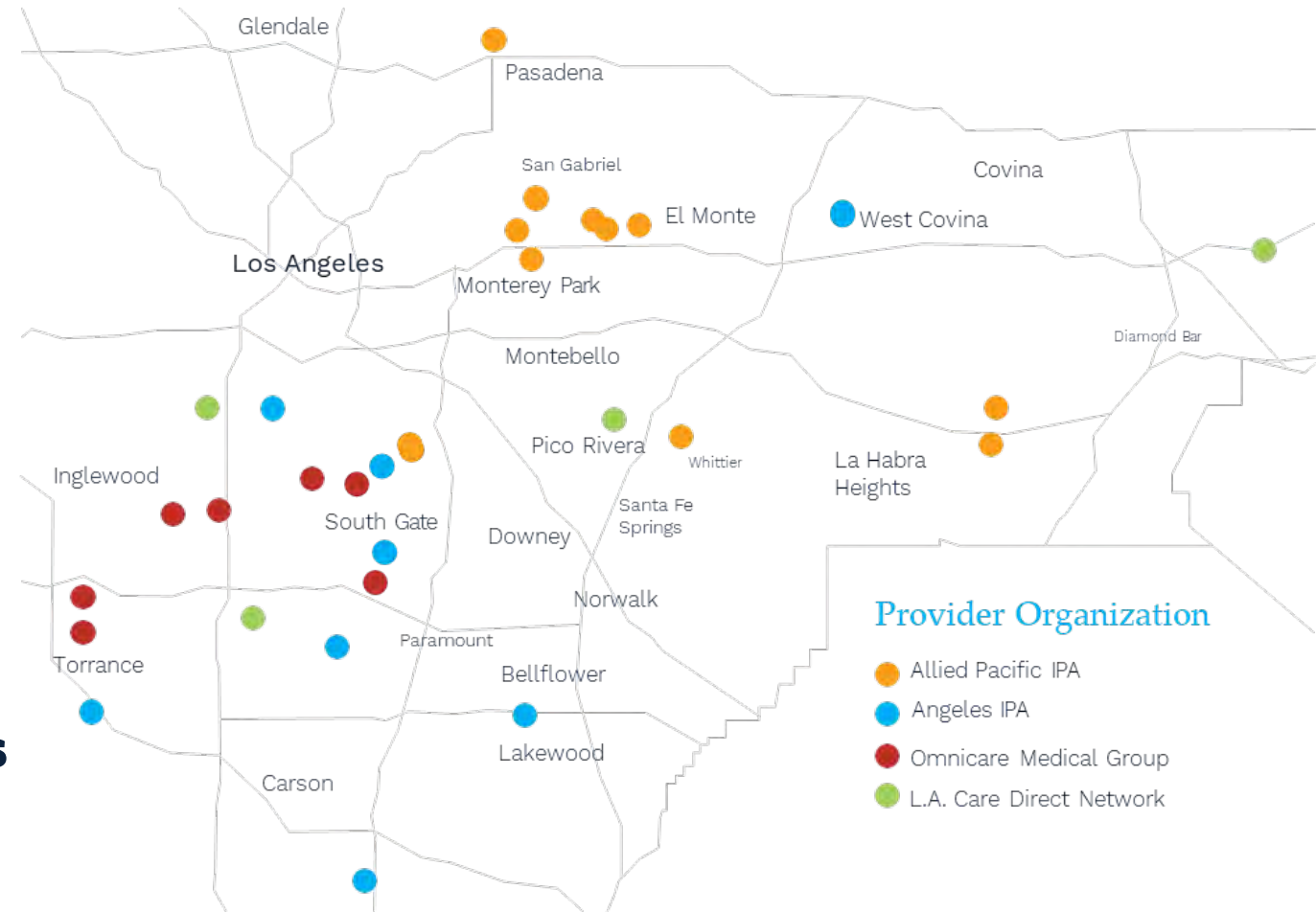
EQuIP-LA's Technical Assistance Approach



EQuIP-LA's Participants

Four provider organizations who supported **31 primary care practices**

- Care for over **53,000 Medi-Cal enrollees**, over 80% of whom self-identified as individuals of color
- **Large improvement opportunity** with performance on initiative measures below Medi-Cal benchmarks
- Participating independent practices were generally small:
 - Care teams of **3 or fewer providers**
 - Panel of **2,000 or fewer Medi-Cal enrollees**

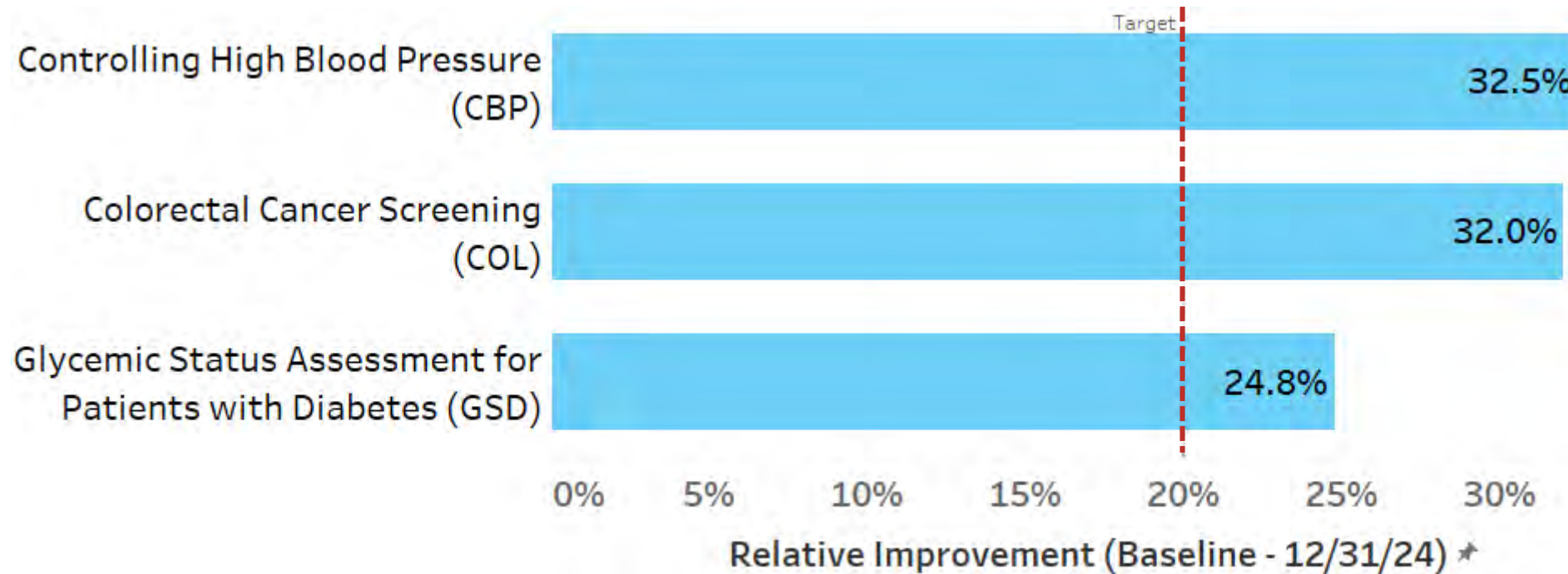


EQuIP-LA's Impact – Patient Care

30 practices
improved on at least
one measure

20 practices
achieved a 20% RI
on at least one
measure

15 practices
reached or exceeded
the MPL on at least
one measure



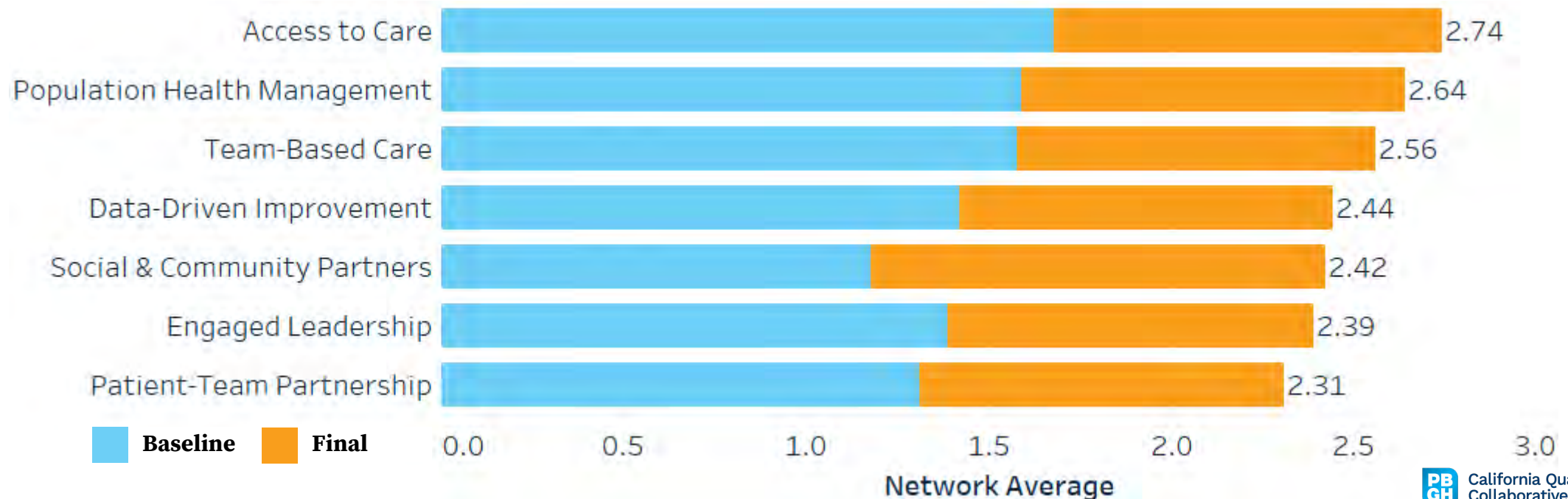
EQuIP-LA's Impact – Practice Capabilities (Key Change Drivers)

Using data to inform improvement interventions

- Proactively identifying improvement opportunities using health plan or IPA care gap data. Monitoring the impact of interventions (small-tests of change) using practice data (e.g., EHR registries, chart review).

Adopting a team-based approach to care and equity-centered quality improvement

- Creating a dedicated space to focus on quality improvement (facilitated by their community coach). Designing change interventions that leveraged strengths across care team.





California Quality
Collaborative

EQuIP-LA Partner & Practice Perspective

Panel Discussion



Peter Robertson

Sr. Director, Practice Transformation
California Quality Collaborative



Libby Hoy

Founder & Chief Executive Officer
PFCCpartners



Alex Hernandez III

Director of Business Development
Mallu Reddy MD Inc.

Thank you to our speakers!



Libby Hoy
Founder & Chief Executive Officer
PFCCpartners



Alex Hernandez III
Director of Business Development
Mallu Reddy MD Inc.



California Quality
Collaborative

What's Next

NEW! EQuIP-LA Implementation Spotlight



July 2025

Partnering with Patients in Equity-Centered Quality Improvement

Implementation Spotlight



CQC's newest spotlight highlights practical strategies for embedding patient voice in QI work and illustrates how patient engagement can drive meaningful, equity-centered change across primary care.

Click on the Implementation Spotlight image to read more!

Help Us Improve Our PFE Virtual Learning Module!

Are you interested in beta-testing CQC's new virtual learning module,
Engaging Patients in QI?

- Online & self-paced – 2 hr. commitment
- Learn strategies to engage patients & families in QI
- Turn patient insights into actionable, equity-centered improvements



We're offering free preview access in exchange for feedback (brief call or survey)!

👉 Interested? Let us know in the poll!

Select your response and click the blue
submit button to complete the poll

Submit

CQC Improvement Coaching Workshop

Earn 6 AAFP Credits while learning equity-centered quality improvement!



Thursday, October 9, 2025

8:30 a.m. – 4:30 p.m.

The California Endowment, Oakland

Use Promo Code: **WEBINAR for
25% off registration!**

(originally \$250)

Interested? [Register Today!](#) Questions? [Email Erika Lind!](#)

Poll | Webinar Feedback

1. Please rate the quality of today's webinar.
 - 5 – Excellent, 4 – Good, 3 – Average, 2 – Fair, 1 – Poor
2. Which objectives were achieved today? (select multiple)
 - Learn how small practices adapted improvement efforts to reflect the priorities and needs of their communities
 - Hear directly from EQuIP-LA participants about the changes that led to meaningful impact
 - Discover practical strategies for embedding equity into quality improvement work
3. How could we improve future webinars? (open ended)



Select your response and click the blue **submit button** to complete the poll

Submit



Stay Connected to CQC



- [Visit](#) our website to access webinar materials and register for other upcoming events
 - [Register](#) for CQC Webinar: Meeting Youth Behavioral Health Needs – Successful Practices in Primary Care (Sept. 17)
 - [Register](#) for CQC Improvement Coaching Workshop (Oct. 9)
- [Sign-up](#) to receive the CQC Newsletter
- [Follow us](#) to join in on the conversation:
[LinkedIn](#) | [X](#)
- [Email us](#) with questions or feedback



THANK YOU!



California Quality
Collaborative

Appendix

EQuIP-LA's Impact – Learning & Resources



January 2025

Approaches to Designing Equity-Centered Quality Improvement Projects

Implementation Spotlight



February 2025

Empowering Change: The Role of Community-Based Coaching in Health Care Transformation

Implementation Spotlight



June 2025

Strengthening the Primary Care Workforce: Embedding Community Health Workers Within Care Teams

Implementation Spotlight



Click on an Implementation Spotlight photo to read more!

EQuIP-LA's Impact – Stories of Transformation



[Tweedy Medical Group](#) shares their experiences addressing social drivers of health with local community partners.



[Reddy Care Medical](#) shares how they expanded their care team by up-skilling staff to serve as community health workers.