Right Care Initiative Clinical Quality Improvement Leadership Collaborative

California Statewide Goals—Preventing Heart Attacks, Strokes, and Diabetic Complications

- 75% of hypertensive patients with blood pressure controlled: <140/90 mm Hg
- 73% of patients with cardiovascular conditions with lipids controlled: LDL-C < 100 mg/dL
- 71% of diabetic patients with blood sugar controlled: HbA1c <8
- 59% of diabetic patients with lipids controlled: LDL-C < 100 mg/dL
- 58% of diabetic patients with blood pressure controlled: <140/80 mm Hg

Current Activities:
- Rotating Right Care University of Best Practices in three metropolitan areas to share learning and encourage adoption of evidence-based interventions for preventing heart attacks, strokes, and complications from diabetes (e.g., amputations, blindness, kidney failure). Practical presentations from benchmark performers are geared toward medical, pharmacy and quality improvement directors, coupled with free Continuing Medical Education in Sacramento and Los Angeles, to spur achievement of national “A-grade” performance.
- Annual leadership summit to highlight newly released HEDIS & P4P performance data, award top performers and most improved, and promote adoption of strategies used by leading edge Triple Aim performers.

Contact: Hattie Rees Hanley, MPP, Right Care Initiative Director, hhanley@dmhc.ca.gov; hattiehanley@berkeley.edu 916-323-2704

Key Partners: This collaborative, expert-based, public-private bridge project draws on leadership from key partners:

- CA Dept. of Managed Health Care
- CA medical groups, clinics & health plans
- University of California schools of public health, pharmacy, and medicine
- California Chronic Care Coalition
- Stanford Clinical Excellence Research Center
- University of Southern California
- Health Services Advisory Group QIO
- Sierra Health Foundation
- CA Office of the Patient Advocate
- CA Medi-Cal Program
- CA Dept. of Public Health (CDPH)
- Integrated Healthcare Assoc. (IHA)
- Pacific Business Group on Health
- US Department of Veteran’s Affairs
- American College of Cardiology
- American Medical Group Assoc.
- California Endowment
- California Health Care Foundation
- Ralphs Grocery Company
- Novo Nordisk
- Genentech
- Boehringer-Ingelheim

Objective: Measurably improve patient outcomes through enhanced practice of patient-centered, evidence-based medicine.

Since 2007, The Right Care Initiative’s goal has been to apply scientific evidence and outcomes improvement strategies to reduce patient morbidity and mortality through a collaborative focus on achieving quality goals where performance metrics indicate that evidence-based, life-saving practices are not fully deployed. Data from the Integrated Health Care Association, the National Committee For Quality Assurance, the federal Agency for Health Care Quality and Research, the Commonwealth Foundation, CMS, and the Centers for Disease Control indicate two trouble spots where evidence-based patient management and clinical quality improvement will significantly enhance and save lives while preventing disability: cardiovascular disease, with particular emphasis on hypertension and lipid control; and diabetes, focused on heart attack and stroke prevention.

Background: CDPH estimates Californians suffer approximately 72,000 deaths from cardiovascular disease (including heart attack and stroke) and 7,000 deaths from diabetes each year, many of them preventable according to CDC. NCQA conservatively estimates that improving California’s cardiovascular disease and diabetes measures to the national HEDIS 90th percentile could save 1,694 to 2,818 lives each year, while avoiding $118 million in yearly hospital costs, 766,401 sick days and $125.56 million in lost productivity. Heart disease, hypertension and diabetes are increasingly well understood scientifically, and ripe for best practices collaboration. Over the course of this project, California has outpaced the nation in improving health system performance on control of blood pressure, cholesterol and blood sugar, building on the “100,000 Lives” campaign for reducing medical errors and the Million Hearts™ national initiative launched in 2011.
Promising Interventions to Reach HEDIS Control Targets for Heart Attack and Stroke Prevention

**Patient Activation**
- Motivate stress reduction, nutritious eating, physical activity, smoking cessation & medication adherence
- Evidence-based patient education (e.g., Project DULCE; Stanford Patient Self-Management)
- Motivational interviewing and evidence-based media messaging

**Patient Centered Practice Redesign**
- Medical Home
  - Team-Based
  - Un-blinded Performance Feedback
  - Web Supported
  - High-Tech Enabled
- Continuous Care—Not Episodic

**Home Blood Pressure Monitoring**
- Proactive Outreach

**Medication Protocols**
- Nationally Endorsed Guidelines (AHA, ADA)
- European Union Guidelines
- ALL/PHASE (Kaiser)

**Clinical Pharmacists on Care Team**
- HRSA.gov/patientsafety
- The Asheville Project

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**Implementation Action:**
DMHC publicly launched the Right Care Initiative with NCQA and the Deans of UC Berkeley and UCLA Schools of Public Health in March 2008 at the 1st annual Clinical Quality Improvement Leadership Summit. Since then, ten Right Care summits have been held around the state. Each Right Care gathering is a collaborative effort to close the gap between science and practice to improve patient outcomes among medical, pharmacy and quality improvement directors, as well as thought leaders in evidence-based medicine.

**State-Wide Right Care Technical Expert Steering Committee Chair: Founding Principal Investigator and UBP Co-Founder:**
Stephen Shortell, PhD, MPH, MBA, Professor and Dean Emeritus, University of California, Berkeley, School of Public Health
Robert Kaplan, PhD, Associate Director for Behavioral and Social Sciences Research, National Institutes of Health
Jerry Penso, MD, MBA, Univ. of Best Practices Co-Founder and Chief Medical Officer, American Medical Group Association

**Cardiovascular Disease and Diabetes Research Team:**
Susan L. Ivey, MD, MHSA, Director of Research, Health Research for Action & Associate Professor, UC Berkeley School of Public Health
Carol Mangione, MD, MSPH, Professor of Medicine & Public Health, UCLA Schools of Public Health & Medicine
Hector Rodriguez, PhD, MPH, Visiting Associate Professor, UC Berkeley School of Public Health
Jan Hirsch, PhD, Assistant Professor of Clinical Pharmacy, UCSD Skaggs School of Pharmacy and Pharmaceutical Sciences
Steve Chen, PharmD, Associate Professor of Clinical Pharmacy, USC
Mary Fermazin, MD, MPA, Chief Medical Officer, Health Services Advisory Group (CMS-designated Quality Improvement Organization)

Thanks to an NIH GO grant (2009-July 2012), the Right Care Initiative received a special opportunity to launch a community-focused effort to reach the Right Care Initiative goals of preventing heart attacks, strokes and diabetic complications and piloted the first University of Best Practices in San Diego. Since then, a Right Care University of Best Practices has been launched in two additional metro areas: Sacramento in 2012 and Los Angeles in 2013. Each University of Best Practices is comprised of the major delivery systems of the region, including medical groups, health plans, community clinics, the V.A., Navy, and Air Force along with subject matter experts.

**Los Angeles Right Care University of Best Practices Co-Chairs:**
Stephen C. Deutsch, MD, Chief Medical Officer, Cedars-Sinai Medical Foundation
Robin Clarke, MD, MSHS, Medical Director for Quality, UCLA Faculty Practice Program (Hosted at USC School of Pharmacy)

**Sacramento Right Care University of Best Practices Co-Chairs:**
José Arévalo, MD FAAFP, Senior Medical Director, Sutter Independent Physicians Medical Group
Pamela Laesch, MD, Chief Medical Officer, Health Net (Hosted at Sierra Health Foundation)

**San Diego Right Care University of Best Practices Co-Chairs:**
Scott Flinn, MD, Medical Director, Arch Health Partners
Anthony DeMaria, MD, Univ. of Best Practices Co-Chair; Editor-in-Chief, Journal of American College of Cardiology; Founding Director, UCSD Cardiovascular Center (Hosted at UC San Diego Scripps Forum)

**Resources:** We wish to thank Right Care Initiative supporters: The Sierra Health Foundation, The CA Health Care Foundation, The California Endowment, Judith and Jack White, The CA Office of the Patient Advocate, Novo Nordisk, Genentech, Boehringer-Ingelheim, The Health Services Advisory Group, and Ralphs Grocery Company, which enables research and logistical support for the Rotating Right Care University of Best Practices and our annual leadership summits by the University of California.

**Right Care Websites:** [http://www.rightcare.dmhcc.ca.gov](http://www.rightcare.dmhcc.ca.gov) and [http://rightcare.berkeley.edu](http://rightcare.berkeley.edu)

View medical group scores by county via the CA Office of the Patient Advocate: [http://opa.ca.gov/report_card/medicalgroupcounty.aspx](http://opa.ca.gov/report_card/medicalgroupcounty.aspx)

Last Updated: March 5, 2014