Welcome to the Right Care Initiative Virtual University of Best Practices

- Meeting starts promptly at 4:00 PM
- Session is currently being recorded
- All participants are muted
- Please submit questions using the Q&A tab - bottom center of screen
- Speakers will be prompted with a bell/chime to help keep the meeting on schedule
- Please see rightcare.berkeley.edu for slides and reference materials.

Introductory Chat Question:
Please use the chat box to answer the question: “What are you most looking forward to in 2021?”
At all Right Care Initiative gatherings, we follow the Warren Barnes Principle:

*We compete against disease and not each other!*

**Warren Barnes, JD, M.Div.**
Former Chief Lawyer, California Department of Managed Health Care; Co-Author, Patient Bill of Rights; Minister & Co-Founder, Right Care Initiative
Patient Activation
- Stress reduction, medication adherence, healthy sleep, nutrition & physical activity, smoking cessation
- Evidence-based patient education (e.g., Project DULCE; Stanford Patient Self-Management)
- Motivational interviewing and evidence-based media messaging

Clinical Pharmacists on Care Team
- CA Dept. Public Health White Paper
- HRSA.gov/patientsafety

Patient Centered Practice Redesign
- Team-Based Medical Home
- Un-blinded Performance Feedback
- Web Supported High-Tech Enabled Biometrics Screening (BP, LDL, HBA1c, Coronary Calcium CT Scan Score)
- Optimized Clinical Connectivity For Rapid Treatment
- Timely Continuous Care—Not Episodic

Protocols
- Nationally Endorsed Guidelines (ACC, ADA)
- NICE UK (e.g., chest pain)
- Bundled Medication Therapy (Aspirin, Statin, Hypertension Agents)

Intensive Ambulatory Care
Santa Clara County Medical Groups - Controlling High Blood Pressure at < 140/90 mmHg, 2015-2018

Santa Clara County Medical Groups - Controlling Blood Pressure (< 140/90 mmHg) for People with Diabetes, 2014-2018

Source: Performance data for managed care patients, CA Office of the Patient Advocate Report

a) PY = Performance Year
b) Red Line marks 50th Percentile Performance
Prescribing Statins to People with Heart Disease (PY 2018-2019)

85%

Affinity Medical Group
Kaiser - Santa Clara Medical
Kaiser - San Jose Medical
Physicians Medical Group of San Jose
Santa Clara County IPA
Sutter Palo Alto Medical Foundation

PY 2018
PY 2019

Source: Performance data for managed care patients, CA Office of the Patient Advocate Report

a) PY = Performance Year
b) Red Line marks 90th Percentile Performance