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 grateful for today?”
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
Promising Interventions to Reach Right Care Control Targets for Heart Attack, Stroke, and Diabetes Prevention and High Quality Management

**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

**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)

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

**Intensive Ambulatory Care**

**Proactive Outreach**

**Home Blood Pressure Monitoring**
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

a) PY = Performance Year
b) Red Line marks 50th Percentile Performance

Source: Performance data for managed care patients, CA Office of the Patient Advocate Report
Prescribing Statins to People with Heart Disease (PY 2018-2019)

- 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

85%

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

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