**Right Care Initiative Clinical Quality Improvement Leadership Collaborative**

**Right Care Initiative Statewide Goal:** Drive Toward Zero Preventable Heart Attack, Stroke, Diabetes, and Heart Failure Deaths & Disabilities Through Best Available Science Combined with Proactive Screening and Outreach

- Achieve 80% in good control, or “A Grade” (90th Percentile) HEDIS levels for Cardiovascular Disease and Diabetes, whichever is greater.

**Priorities:**
- 80% of hypertensive patients with blood pressure (BP) controlled: <140/90 mm Hg (Optimally 130/80 mm Hg per 2017 American College of Cardiology Guidelines, endorsed by ACC/AHA/AAPA/ABC/ACPM/AGS/APhA/ASH/ASPC/NMA/PCNA)
- 80% of diabetic patients with blood sugar controlled: Hemoglobin A1c<8
- 80% of patients with diabetes and/or cardiovascular conditions on appropriate cholesterol therapy (proxy, LDL controlled: LDL-C<100mg/dL)
- Proactive Community Outreach to Screen & Identify Vulnerable Patients to Connect to Treatment & Support

**Activities:**
- University of Best Practices (UBPs) have been built in four metropolitan areas to share learning and encourage adoption of evidence-based interventions for preventing and better managing premature heart attacks, strokes, diabetes and heart failure. Practical presentations from benchmark performers are geared toward medical, pharmacy and quality improvement directors to spur achievement of national “A-grade” performance and better disease management.
- Regularly highlight progress on HEDIS & P4P performance data, examine new OSHPD hospitalization data, promote adoption of strategies used by top performers, and recognize superior performance.

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**Key Partners:** This collaborative, expert-based, data-driven project includes and has been supported by volunteers, resources, and leadership from:

- USHHS Million Hearts Initiative
- American Medical Group Assoc. Foundation
- American College of Cardiology, CA Chapter
- Med. groups, clinics, health plans & systems
- UC Berkeley School of Public Health
- University of California Schools of Public Health, Medicine, and Pharmacy
- RAND Corporation
- Stanford School of Medicine & Clinical Excellence Research Center
- USC Schools of Med., Pharmacy and Policy
- Blue Shield of California
- Sierra Health Foundation
- California Chronic Care Coalition
- Stroke Awareness Foundation
- No More Broken Hearts Foundation
- American Heart/Stroke Association
- American Diabetes Association
- Local Military and Veteran’s Health
- Integrated Healthcare Assoc. (P4P)
- Los Angeles County Dept. of Public Health
- California Department of Public Health
- CA Department of Managed Health Care
- CA Office of the Patient Advocate
- CA Office of statewide Health Planning and Development
- Health Trust / Community Health Partnership
- Amarin, Anjen
- Boehringer-Ingelheim
- Genentech
- Johnson & Johnson
- Novo Nordisk
- California Health Trust / Community Health Partnership
- Commonwealth Foundation, among others. 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 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
- High-Tech Enabled Biometrics Screening (BP, LDL, HbA1c, Coronary Calcium CT Scan Score)
- Optimized Clinical Connectivity for Rapid Treatment
- Timely Continuous Care—Not Epidemic
- Intensive Ambulatory Care

**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
- Surgeon General's Rpt.

**State-Wide Right Care Technical Expert Group**
- Stephen Shortell, PhD, MPH, MBA, Technical Expert Group Chair, Dean Emeritus and Prof., School of Public Health, UC Berkeley; Robert M. Kaplan, PhD, Research Director, Stanford University Clinical Excellence Research Center; Hector Rodriguez, PhD, MPH, Prof., Health Policy and Management, School of Public Health, UC Berkeley; Director, Center for Healthcare Organization and Innovation Research; William J. Bommer, MD, FACP, FACC, Statewide Chairman, Right Care Initiative; Society Delegate, California American College of Cardiology and California Medical Association; Director, California ePCI Program; Director, Prevention Forward Program and Professor of Medicine, Division of Cardiovascular Medicine, University of California, Davis; Steve Chen, PharmD, FASHP, FCSPH, FNAP, Associate Dean for Clinical Affairs, USC School of Pharmacy; Keith Emmons, MD, Medical Director, CenCal Health of Santa Barbara (Medi-Cal plan); Scott Flinn, MD, University of Best Practices Co-Founder; Medical Director, Blue Shield of California; Former Navy Undersea Medical Officer with the Navy SEALs; Cindy Giambonne, PharmD; co-chair, Right Care Initiative Heart Failure Work Group; Director, Performance Improvement and ACO Pharmacy Risk, MemorialCare Foundation and Medical Group; Jan D. Hirsch, RPh, PhD, Founding Dean, UC Irvine School of Pharmacy; David Joel Maron, MD, FACC, FAHA, Clinical Professor of Medicine, Chief, Stanford Prevention Research Center Director, PreventiveCardiology, Stanford University School of Medicine; John Overtviet, Karolinska Institute, Stockholm, Sweden; Catrina Taylor, PhD, NSPH, Senior Research Scientist, Epidemiologist/Biostatistician, Chronic Disease and Control Branch, California Department of Public Health

**San Diego University of Best Practices steering committee**
- medical directors came to early consensus that heart attacks and strokes could be reduced by 50% in 5 years if the interventions on the Right Care Triangle were implemented. (See box to left)

- What are the best strategies for speeding the adoption of promising interventions for bringing patients into safe control?
- How can team based care be deployed to quickly meet the Right Care goals and the barriers to doing so?
- What strategies will quickly help close the health disparity gaps in hard hit communities?

**Implementation Action:**
The Right Care Initiative, sponsored by the UC Berkeley School of Public Health, was publicly launched with encouragement from the Department of Managed Health Care, NCOA 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, more than a dozen Right Care Summit meetings have been held around the state, along with over 200 monthly University of Best Practices. Each Right Care gathering is a collaborative effort to reduce the gap between scientific practice to improve patient outcomes working with medical directors, pharmacy and quality improvement directors, as well as thought leaders in evidence-based medicine.

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**Early Co-Founders:**
- Arnlie Milstein, MD, MPH, Professor of Medicine and Director, Clinical Excellence Research Center, Stanford University; Medical Director, Paciﬁc Business Group on Health; Warren Barnes, JD, M.Div., Former Chief Lawyer, California Department of Managed Health Care, Minister and Co-Founder, Right Care Initiative; Allen Fremont, MD, PhD, Right Care Technical Expert Group 2008-2012; Co-Principal Investigator and Data Lead, Right Care-NHLBI (2009-2012); Former Physician Policy Researcher and Director, RAND Q-DART Project, RAND Corporation; Helen Halpin, ScM, PhD, Professor Emerita and Former Director, Center for Health Policy and Public Policy Studies, UC Berkeley School of Public Health; Jeren Penso, MD, MBA, President and Chief Executive Ofﬁcer, AMGA (formerly the American Medical Group Association); Co-Founder, Right Care Initiative University of Best Practices.

**University of Best Practices**
- 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 (subsequently renamed Be There San Diego.) Since then, Right Care University of Best Practices has been launched in three additional metro areas: Sacramento in 2012, Los Angeles in 2013 and Bay Area Silicon Valley in 2018. Each University of Best Practices makes an effort to include the major delivery systems of the region, including medical groups, health plans, community clinics, local public health, military and VA medical leaders, together with patient advocacy groups and other subject matter experts.

**Los Angeles Right Care University of Best Practices Co-Chairs**
- Oliver Brooks, MD, Co-Chair, Right Care Initiative Capital Region; Professor, Adjunct, School of Public Health, UC Berkeley; Director of Research, Health Research for Action; Joseph Sky, MD, FACP, FACC, Co-Chair, Right Care Initiative University of Best Practices; Chief of Preventive Cardiology,Assoc. Chief of Staff, David Grant Medical Center, US Air Force; Matthew P. Wonnacott, MD, Chief Medical Officer, Barton Health.

**San Diego Be There University of Best Practices Co-Chairs**
- Anthony DeMaria, MD, University of Best Practices Co-Founder & Chair; Former Editor in Chief, Journal of American College of Cardiology; Founding Director, UCSD Cardiovascular Center Prof., School of Medicine, UCSD; Parag Agnihotri, MD, Chief Medical Officer, Population Health Services at UC San Diego Health; R. James Dudi, MD, Former Diabetes Lead & Community Benefits, Kaiser Permanente.

**Sacramento Right Care University of Best Practices Co-Chairs**
- William J. Bommer, MD, FACP, FACC, Statewide Chairman, Right Care Initiative: Specialty Delegate, California American College of Cardiology and California Medical Association; Director, California ePCI Program; Director, Prevention Forward Program and Professor of Medicine, Division of Cardiovascular Medicine, University of California, Davis; Susan L. Ivey, MD, MHS, Co-Chair, Right Care Initiative Capital Region; Professor, Adjunct, School of Public Health, UC Berkeley; Director of Research, Health Research for Action; Joseph Sky, MD, FACP, FACC, Co-Chair, Right Care Initiative University of Best Practices; Chief of Preventive Cardiology, Assoc. Chief of Staff, David Grant Medical Center, US Air Force; Edward M. Yu, MD, CMQ, CPPS, CPE, Chief Quality Officer, Palo Alto Medical Foundation.

**San Diego University of Best Practices steering committee**
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**Resources:**
- We wish to thank the Right Care Initiative supporters: The Sierra Health Foundation, RAND Corporation, Stanford University, The California Department of Public Health, Blue Shield, Stroke Awareness Foundation, No More Broken Hearts Foundation, Amarin, Amgen, Boehringer-Ingelheim, Genentech, Johnson & Johnson, and Novo Nordisk for enabling the research and logistical support at the University of California, Berkeley School of Public Health for the Right Care Initiative University of Best Practices and our clinical quality improvement leadership summits. A very special thank you to the National Institute of Health / National Heart, Lung, and Blood Institute, and the Judith and Jack White Family for initial seed funding for the University of Best Practices!

**Right Care Website:** [http://rightcare.berkeley.edu/](http://rightcare.berkeley.edu/)

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