

DRAFT



SUPPLEMENTAL SPECIAL AGENDA
Compliance & Quality Committee Meeting
Board of Governors

Thursday, February 20, 2025, 2:00 P.M.
1055 West 7th Street, Conference Room 100, 1st Floor
Los Angeles, CA 90017

To listen to the meeting via videoconference please register by using the link below:
<https://lacare.webex.com/weblink/register/r83359c9b5dda55abe6fe281fcfdf7be2>

To listen to the meeting via teleconference please dial: +1-213-306-3065
Meeting Number: 248 718 94035 Password: lacare

For those not attending the meeting in person, public comments on Agenda items can be submitted prior to the start of the meeting in writing by e-mail to BoardServices@lacare.org, or by sending a text or voicemail to (213) 628-6420. Due to time constraints, we are not able to transcribe and read public comment received by voice mail during the meeting. Public comment submitted by voice messages after the start of the meeting will be included in writing at the end of the meeting minutes.

The purpose of public comment is an opportunity for members of the public to inform the governing body about their views. The Committee appreciates hearing the input as it considers the business on the Agenda. All public comments submitted will be read for up to 3 minutes during the meeting. The process for public comment is evolving and may change at future meetings. We thank you for your patience.

All votes in a teleconferenced meeting shall be conducted by roll call.

If you are an individual with a disability and need a reasonable modification or accommodation pursuant to the Americans with Disabilities Act (ADA) please contact L.A. Care Board Services staff prior to the meeting for assistance by text to 213 628-6420 or by email to BoardServices@lacare.org.

WELCOME

Stephanie Booth, MD, *Chair*

1. Approve today's meeting Agenda *Chair*
2. Public Comment (*please see instructions above*) *Chair*
3. Member Experience Improvement Efforts Brigitte Bailey, MPH, CHES
Supervisor, Quality Improvement

ADJOURNMENT

The next Compliance & Quality Committee meeting is scheduled on
Thursday, March 20, 2025 at 2:00 p.m.
and may be conducted as a teleconference meeting.

The order of items appearing on the agenda may change during the meeting.

ACTION MAY NOT BE TAKEN ON ANY MATTER RAISED DURING THE PUBLIC COMMENT PERIODS UNTIL THE MATTER IS SPECIFICALLY LISTED ON A FUTURE AGENDA, according to California Govt Code Section 54954.2 (a)(3) and Section 54954.3.

NOTE: THE COMPLIANCE & QUALITY COMMITTEE CURRENTLY MEETS ON THE THIRD THURSDAY OF MOST MONTHS AT 2:00 P.M. AGENDA and PRINTED MEETING MATERIALS ARE

Board of Governors
Compliance & Quality Committee Meeting Agenda
February 20, 2025

AVAILABLE FOR INSPECTION AT <http://www.lacare.org/about-us/public-meetings/board-meetings> and by email request to BoardServices@lacare.org

Any documents distributed to a majority of the Board Members regarding any agenda item for an open session after the agenda has been posted will be available for public inspection at 1055 W. 7th Street, Los Angeles, CA, in the reception area in the main lobby or at <http://www.lacare.org/about-us/public-meetings/board-meetings> and can be requested by email to BoardServices@lacare.org.

An audio recording of the meeting is made to assist in writing the minutes and is retained for 30 days.

Meetings are accessible to people with disabilities. Individuals who may require any accommodations (alternative formats – i.e., large print, audio, translation of meeting materials, interpretation, etc.) to participate in this meeting and wish to request an alternative format for the agenda, meeting notice, and meeting packet may contact L.A. Care’s Board Services Department at (213) 628 6420. Notification at least one week before the meeting will enable us to make reasonable arrangements to ensure accessibility to the meetings and to the related materials.

Member Experience Improvement Efforts



L.A. Care
HEALTH PLAN®

For All of L.A.



Brigitte Bailey, MPH, CHES
Quality Improvement Supervisor
Clinical Initiatives

Overview

- Enterprise CAHPS Leadership Team
- SullivanLuallin Group Patient Experience Trainings
- New PPG and Clinic Engagement



Enterprise CAHPS Leadership Team



- Established by Dr. Edward Sheen in February 2023
- CAHPS performance is driven by enterprise-wide teams beyond health services. Every LAC interaction with members counts. Access to both primary and specialty care are also key to member satisfaction.
- Bi-weekly collaborative bringing together leadership from departments across the health plan:
 - Representation from Quality Improvement, Product teams, Customer Solutions Center, Provider Network Management
- Teams are sharing current efforts and strategizing future joint initiatives to improve member experience, such as:
 - Member journey mapping
 - New member satisfaction surveys





Patient Experience Trainings

- We contracted with SullivanLuallin Group (SLG) in 2019 to deliver patient experience trainings. Extended contract through December 2025.
- Trainings developed for:
 - Office managers and front-line staff
 - Care Providers
- In 2020, pivoted in-person model of trainings to webinar series
 - Completed 9 full webinar series (Fall 2020, Spring 2021, Fall 2021, Spring/Summer 2022, Fall 2022, Spring 2023, Fall 2023, Spring 2024, Summer 2024)



**SullivanLuallin
Group**

 **L.A. Care**
HEALTH PLAN

 **SullivanLuallin
Group**

Optimizing the Clinical Experience for All

**Fall 2024
Online Training Series**

Join L.A. Care Health Plan and the SullivanLuallin Group this Fall for a series of online webinar trainings on enhancing patient experience and optimizing patient outcomes. Sessions will focus on setting the foundation for a positive patient experience including new training topics on finding joy in patient engagement (3-part series).

The webinar series will include sessions for clinicians, managers, and staff to establish a culture of patient-centered care and exceptional service. Invite your whole team!

The **full training schedule** can be found on the following page.

[Register here](#) or at www.lacare.org/QI-webinars

Questions? Email quality@lacare.org.

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Available Trainings

- **For Care Providers**

- Leading to a Positive Patient Experience
- Efficient and Effective Patient Encounters
- Motivating Patients to Change Health Behaviors
- Improving Patient Compliance

- **For Managers/Staff**

- Managing for Telephone Service Excellence
- Handling Patient Complaints with H.E.A.R.T.
- A Better Care Experience with A.I.M.
- Managing Access and Flow

- **For Entire Care Team**

- Building an Empowered Care Team: Strategies and Tools for Fostering an Engaged Clinical Practice
- Finding Shared Purpose: Meaningful Connection Within Our Work Environment **new training**
- Professional Fulfillment: Finding Joy in Healthcare **new training**
- Compassion as Fuel: Empowering You Towards a Sustainable Career **new training**

Partnership with IPAs and Clinics

- Quality Improvement continues to partner with provider groups and clinics to offer trainings directly to clinicians and staff
- In 2024, SullivanLuallin Group completed 13 trainings for 8 clinics and IPAs.
 - Audience included clinicians, pediatricians, health educators, and physician fellows
- Teams are also partnering with L.A. Department of Health Services Ambulatory Care Network to offer trainings to primary care physician network
 - Conducted half-day retreat for primary care physician leadership on January 11th, 2024

Evaluation

- In addition to post-training surveys, Quality Improvement evaluates CG-CAHPS scores to determine impact of trainings
- 2023 CG-CAHPS Survey Scores: 10/14 clinics hosting a training realized improvement in year over year scores.
- Measures of focus:
 - Rating of Provider
 - Rating of Health Care
 - How Well Providers Communicate with Patients
 - Helpful, Courteous, and Respectful Office Staff

Questions?



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