



2017 Managed Care Quality Awards Presented at the 2017 Quality Conference Sacramento, California



BUILDING
Excellence in Quality Improvement

2017 | LEADERSHIP CULTURE COMPETENCE





The 2017 Medi-Cal Managed Care Quality Conference theme was titled: *Building Excellence in Quality Improvement: Leadership, Culture, and Competence*. Featured speakers shared their strategies and outcomes on how they successfully created a culture of quality within their organizations.

Keynote Speaker, Anna Roth, Chief Executive Officer of the Contra Costa Regional Medical Center, shared her unique design for a culture of quality improvement, not only within her organization but across all public sectors, to draw the entire health economy together and drive change across regions to serve those most vulnerable.

As part of the conference, DHCS Managed Care Quality Awards were presented to Medi-Cal managed care health plans (MCPs) to highlight quality achievements and to acknowledge outstanding performance on quality measures and innovative quality interventions.

A list of Quality Conference presenters and the winners of the Quality Awards are highlighted in this presentation.



Quality Conference Presenter Overview

Conference Welcome

Jennifer Kent
Director, DHCS

DHCS Update

Nathan Nau
Chief, Managed Care Quality and Monitoring Division, DHCS

Keynote Address—Building a Culture of Improvement: Doing Common Things Uncommonly Well

Anna M. Roth, RN, MS, MPH, CEO
Contra Costa Regional Medical Center, Health Centers & Detention Health

Instilling a Culture of Quality: Preparing for the Future

Valli Coakley, RN Director
Healthcare Services Quality & Compliance, SCAN Health Plan

Robi Hellman, RN, MSN, CNS
Director, Healthcare Services Education & Training, SCAN Health Plan

Building a Culture of Quality: One Health Plan's Journey

Ellen Rudy, PhD
Associate Vice President of Quality, Molina Healthcare of California Partner Plan, Inc.



Quality Conference Presenter Overview (cont.)

Thinking Critically About Building a Core Team, Interventions, and Outcomes

Donald Grostic, MS

Associate Director, Performance Improvement Project Methodologies, HSAG

Christy Hormann, LMSW, CPHQ, CSSBB

Performance Improvement, Senior Project Manager, HSAG

Christi Melendez, RN, CPHQ

Director, Performance Improvement Projects, Health Services Advisory Group, Inc.

2017 Quality Award Presenters

Sarah Brooks

Deputy Director, Health Care Delivery Systems, DHCS

Dana Durham

Chief, Policy and Medical Monitoring Branch, DHCS

Closing Remarks

Neal Kohatsu, MD, MPH

Medical Director, DHCS



Outstanding Performance Award



Small Scale Plan:
San Francisco Health Plan



Outstanding Performance Award



Medium Scale Plan:

Community Health Group



Outstanding Performance Award



Large Scale Plan:
CalOptima



Greatest Improvement in One Year Award



CalViva – Kings County



Greatest Improvement in One Year Award Runner Up



Anthem – San Francisco County



Greatest Improvement in Quality Strategy Focus Areas Award



Santa Clara Family Health Plan – Santa Clara County



Greatest Improvement in Quality Strategy Focus Areas Award Runner Up



Care 1st Partner Plan – San Diego County



Innovation Award Winner



Inland Empire Health Plan

Behavioral Health Integration & Complex Care Initiative



Innovation Award Runner Up



Kern Family Health Care

Medical Respite: Rest and Recovery Program



2017 Quality Conference Poster Presentation Winner



Anthem Blue Cross Diabetes: Cultivating a Culture of Quality