

PHMI Statewide Learning Session

March 5-6, 2025

Advancing Population Health Management with Purpose and Momentum

March 5, 2025

Your Statewide Learning Session Hosts



Roger Chaufournier

IHI Faculty



Jackie Nuila

Centers for Care
Innovation

Overall Statewide Learning Session Objectives

Learning Objectives:

1

Describe key elements of sustainability.

2

Identify at least two concrete ways to improve care in your health center.

3

Describe the changing policy landscape and its potential impact on your clinic's PHM work.

Experiential Objectives:

4

Build connections with peers and feel a part of the PHMI community.

5

Engage with peers and subject matter experts in sharing about challenges and promising practices for PHM.



WIFI

Username: PHMI

Password: PHMI2025

**Resources, handouts,
slide downloads:**

[phmiportal.com/events/
phmi-statewide-learning-
session](http://phmiportal.com/events/phmi-statewide-learning-session)



5 PoF Breakout Topic Posters:

- Write a topic you would like to discuss with your peers in the PoF breakout session on a sticky note, and attach it to the PoF Breakout poster *for your selected PoF*

Use the bike racks to add any:

- Topics I'd Like to Learn More About...
- Questions and Suggestions
- Questions about Changes in the External Environment for CPCA and RACs

Disclosure

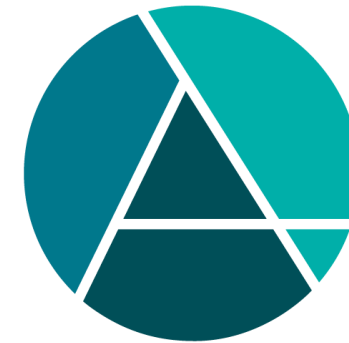
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In support of improving patient care, the Institute for Healthcare Improvement is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.

This activity is approved to provide 10 credit hours for physicians, nurses, and Certified Professional in Patient Safety (CPPS) recertification.



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Welcome Speakers



**Stephanie
Ledesma**

Senior Vice President
of Community and
Social Health, Kaiser
Permanente



**Bechara Choucair,
MD**

Chief Health Officer,
Kaiser Permanente



Meena Mital, MD

Senior Director, Kaiser
Permanente
PHMI Lead



**Elena Thomas
Faulkner**

Project Director
JSI

Welcoming Remarks

Dr. Bechara Choucair

PHMI's Goals



Improve quality of care and equitable health outcomes of people served by CHCs



Enhance access through team-based care and care redesign at CHCs



Improve CHC patient engagement and experience of care



Improve CHC technology enablement to optimize population health capabilities

You have improved capabilities in Building the Foundation domains.

Almost all CHCs have met all minimum standards for the Building the Foundation domains. PhmCAT data showed significant improvement in all Building the Foundation domains since baseline.

Building the Foundation				
	Business Case for PHM	Technology & Data Infrastructure	Empanelment & Access	Care Teams & Workforce
# of CHCs meeting all minimum standards (as of Dec 2024)	25	31	32	32
PhmCAT cohort significant improvement (Nov 2024 compared to baseline in Apr 2023)	☒	☒	☒	☒

"We've never looked at patient data in that way before. It made me really excited about my job, just to say, 'Oh, wow! We're actually looking at these data in different ways and looking at populations in comparison.'"

- CHC staff

What We Heard from You About PHMI Participation

PHMI support and technical assistance helped CHCs make progress on Building the Foundation domains:

- PHMI structure provided a **roadmap** and **dedicated time** for staff to work through operational challenges.
- **Coaches** and **subject matter experts** were knowledgeable, well prepared, organized, and approachable.

“[PHMI] got us talking about [population health management] in a focused concentrated way...it’s been more focused attention than what we’ve been able to do in the past. So, the initiative has helped us to fine tune our thinking and figure out where our gaps are and how we can best fill those gaps.”

- CHC staff member

PHMI participation has been influenced by challenges:

- Nearly all CHCs cited **staffing challenges** that impacted PHMI participation & progress
- Some CHCs noted the push-and-pull of the state payment & policy:
“We’re trying to do value-based care in a fee-for-service model.”
- Many CHCs were unsure about **sustaining and expanding** PHMI efforts after the grant

2025 Focus: Advancing Population of Focus Domains

Focus Areas

All **32** CHCs have launched PoF work:

- Adults living with chronic conditions (12)
- Adults with preventive care needs (11)
- Children (5)
- Behavioral health (2)
- Pregnant people (2)



Implementation Progress

As of Dec 2024, **13** CHCs had met at least one Foundational Competency in their PoF work*

26 CHCs were screening patients for social needs



Improvement in Capabilities

PhmCAT PoF Domain	Significant improvement from baseline (Nov 2024 compared to Apr 2023)
Leadership & Culture	☒
Patient-Centered, Population-Based Care	☒
Behavioral Health	
Social Health	☒

* There are a total of 34 PoF Foundational Competencies across the 5 PoFs; between 6-8 per focus area

What's Next?

Our goals for the SWLS are for you to:

- Accelerate your work in your PoF
- Sustain the changes made to date
- Create spaces for meaningful discussions about the dynamic environments that impact you
- Experience moments of epiphany and inspiration
- Gain a sense of camaraderie and connection

Remember, you are not in this alone! We have an ecosystem of support available!

Gathering Our Priorities for the PoF Breakouts

At registration table, breaks, and reception

- Population of Focus breakout sessions will feature Open Space discussions
 - Today, we are gathering your ideas of topics to discuss in tomorrow's session
- Please find **your Population of Focus poster** throughout the afternoon
 - Add a sticky note with a topic of interest and your name
 - Topics can be:
 - A problem
 - An idea
 - An emerging solution
 - An implementation challenge, such as implementing clinical practice guidelines
 - A group you'd like to gather with, such as role-specific conversation (CMOs, or all nurses, etc.)

Today's Agenda: March 5, 2025

01	Advancing Population Health Management with Purpose and Momentum	25 mins
02	Conversation Cafe	90 mins
03	Break	10 mins
04	Moving Towards a Sustainable PHM System	70 mins
05	Keynote: Rishi Manchanda	45 mins
06	Looking Ahead	10 mins
07	Reception	75 mins

Tomorrow's Agenda: March 6, 2025

01	Breakfast; <i>Optional</i> : Introducing Food is Medicine to PHMI	50 mins
02	Improving Health Outcomes in our Populations of Focus (PoF)	160 mins
03	Lunch	60 mins
04	Managed Care Plan (MCP) Panel: Advancing PHM in Partnership with Health Centers	45 mins
05	Afternoon Breakouts	90 mins
06	PHMI Partner Panel: Priorities and Lessons Learned from California's Practice Transformation Initiatives	60 mins
07	Closing and Gratitude	20 mins



Here we go!

Photo credit: Jed Villejo on Unsplash

Conversation Café

March 5, 2025

Conversation Café



Objective: Find ideas & approaches you might be able to replicate or build on in your health center!



View Topics:
bit.ly/phmi2025



Conversation Café



90 Minutes

Participate: There will be 3 sessions of 25 min, plus transition time. Check the Miro Board for what session you want to join.

- Use your Takeaways handout to record your takeaways and contact information for people you'd like to have a follow-up conversation with!
- Try to limit group size to 15 people.
If a table is too full, pick another group!

Presenters: You'll facilitate the same conversation twice. When you're not presenting, participate!



View Topics:
bit.ly/phmi2025

BREAK

15 mins – Return at 2:40

Moving Towards a Sustainable PHM System

Conversation with Omni Family Health & Team Time

March 5, 2025



Learning Objectives

Moving Towards a Sustainable PHM System

1

Describe key elements of sustainability and conditions for 'hardwiring' care transformation.

2

Consider the impact PHM has had on our center and reflect on what we might want to hardwire.

3

Generate excitement for building sustainability into our PHMI work moving forward.

Sustainability Session Agenda

01

Sustainability
as a Natural
Progression for
PHMI

02

Conversation
with Omni
Family Health

03

Team Time

Setting the Stage

- Definition of sustainability:
 - When an innovation has been hardwired into the way we do business.
 - When new ways of working and improved outcomes become the norm.
 - When you look at the process or outcome one year from now or longer, you can see at a minimum it has not reverted to the old way of working or old level of performance.
- Sustainability is the natural progression of an effective care transformation strategy.

Conversation with Omni Family Health

Deanna Padilla, NP, Associate Medical Director, PHMI Clinical Lead

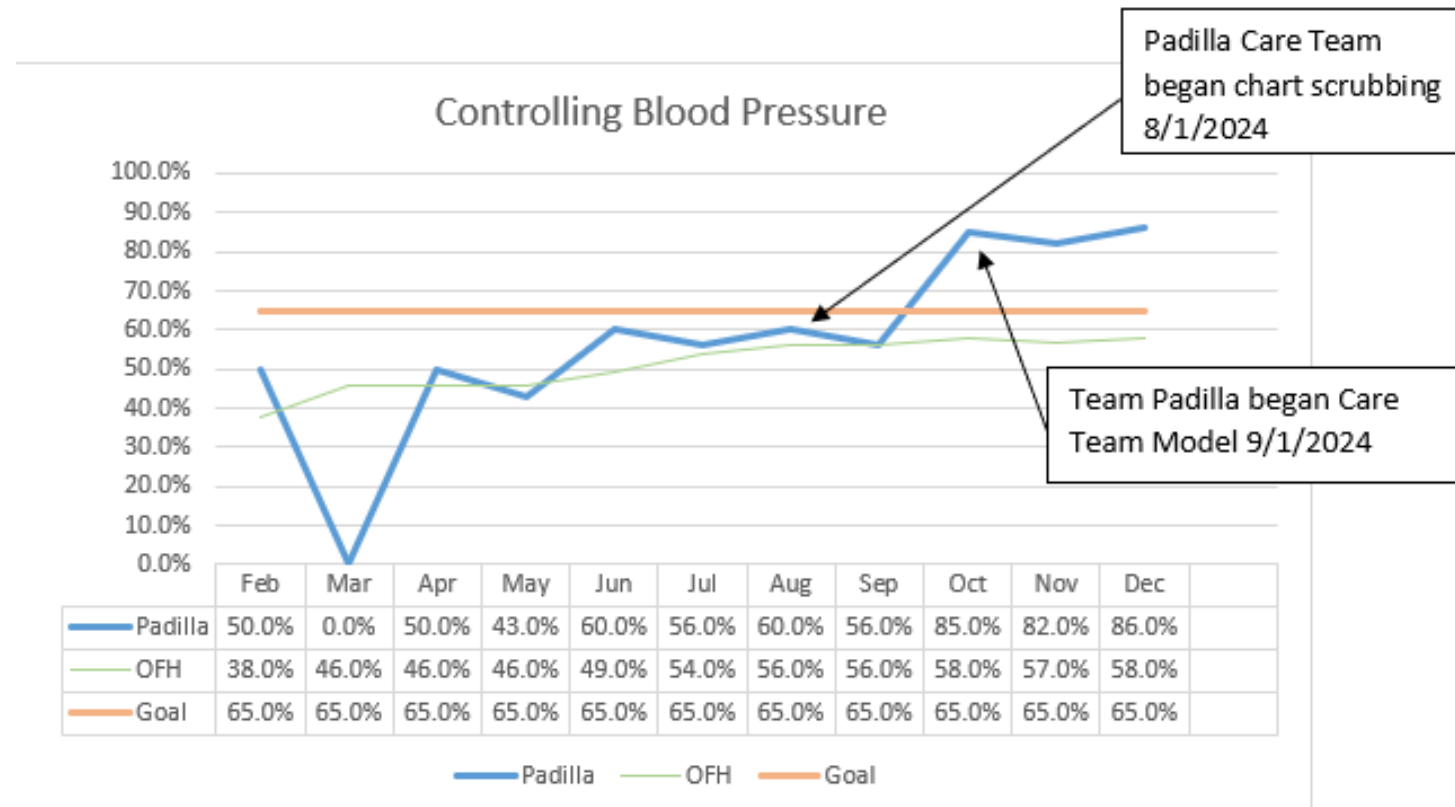
Amber Salcido, Director, Clinical Effectiveness

Debra Cox, Director Quality Improvement, PHMI Lead

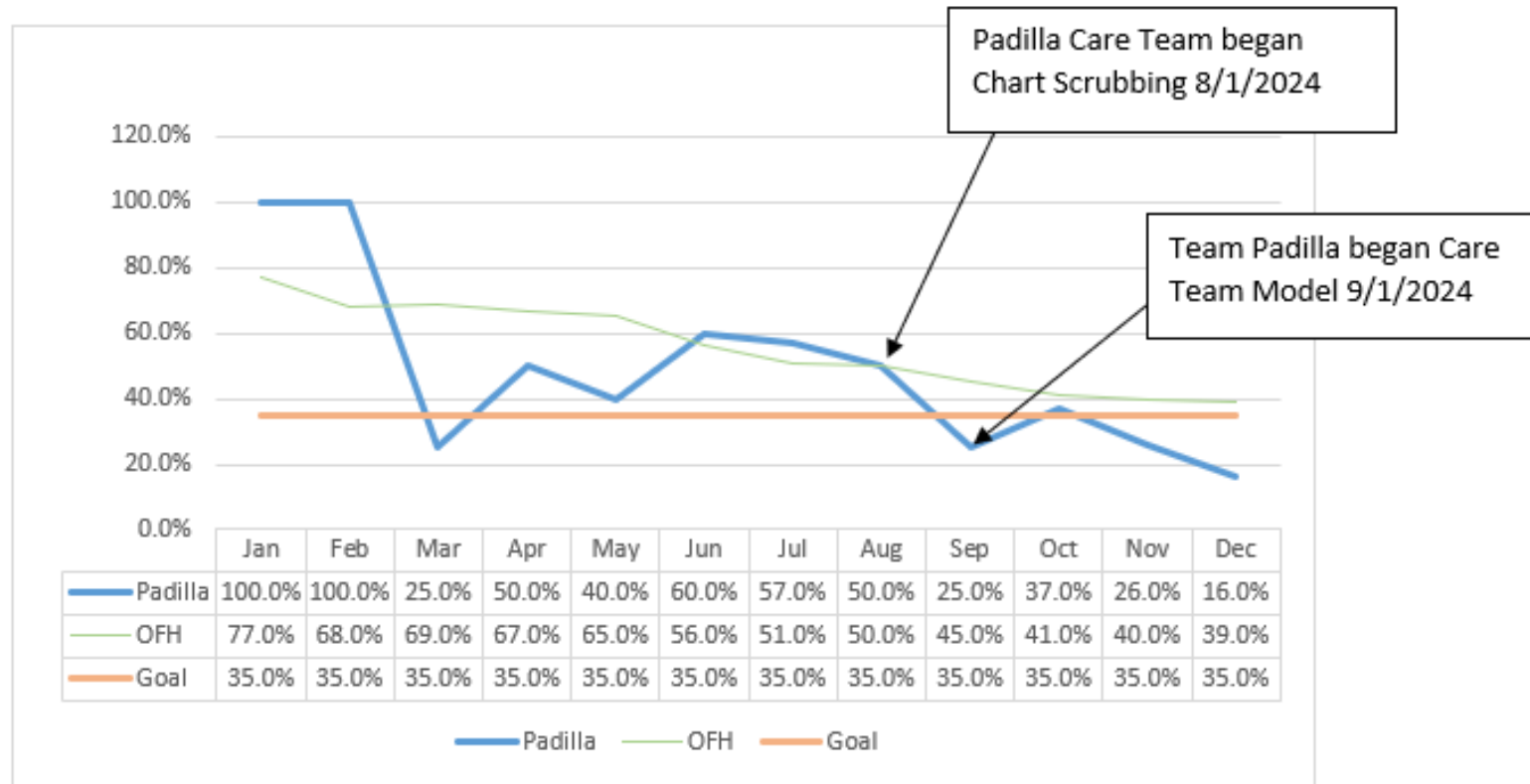


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*Inverse measure, lower is better

Conditions for Hardwiring Change

Condition	Description
1. Credibility of the change	Benefits are obvious to patients and staff, scientific evidence is clear, it is widely adapted in health care settings
2. Durability of the change	The change functions well across various circumstances and doesn't rely on one individual or special (grant) financing
3. Goal specificity (goal is aligned with change)	There is a clearly articulated goal (e.g., HEDIS or UDS measure that is tracked over time, the change is believed to impact the goal/outcome)
4. Fit with organization	The change fits with the organization's culture and/or strategic priorities
5. Simplicity and efficiency	The change involves fewer steps than the old process; fewer individuals are involved, not dependent on behavior change.
6. Proximity and control over the change	Control of decisions regarding the change is held by those who execute the change. The team making the change monitors the data.
7. Value proposition	Does the change deliver value (e.g., value in patient experience, financial incentives/revenue, patient outcomes)?
8. Benefits staff and providers	Does the change make the job easier or more enjoyable? Does it allow staff to work at the top of their profession, or promote team culture or job retention?

Team Time – Sustainability Conversation

- Each CHC has been assigned a facilitator
- You will start with an inquiry of ways your center has hardwired care transformation strategies in the past
- Teams will then begin to explore what aspects of PHM they might want to sustain over time (after the project is over)
- Your coach will come back to this topic over time, as it is appropriate given where you are on your PHM journey. For today, we want to begin the conversation.

Looking Ahead to Day 2

March 5, 2025



Reflecting together

Photo by Alice Triquet on Unsplash

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