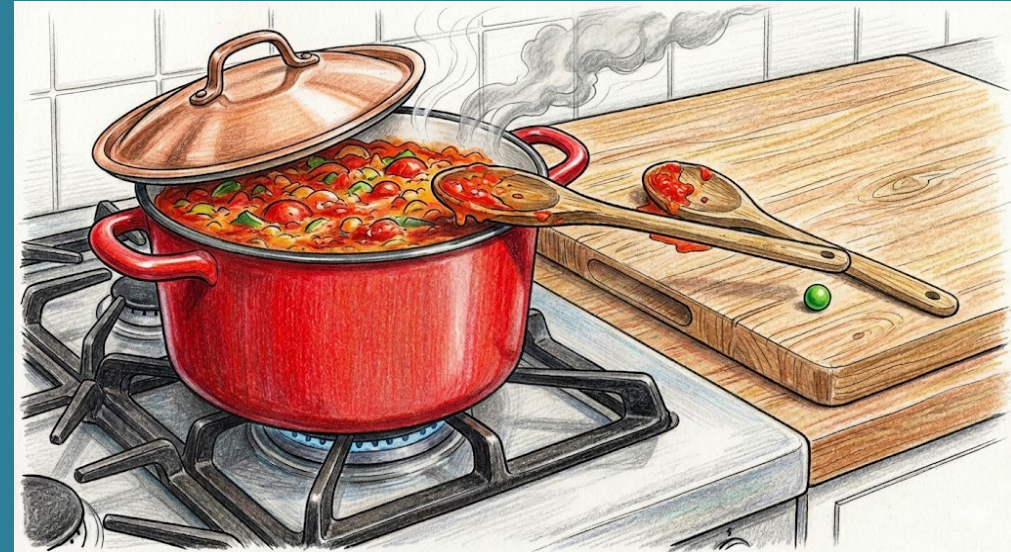


Root Cause Cooks May Touchpoint

May 22, 2026



Icebreaker

What is your go-to dish to bring for a potluck?



Chronic AC - Data Driven Update

Thank you to CHCs that have submitted data on their measure progress!

6 CHCs focused on A1c Poor Control
4 CHCs focused on Controlling High BP

Equity focus: CHCs are working on specific sites and/or R/E subpopulations

Process measure focus:

- A1c Poor Control: % pts referred, engaged with CM or CHWs, % pts using CGM, % pts enrolled and engaged with PE tool (e.g, Care Message, Patient Portal)
- Controlling High BP: % high risk patients outreached for RPM, % eligible patients enrolled, engaged, retained in RPM program

Social Health focus: % patients with identified social health need addressed

Financial impact: Improved revenue capture tied to correct coding, P4P/quality incentives

CHCS Reporting Mar/Apr 2026 data for IP Goal by AC

Goal	Chronic (10 CHCs)	Preventive (8 CHCs)	Preg. People & Child (6 CHCs)	BH (3 CHCs)
Clinical	AVHC, UCHC, Parktree, SFCHC	LVHC, NEVHC, RRHC	CMC, OD, Saban	APHCV, WCHC
Process, Balancing	CCHC, UCHC, Parktree, SFCHC, SVCHC	LVHC, RRHC	OD	APHCV
Financial				
Reporting:	60%	38%	50%	67%
14 of 27 = 52% data driven CHCs – great job!				

Agenda

- Valley PDSA Presentation and Discussion
- Small Group Discussions
- Key Takeaways
- Next steps for SWLS

Valley Community Health Center PDSA

Heads Up- We Want Your Thoughts

If you are a PDSA Pro:
Share your observations.



If you are newer to PDSAs:
Ask clarifying questions.



Valley Community Health Center-Background

Clinical Goal: *Increase the % of all patients w/BP <140/90 from 71.9% to 75%. Increase the % of Mexican-American patients with BP <140/90 from 62%-75%.*

Background work on HTN/RPM through 2025

RPM Referrals to GOJJI

- Challenges with smart phones, emails accessing devices, limited to Medi-Cal, low uptake

Care Team members (Ruth and her MA) had dedicated time for RPM/HTN outreach and follow up

- Often hard to reach patients who hadn't been seen, patients needed more options for available times, as such the schedule remained open.

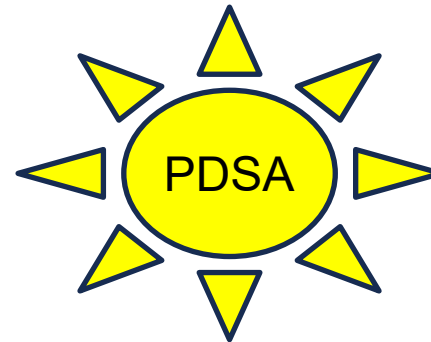
Building RN BP Management Model: Our Focus For Now

Change Strategy 1:
Remote patient
monitoring



Awaiting
Contract

Change Strategy 2:
Nurse outreach
protocol



How this change strategy aligns with PHM

- RN outreach is a way to connect with patients with HTN to provide education.
- Opportunity for RNs to work at top of license.
- Optimize RN schedule.
- Support RN job satisfaction.
- Support patient self-management.

PDSA – RN Outreach (10 patients per RN in 1 week)

What were we trying to learn from this PDSA?

1. If RNs do this outreach calls to hypertension patients, could we fill Ruth's (HTN lead provider) schedule?
2. If RNs do outreach, could we schedule patients for RN visits to address their HTN?
3. If we focus on patients seen in the last 3-6 months, will we have better engagement vs list of random patients with uncontrolled HTN?

Prediction:

- We will reach 50% of patients.
- We will get more patients to schedule follow up for HTN because RNs have more availability, not just Monday am when Ruth's schedule is blocked.

Background Work for RN Outreach

Helpful Tasks:

- Pulling data for patients with uncontrolled HTN.
- RN schedule restructuring to add "visibility" to phone calls.
- Creation of script and updating policy.
- Communication updates on process.
- Nurse buy-in.

What We Did?

Outreach Attempt #1						Outreach Attempt #2						Things to Note:	Last Visits		
Date of Outreach	Time of Outreach	Outreach Outcome	Patient Outcome (Only If Patient Was Reached)	Date of Appt. (If Scheduled)	Appt. Scheduled With	Date of Outreach	Time of Outreach	Outreach Outcome	Patient Outcome (Only If Patient Was Reached)	Date of Appt. (If scheduled)	Appt. Scheduled With	Comments/Notes	Provider	Date of Last Visit	Visit type
4/27/2026	1534	Reached Patient	Scheduled Appointment	4/29/2026	Nurse								Quevedo, LCSW, Yvette	5/7/2026	BH Accomodation
4/27/2026	1540	Reached Patient	Scheduled Appointment	5/1/2026	Nurse								Services, VCH	5/12/2026	Mammogram 5
4/27/2026	1555	Reached Patient	Declined Appt.										Elimelech, David	4/16/2026	Dental Periodontal Maintenance
													Rimular, NP, Liza	5/12/2026	Telephone Visit
													Valenzuela, NP, Ruth	2/10/2026	Telephone Visit
													Valenzuela, NP, Ruth	9/4/2025	GM Routine
													Swatch, OD, Priya	12/1/2025	OPT Established Patient
													Services, VCH	4/7/2026	Mammogram 5
													Swatch, OD, Priya	4/21/2026	OPT Established Patient
													Services, VCH	10/14/2025	ECM Outreach
4/29/26	8:23 AM	Left Voicemail				4/30/2026	3:12 PM	Left Voicemail				Outreach unsuccessful on 2 attempts	Valenzuela, NP, Ruth	4/16/2026	GM Same Day
4/29/26	8:33 AM	Reached Patient	Scheduled Appointment	5/4/2026	Valenzuela							Outreach successful on 1st attempt	Valenzuela, NP, Ruth	5/4/2026	Telephone Visit
												Outreach unsuccessful on 2 attempts; but pt already scheduled with nurse for BP check on 5/6/26	Visit, Nurse	5/6/2026	RN Visit NoHo 10
4/29/26	1:37 PM	Left Voicemail				4/30/2026	3:15 PM	Left Voicemail				Pt not assigned to VCH, phone number on file also not in service	Valenzuela, NP, Ruth	7/8/2025	ER Follow-up
4/29/26	1:43 PM	Other	Not Assigned to Valley for Care									Patient has left shoulder surgery on 5/20/26, and f/u with Ruth on 7/1/26	Rivas, NP, Alejandra	5/13/2026	GM Pre-Op/Routine
4/29/26	1:56 PM	Reached Patient	Declined Appt.									Pt just saw PCP on 4/10/26 for HTN f/u, but would like more education with nurse and was scheduled for nurse visit.	Valenzuela, NP, Ruth	4/10/2026	GM Routine
4/29/26	2:32 PM	Left Voicemail				4/30/2026	11:30 AM	Reached Patier	Scheduled Appointment	5/6/2026	Nurse	Pt has appt with PCP on 5/18/26. Pt is also an active Goji user.	Valenzuela, NP, Ruth	3/30/2026	Telephone Visit
4/30/26	2:32 PM	Reached Patient	Declined Appt.									Outreach successful; Appt scheduled at end of month as pt is out of town for work	Elimelech, David	4/17/2026	Dental New Patient
4/30/26	2:51 PM	Left Voicemail				5/1/2026	12:25 AM	Reached Patier	Scheduled Appointment	5/29/2026	Nurse	Outreach unsuccessful on 2 attempts; no option to leave a voicemail.	Momoh, NP, Medinat	5/13/2026	GM Accommodation List
4/30/26	2:57 PM	No Answer	Other			5/1/2026	12:34 PM	No Answer				Pt has appt with PCP on 5/7/26	Escobedo Pol, Evelyn	5/7/2026	GM Routine
4/30/26	3:05 PM	Reached Patient	Declined Appt.										Assadi, Khaterreh	9/27/2025	GM Lab
4/27/2026	12:45pm	Invalid/Disconnected #										no insurnace at this time, pending renewal.	Jones, NP, Angel	1/16/2026	GM Accommodation List
4/27/2026	2:00pm	Other										spoke with pt's son	Valenzuela, NP, Ruth	5/4/2026	Telephone Visit
4/27/2026	4:25pm	Spoke With Someone Else	Scheduled Appointment	5/4/2026	Valenzuela								Valenzuela, NP, Ruth	12/9/2025	GM Est Pt Physical-20
4/28/2026	2:46PM	Left Voicemail				4/29/2026	3:55pm	Left Voicemail							
4/28/2026	2:48PM	Other	Already Scheduled									Noted pt had app with nurse for BP check and upcoming HTN f/u app with PCP	Guerrero, MD, Jessie	4/16/2026	GM Accommodation List
4/28/2026	2:52pm	Other	Already Scheduled									noted pt had HTN f/u with Ruth 4/10	Valenzuela, NP, Ruth	4/10/2026	Telephone Visit
4/29/2026	03:49pm	Reached Patient	Scheduled Appointment	5/4/2026	Valenzuela							Upcoming visit with PCP for HTN	Lee, DDS, Lawrence	4/2/2026	Dental Revisit
4/29/2026	03:42pm	Reached Patient	Scheduled Appointment	5/4/2026	Valenzuela								Valenzuela, NP, Ruth	5/4/2026	Telephone Visit
4/30/2026	3:03PM	Reached Patient	Scheduled Appointment	5/4/2026	Valenzuela								Valenzuela, NP, Ruth	5/5/2026	GM Same Day
4/30/2026	3:13pm	Reached Patient	Scheduled Appointment	5/4/2026	Valenzuela								Valenzuela, NP, Ruth	5/4/2026	Telephone Visit



What Did We Learn?

- 6 nurses called 60 patients
 - 42 successfully contacted (65%)
 - 26 appointments made with Ruth or RN (62% of those contacted)
 - 7 declined RN or Ruth appt
 - 4 already scheduled
 - 5 other issues (eligibility, assignment, medical urgency)
- Patients were interested in completing RN visits in real time.
- Patients were really happy that they were being contacted
- RN higher level of satisfaction in role and RNs feel appreciated

What did we capture?

Comment/Note	Category	Priority
Patient has left shoulder surgery on 5/20/26, and f/u with Ruth on 7/1/26	Medical Complication	Critical
currently admitted @ glendale for stroke s/w daughter	Medical Complication	Critical
Outreach unsuccessful on 2 attempts	Outreach Failed	High
Outreach unsuccessful on 2 attempts; but pt already scheduled with nurse for BP check on 5/6/26	Outreach Failed	High
Pt not assigned to VCH, phone number on file also not in service	Contact/Assignment Issue	High
Outreach unsuccessful on 2 attempts; no option to leave a voicemail.	Outreach Failed	High
no insurance at this time, pending renewal.	Insurance Issue	High
medical pending effective date	Insurance Issue	High
June appt. declined due to schedule time conflict	Patient Declined	Medium
Pt has appt with PCP on 5/18/26. Pt is also an active Goji user.	Already Scheduled	Low
Pt has appt with PCP on 5/7/26	Already Scheduled	Low
spoke with pt's son	General Note	Low
Noted pt had app with nurse for BP check and upcoming HTN f/u app with PCP	Already Scheduled	Low
noted pt had HTN f/u with Ruth 4/10	General Note	Low
Upcoming visit with PCP for HTN	Already Scheduled	Low
Patient just saw provider 3 weeks ago (BP readings from home are stable)	General Note	Low
tele consult with Ruth for BP log review	General Note	Low
HTN f/up	General Note	Low
5/1/26 Ruth DM/HTN	General Note	Low
4/27/26 @ 10AM Ruth	General Note	Low
Outreach successful on 1st attempt	Outreach Success	Complete
Pt just saw PCP on 4/10/26 for HTN f/u, but would like more education with nurse and was scheduled for nurse visit	Outreach Success	Complete
Outreach successful; Appt scheduled at end of month as pt is out of town for work	Outreach Success	Complete

Group Activity

- What do you think of this PDSA and where could Valley go from here?
- Go to the whiteboard and answer the following questions:
 - "I like that"
 - "I wish that..."
 - "I wonder what/if..."

Best Practices for PDSA

- Thinking about the smallest test of change you can do.
- Focus on one thing
- 1:1:1 rule: 1 provider, 1 patient, 1 encounter.

Small Group Discussions

Small Group Discussion Questions

- What is one change to HTN or DM care that your team is currently trying out or hoping to try out soon?
- What are you hoping to learn from trying out that change?
- How can you make the change smaller?

Breakout Rooms

Group 1: Marianna	Group 2: Fiona
Anderson Valley	Omni
Comprehensive	Park Tree
Universal	San Fernando
Valley	Sonoma County Indian
Via	Sonoma Valley

Pulse Check

Please take a couple minutes to fill out the pulse check questions and provide your feedback.





SWLS Next Steps

Here's What You Need for June SWLS

- [Cohort Portal Directory](#) is live! Please review **-your name, role, CHC—to make sure everything is accurate by the end of the next week.**
- **If you have not yet created a Portal profile**, you will need to do so to be listed in the Directory. We're asking everyone to do that ahead of the June virtual session, so the directory is complete and useful.
- Portal access will also be critical to access the detailed agenda, Zoom links, and other materials for the June virtual session.

SWLS Preview

- We will be meeting at SWLS instead of our regular Monthly Touchpoint next month in June.
- **We will perform an "instant PDSA"—the smallest test of change—during the SWLS.** Be on the lookout for a PHM change you could test with a single patient.
- We will be sending question prompts about the PDSAs you have been working on since March which will set you up for the session.