



**Quality Improvement,  
Health Education, and Wellness  
2025 Work Plan**

## Glossary of Abbreviations/Acronyms

**Acronym:** Description

**A&G:** Appeals and Grievances  
**BH:** Behavioral Health  
**C&L:** Cultural and Linguistic  
**CA:** California region  
**CAHPS®:** Consumer Assessment of Healthcare Providers and Systems  
**CAIR:** California Immunization Registry  
**CAP:** Corrective Action Plan  
**CH&W:** California Health & Wellness  
**CS:** Community Solutions  
**CDI:** California Department of Insurance  
**CM:** Case Management  
**DHCS:** Department of Health Care Services  
**DMHC:** Department of Managed Health Care  
**DN:** Direct Network  
**DM:** Disease Management  
**ECHO:** Experience of Care and Health Outcomes survey  
**FFS:** Fee-for-Service  
**HEDIS®:** Healthcare Effectiveness Data and Information Set  
**HPL:** High Performance Level  
**HRQ:** Health Risk Questionnaire  
**IHA:** Initial Health Appointments  
**IVR:** Interactive Voice Response  
**LTSS:** Long Term Services and Supports  
**MCAS:** Managed Care Accountability Set

**Acronym:** Description

**MCL:** Medi-Cal  
**MPL:** Minimum Performance Level  
**MSSP:** Multipurpose Senior Services Program  
**MY:** Measurement Year  
**N/A:** Not Available  
**N/R:** Not Reportable due to small denominator (<30)  
**NCQA:** National Committee for Quality Assurance  
**PAS:** Patient Assessment Survey  
**PCP:** Primary Care Physician  
**PEPM:** Provider Engagement Performance Management  
**PIP:** Performance Improvement Project  
**PDSA:** Plan, Do, Study, Act Project  
**PMPM:** Per Member Per Month  
**PMPY:** Per Member Per Year  
**POD:** Program Owners and Drivers  
**PNM:** Provider Network Management  
**PPG:** Participating Provider Group  
**PTMPY:** Per Thousand Members Per Year  
**QC:** Quality Compass  
**QI:** Quality Improvement  
**QIP:** Quality Improvement Project  
**RY:** Reporting Year  
**SPD:** Special Persons with Disabilities  
**UM:** Utilization Management

## Glossary of Abbreviations/Acronyms (Measure Specific)

**Acronym:** Description

<b>AISE</b>	Vaccine Adult Immunization Status
<b>AAB</b>	Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis
<b>AMM</b>	Antidepressant Medication Management
<b>AMO</b>	Annual Monitoring for Persons on Long-Term Opioid Therapy
<b>AMR</b>	Asthma Medication Ratio
<b>BCS</b>	Breast Cancer Screening
<b>CBP</b>	Controlling Blood Pressure
<b>CCO</b>	Cervical Cancer Overscreening
<b>CCS</b>	Cervical Cancer Screening
<b>C.Diff</b>	Clostridioides difficile
<b>CAUTI</b>	Catheter-associated Urinary Tract Infection
<b>CHL</b>	Chlamydia Screening in Women
<b>CIS-10</b>	Childhood Immunization Status - Combination 10
<b>CLABSI</b>	Central line-associated bloodstream infection
<b>COA-FA</b>	Care of Older Adults-Functional Assessment
<b>COA-MR</b>	Care of Older Adults –Medication Review
<b>COA-PA</b>	Care of Older Adults- Pain Assessment
<b>COB</b>	Concurrent Use of Opioids and Benzodiazepines
<b>COL</b>	Colorectal Cancer Screening
<b>CWP</b>	Appropriate Testing for Pharyngitis
<b>DEV</b>	Developmental Screening in the First Three Years of Life
<b>DSF</b>	Depression Screening and Follow-up for Adolescents and Adults
<b>EED</b>	Eye Exam for Patients with Diabetes
<b>FMC</b>	Follow up After Emergency Dept Visit/Chronic Condition
<b>FUA</b>	Follow-Up After ED Visit for Substance Abuse – 30 days
<b>FUM</b>	Follow-Up After ED Visit for Mental Illness – 30 days
<b>FVA</b>	Flu Vaccinations for Adults
<b>GSD</b>	Glycemic Status Assessment for Patients with Diabetes (>9%)

**Acronym:** Description

<b>HBD</b>	Diabetes Care -Blood Sugar Controlled (>9%)
<b>HDO</b>	Use of Opioids at High Dosage
<b>IET</b>	or Dependence Treatment
<b>IMA-2</b>	Immunizations for Adolescents – Combo 2
<b>IMMH</b>	Improving Mental Health
<b>IMPH</b>	Improving Physical Health
<b>KED</b>	Kidney Health Evaluation for Patients with Diabetes
<b>LSC</b>	Lead Screening in Children
<b>MAC</b>	Medication Adherence for Cholesterol (Statin) (MAC)
<b>MAD</b>	Medication Adherence for Diabetes Medications (MAD)
<b>MAH</b>	Medication Adherence for Hypertension ( RASA) (MAH)
<b>MPA</b>	Monitoring Physical Activity
<b>MRSA</b>	Methicillin-resistant Staphylococcus aureus
<b>MTM-CMR</b>	Medication Review
<b>MUI-OA</b>	Improving Bladder Control
<b>NTSV</b>	Nulliparous, Term, Singleton, Vertex
<b>OMW</b>	Osteoporosis Management in Women who had a Fracture
<b>OED</b>	Oral Evaluation, Dental Services
<b>OMW</b>	Osteoporosis Management in Women who had a Fracture
<b>PBH</b>	Persistence of Beta-Blocker Treatment After a Heart Attack
<b>PCR</b>	Plan All Cause Readmission
<b>PDC-DM</b>	Proportion of Days Covered - Diabetes
<b>PDC-RAS</b>	Proportion of Days Covered - Renin Angiotensin System
<b>PDC-Statin</b>	Proportion of Days Covered - Statin
<b>POD</b>	Pharmacotherapy for Opioid Use Disorder
<b>PPC-Pst</b>	Postpartum Care
<b>PPC-Pre</b>	Prenatal and Postpartum Care: Prenatal Care

Glossary of Abbreviations/Acronyms (Measure Specific) - continued

Acronym:	Description
RRF	Reducing Risk of Falls
SPC - RCV	Statin Therapy for Patients with Cardiovascular Disease - Received Therapy
SPD - RCV	Statin Therapy for Patients with Diabetes - Received Therapy
SSI-Colon	Surgical site infection following colorectal surgery
SUPD	Statin Use in Persons with Diabetes
TFL-CH	Topical Fluoride for Children
TRC	Transitions Of Care- Average
URI	Appropriate Treatment for Upper Respiratory Infection
W30	Well-Child Visits in the First 30 Months of Life
W30-6+	Well-Child Visits 0-15 months – Six or more visits
W30-2+	Well-Child Visits 15-30 months – 2 or more visits
WCC	Children/Adolescents: BMI Percentile Documentation
WCV	Child & Adolescent Well-Care Visits

## **Section I: Work Plan Initiatives**

Goal: Implement activities to improve performance measures.

Section I includes program objectives, monitoring and evaluation for the year.

Program Details	Responsible Party	Objectives	MY 2023 Objectives Met (% ratio):	MY 2024 Objectives Met (% ratio): (Populate at Mid-Year)	2025 Activities Completed (% ratio):	Projected Progress Towards MY 2025 Objectives (Glidepath) (>= 75% is on track)	Program Continuation (Populate at year-end)
<b>1. Behavioral Health - Improving Behavioral Health (Mental Health and Substance Use) Outcomes</b>  Type of activity: • New activity  Type of program: • Quality of Care • Safety	Kelli Lesser, Program Manager III, Quality Improvement	Meet directional improvement of 1-5% or ≥ 50th percentile benchmark for the following MCAS-MPL measure (2 rates): FUA-30, FUM-30.	MY 2023 - Not available. First HEDIS rates for CHPIV will be MY 2024/RV 2025.		Mid-Year (Jan-Jun): (%, X/X)  Year-End (Jul-Dec): (%, X/X)		
<b>2.a Chronic Conditions - Diabetes (GSD &gt;9)</b>  Type of activity: • New Activity  Type of program: • Quality of Care • Quality of Service	Gigi Mathew, Program Manager III, QI	• MCL: Meet directional improvement of 1-5% from prior year or ≥ 50th percentile benchmark for the following MCAS-MPL measure: GSD (new 2024 measure replaces CDC>9) ( <b>inverted rate</b> )	MY 2023 - Not available. First HEDIS rates for CHPIV will be MY 2024/RV 2025.		Mid-Year (Jan-Jun): (%, X/X)  Year-End (Jul-Dec): (%, X/X)		
<b>2.b Chronic Conditions - Heart Health/Blood Pressure (CBP)</b>  Type of activity: • New Activity  Type of program: • Quality of Care • Quality of Service	Gigi Mathew, Program Manager III, QI	MCL: Meet directional improvement of 1-5% from prior year or ≥ 50th percentile benchmark for the following MCAS-MPL measure: CBP.	MY 2023 - Not available. First HEDIS rates for CHPIV will be MY 2024/RV 2025.		Mid-Year (Jan-Jun): (%, X/X)  Year-End (Jul-Dec): (%, X/X)		
<b>3. Hospital Quality/Patient Safety</b>  Type of activity: • New Activity  Type of program: • Quality of Care • Safety	Barbara Wentworth, Program Manager III, Quality Improvement	Hospital engagement: Conduct outreach to network hospitals on status of low-performing priority metrics and obtain response from 100% of hospitals.	Yes (100%, 2/2). Applies to 2024 engagement.		Mid-Year (Jan-Jun): (%, X/X)  Year-End (Jul-Dec): (%, X/X)		
<b>4. Member Engagement and Experience - Initial Health Appointment</b>  Type of activity: • New Activity  Type of program: • Quality of Care	Miriam Rosales, Program Manager III, QI	• MCL: Meet directional improvement of 1-5% from prior year. IHA does not have HEDIS benchmark but is a DHCS compliance measure.	MY 2023 • IHA: (63.18%) MY 2023 final based on 2023 rerun data.		Mid-Year (Jan-Jun): (%, X/X)  Year-End (Jul-Dec): (%, X/X)		

Program Details	Responsible Party	Objectives	MY 2023 Objectives Met (% ratio):	MY 2024 Objectives Met (% ratio): (Populate at Mid-Year)	2025 Activities Completed (% ratio):	Projected Progress Towards MY 2025 Objectives (Glidepath) (>= 75% is on track)	Program Continuation (Populate at year-end)
<b>5.A. Pediatric/Perinatal/Dental - Dental: TFL-CH</b>  Type of activity: • Ongoing activity - (monitoring of previously identified issue)  Type of program: • Quality of Care • Quality of Service	Juli Coulthurst, Program Manager III, Quality Improvement	MCL: Meet directional improvement of 1-5% from prior year or >=50th percentile benchmark for MCAS measure TFL-CH.	MY 2023 - Not available. First HEDIS rates for CHPIV will be MY 2024/RV 2025.		Mid-Year (Jan-Jun): (% X/X)  Year-End (Jul-Dec): (% X/X)		
<b>5.B. Pediatric/Perinatal/Dental - Maternity/Perinatal Care: PPC-pre, PPC-pst</b>  Type of activity: • New Activity  Type of program: • Quality of Care • Quality of Service	Juli Coulthurst, Program Manager III, Quality Improvement	MCL: Meet directional improvement of 1-5% from prior year or >=50th percentile benchmark for MCAS measures: PPC-pre and PPC-pst.	MY 2023 - Not available. First HEDIS rates for CHPIV will be MY 2024/RV 2025.		Mid-Year (Jan-Jun): (% X/X)  Year-End (Jul-Dec): (% X/X)		
<b>5.C. Pediatric/Perinatal/Dental – Pediatric Measures for Children under 3 years of age: CIS-10, LSC, DEV, W30-6+, W30-2+</b>  Type of activity: • Ongoing activity – (monitoring of previously identified issue – under performing MCAS, DHCS priority)  Type of program: • Quality of Care • Quality of Service	Juli Coulthurst, Program Manager III, Quality Improvement	MCL: Meet directional improvement of 1-5% from prior year or >=50th percentile benchmark for MCAS measures: CIS-10, LSC, CDEV, W30-6+, W30-2+.	MY 2023 - Not available. First HEDIS rates for CHPIV will be MY 2024/RV 2025.		Mid-Year (Jan-Jun): (% X/X)  Year-End (Jul-Dec): (% X/X)		

Program Details	Responsible Party	Objectives	MY 2023 Objectives Met (% ratio):	MY 2024 Objectives Met (% ratio): (Populate at Mid-Year)	2025 Activities Completed (% ratio):	Projected Progress Towards MY 2025 Objectives (Glidepath) (>= 75% is on track)	Program Continuation (Populate at year-end)
<b>5.D. Pediatric/Perinatal/Dental - Pediatric Measures for Children 3-21 of age: IMA-2, WCV.</b>  Type of activity: • New Activity  Type of program: • Quality of Care • Quality of Service	Juli Coulthurst, Program Manager III, Quality Improvement	MCL: Meet directional improvement of 1-5% from prior year or >= 50th percentile benchmark for MCAS measures: IMA-2 and WCV.	MY 2023 - Not available. First HEDIS rates for CHPIV will be MY 2024/RV 2025.		Mid-Year (Jan-Jun): (% X/X)  Year-End (Jul-Dec): (% X/X)		
<b>6. Pharmacy and Related Measures - AMR</b>  Type of activity: • Ongoing activity - (monitoring of previously identified issue)  Type of program: • Quality of Care • Quality of Service	Alicia Bednar, Program Manager III, QI	MCL: Meet directional improvement of 1-5% from prior year or ≥ 50th percentile benchmark for the following MCAS-MPL measure: • AMR	MY 2023 - Not available. First HEDIS rates for CHPIV will be MY 2024/RV 2025.		Mid-Year (Jan-Jun): (% X/X)  Year-End (Jul-Dec): (% X/X)		
<b>7. Preventive Health - Cancer and STI Screenings</b>  Type of activity: • Ongoing activity - (monitoring of previously identified issue)  Type of program: • Quality of Care • Quality of Service	Ravneet Gill, Program Manager III, Quality Improvement	MCL: Meet directional improvement of 1-5% from prior year or ≥ 50th percentile benchmark for the following MCAS-MPL measure: BCS, CCS, CHL.	MY 2023 - Not available. First HEDIS rates for CHPIV will be MY 2024/RV 2025.		Mid-Year (Jan-Jun): (% X/X)  Year-End (Jul-Dec): (% X/X)		
<b>7. Preventive Health - Flu Campaign</b>  Type of activity: • New Activity  Type of program: • Quality of Care • Member Experience	Matt Anderson, Program Manager III, Quality Improvement  Guille Toland Program Manager III, Quality Improvement	Meet directional improvement of 1-5% from prior year for the Flu Vaccine Adult Immunization Status.	MY 2023 - (1/1, 100%) Imperial: 14.77%		Mid-Year (Jan-Jun): (% X/X)  Year-End (Jul-Dec): (% X/X)		



Program Details	Responsible Party	Objectives	MY 2023 Objectives Met (% ratio):	MY 2024 Objectives Met (% ratio): (Populate at Mid-Year)	2025 Activities Completed (% ratio):	Projected Progress Towards MY 2025 Objectives (Glidepath) (>= 75% is on track)	Program Continuation (Populate at year-end)
<b>8.C Provider Communication/ Engagement - Improving Provider Survey Results</b>  Type of activity: • Ongoing activity – (monitoring of previously identified issue – compliance priority)  Type of program: • Access and Availability	Paul Fuentes, Provider Relations Specialist II, Access and Availability  Steven Si, Sr. Manager, Compliance and Privacy	To meet performance goal for Provider Appointment Access Survey (PAAS) at 70%. To meet performance goal for Provider After-Hours Access Survey (PAHAS) at 90%.	MY 2023 PAAS: N/A MY 2023 PAHAS: N/A		Mid-Year (Jan-Jun): (%, X/X)  Year-End (Jul-Dec): (%, X/X)		

## **Section II: Ongoing Work Plan Activities**

Section II includes ongoing monitoring of cross-functional activities across the organization.

Program Type	Activity Description	Product Lines	Responsible Party	Completion Due Date(s)	Status	Completion Date(s)	Mid-Year Update	Year End Update
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	A&G REPORT: Identify opportunities to improve member service and satisfaction through appeals and grievances review.	Medi-Cal	D. Saldarriaga; Manager, A&G	12/31/25	Not started			
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	ACCESS PROVIDER TRAINING: Conduct quarterly webinars.	Medi-Cal	Ana Paine, Program Manager, Access & Availability	7/1/25 - 12/31/25	Not started			
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	ACCESS SURVEY RESULTS: Monitor appropriate timely appointment and after-hours access and identify noncompliant PPGs and providers.	Medi-Cal	Ana Paine, Program Manager, Access & Availability	Q3 2025	Not started			
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	ACCESS SURVEY: Monitor and report access to care standards using telephonic surveys vendor(s).	Medi-Cal	Ana Paine, Program Manager, Access & Availability	Q3-Q4 2025	Not started			
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	Assess approach and as needed, coordinate data and reporting for annual Provider Satisfaction Survey.	Medi-Cal	M. Miyashiro R. Davila	Q3-Q4 2025	Not started			
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	Complete and submit DMHC Timely Access Reporting (TAR) by May 1, 2025 filing due date.	Medi-Cal	Ana Paine, Program Manager, Access & Availability	5/1/25	Not started			
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	Engage with CHPIV provider offices to complete MY 2025 MCAS training focused on best practices for closing care gaps.	Medi-Cal	Shekinah Wright, Sr. Manager, Quality Improvement Erica Valdivia, Provider Engagement	Q3 2025	Not started			
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	GEO ACCESS: Assess and report on availability of network to identify opportunities for improvement. Analyze and inform Provider Network Management of areas needing increased contracting with a particular provider to improve availability.	Medi-Cal	D. Fang, Manager, Health Equity	Q3 2025	Not started			
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	Health Equity Report: Analyze and report on Cultural and Linguistics.	Medi-Cal	D. Fang, Manager, Health Equity	Q1 and Q2 2025	Not started			
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	In collaboration with Provider Engagement, engage with Quality EDGE priority provider offices to improve access and complete interventions addressing systemic barriers to HEDIS performance.	Medi-Cal	Michelle Najarro, Manager, Accreditation Sandra Vega, Manager, Provider Engagement	12/31/25	Not started			
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	Maintain and manage the CAHPS Action Plan: Collaborate with CAHPS measure owners to identify areas of opportunity and activities to improve CAHPS, identifying process improvement activities. This also includes working with the Provider Engagement and Medical Affairs teams to review provider CAHPS improvement plans, identifying best practices, and recommending changes when plans are insufficient to improve the member experience in a measurable and meaningful way.	Medi-Cal	T. Jaghasspanian M. Anderson G. Toland	1/1/25 - 12/31/25	Not started			

Program Type	Activity Description	Product Lines	Responsible Party	Completion Due Date(s)	Status	Completion Date(s)	Mid-Year Update	Year End Update
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	Maintain compliance with DHCS Initial Health Appointment (IHA) 3-pronged outreach requirement: Annual IHA Compliance Monitoring Report.	Medi-Cal	Amy Wittig, Director, Quality Improvement	Q3 2025	Not started			
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	Monitor appropriate after-hours messaging and timely access to urgent/emergent care. Refer to Access and Availability Work Plan for additional details.	Medi-Cal	M. Miyashiro R. Davila	Q3-Q4 2025	Not started			
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	Monitor Delegation Oversight activities through the PPG scorecards that captures PPGs' audit scores. The quarterly scorecard provides an opportunity to track/trend low-high PPGs performers.	Medi-Cal	Manisha Makwana	Q1-Q4 2025	Not started			
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	TELEPHONE ACCESS SURVEY: Conduct quarterly surveys and issue CAPs to noncompliant providers.	Medi-Cal	Ana Paine, Program Manager, Access & Availability	Q3-Q4 2025	Not started			
ACCESS, AVAILABILITY, SATISFACTION AND SERVICE	Write integrated member satisfaction reports, in partnership with the QIRA Team, to satisfy NCQA Accreditation ME.7 Standard. This report captures appeals, grievances, CAHPS/ECHO results, and identifies barriers, areas of opportunity, and ongoing initiatives.	Medi-Cal	T. Jaghasspanian G. Toland G. Gomez (BH) S. Si, CVH Compliance Amy Schneider RN, Sr. Director Medical Management	1/1/25 - 12/31/25	Not started			
BEHAVIORAL HEALTH	Conduct oversight of Behavioral Health (BH) through delegated reports on BH (may include member satisfaction surveys, etc.)	Medi-Cal	G. Gomez, Director, QI HNCA	Q1-Q4 2025	Not started			
CONTINUITY AND COORDINATION OF CARE	Educate providers on importance of well-child visits. Well-child visits include developmental screenings.	Medi-Cal	J. Coulthurst	12/31/2025	Not started			
CONTINUITY AND COORDINATION OF CARE	Monitor opportunities and interventions for NCQA QI 3 & QI 4 according to NCQA accreditation timelines.	Medi-Cal	K. Lesser/ M. Rosales Program Manager III, Quality Improvement	To be determined. Specs for RY 2025 have not been assigned.	Not started			
CREDENTIALING / RECREDENTIALING	Credentialing/Rec credentialing Practitioners/Providers: Achieve and maintain a 100% timely compliance and 100% accuracy score.	Medi-Cal	M. Catello, Sr. Manager	12/31/25	Not started			
CREDENTIALING / RECREDENTIALING	PPG Delegates Credentialing/Rec credentialing oversight achieve and maintain audit scores between 90 -100% compliance for annual review.	Medi-Cal	K. Bowling, Sr. Manager Delegation Oversight	12/31/25	Not started			

Program Type	Activity Description	Product Lines	Responsible Party	Completion Due Date(s)	Status	Completion Date(s)	Mid-Year Update	Year End Update
DISEASE/CHRONIC CONDITIONS MANAGEMENT	Monitor Chronic Conditions (Disease) Management Program for appropriate member outreach quarterly.	Medi-Cal	Denise Miller, Program Manager III Customer Experience	1/23/25	Not started			
QUALITY AND SAFETY OF CARE AND SERVICE	Delegation Oversight -- Monitor PPG-level delegated activities and issues, including CAPs, and report findings to HNCS QIHEC and Health Net QIC committees at least annually. Activities include Utilization Management, including CCM; credentialing; and claims payments.	Medi-Cal	K. Bowling A. Tonkogolosuk	12/31/25	Not started			
QUALITY AND SAFETY OF CARE AND SERVICE	Handling of Member Grievances and Appeals: Ongoing monitoring and assessment of compliance with the handling of member grievances and appeals; ensure compliance with regulatory requirements for TAT and process.	Medi-Cal	L. Carrera	12/31/25	Not started			
QUALITY AND SAFETY OF CARE AND SERVICE	Integrated Care Management (ICM) • Implement PHM pyramid as the predictive modeling tool to identify high-risk members for referral to ICM. • Evaluate the ICM Program based on the following measures:	Medi-Cal	C. Patnaude, Director, Care Management	Annually by December 2025	Not started			
QUALITY AND SAFETY OF CARE AND SERVICE	Monitor credentialing findings and report to HNCS QIHEC and Health Net QIC committees quarterly.	Medi-Cal	P. Carpenter, Director, Quality Improvement	12/31/25	Not started			
QUALITY AND SAFETY OF CARE AND SERVICE	Monitor peer review determinations and report to HNCS QIHEC and Health Net QIC committees quarterly.	Medi-Cal	P. Carpenter, Director, Quality Improvement	12/31/25	Not started			
QUALITY AND SAFETY OF CARE AND SERVICE	Monitor potential quality incidents (PQIs) and quality of care (QOC) findings and report to CHPIV quarterly. Complete all PQIs/QOCs received thin 90 day TAT to maintain internal compliance.	Medi-Cal	P. Carpenter, Director, Quality Improvement	12/31/25	Not started			
QUALITY AND SAFETY OF CARE AND SERVICE	Update Clinical A&G Quality of Care Concerns Policy & Procedure and Peer Review Committee Policy & Procedure.	Medi-Cal	P. Carpenter, Director, Quality Improvement	12/31/25	Not started			
QUALITY IMPROVEMENT AND COMPLIANCE	Evaluate written plan for safety and quality data collection: To improve patient safety by collecting and providing information on provider and practitioner safety and quality (at least annually).	Medi-Cal	A. Wittig S. Wright Pamela Carpenter Barbara Wentworth	Q1 2025	Not started			
QUALITY IMPROVEMENT AND COMPLIANCE	Evaluation of the QIHed program of the previous year (Q1). Complete QIHed Work Plan evaluation semi-annually.	Medi-Cal	L. Aaronson M. Gumatay A. Wittig S. Wright T. Jaghasspanian L. Pak	Q1 2025	Not started			
QUALITY IMPROVEMENT AND COMPLIANCE	Maintain Facility Site Review (FSR) and Medical Record (MRR) Compliance: To ensure provider offices and medical records comply with DHCS contracted requirements per APL 22-107 and Physical Accessibility Review Survey per MMCD Policy Letter 12-006 and 15-023. Report FSR/MRR data to DHCS twice per year (1/31 and 7/31), including all sites with failed scores.	Medi-Cal	P. Carpenter, Director, Quality Improvement	12/31/25	Not started			
QUALITY IMPROVEMENT INFRASTRUCTURE	Care gap reports produced by the HEDIS Team monthly, by contract level and participating provider group (PPG) level to identify non-compliant members.	Medi-Cal	HEDIS D. Mehhouse	12/31/25	Not started			

Program Type	Activity Description	Product Lines	Responsible Party	Completion Due Date(s)	Status	Completion Date(s)	Mid-Year Update	Year End Update
QUALITY IMPROVEMENT INFRASTRUCTURE	provider groups in program's 5th year; Expand Cozeva-EHR integrations and bidirectional data-sharing with priority PCP/clinics; Enhance Cozeva platform to support regulatory requirements and key opportunities / initiatives.	Medi-Cal	S. Pao S. Myers	12/31/25	Not started			
QUALITY IMPROVEMENT INFRASTRUCTURE	QI improves communication with stakeholder departments and identifies interventions to improve CAHPS through monthly Quality Focus Touchbase meetings and Quality Governance Committee meetings.	Medi-Cal	T. Jaghasspanian G. Toland M. Anderson	12/31/25	In progress			
QUALITY IMPROVEMENT INFRASTRUCTURE	Support development of HEDIS best practice tools.	Medi-Cal	S. Wright (lead)	6/30/2025	Not started			
WELLNESS/ PREVENTIVE HEALTH	Adopt and disseminate Medical Clinical Practice Guidelines (CPG).	Medi-Cal	CHPIV/HH K. Macsicza Director, Clinical Programs	6/30/25	Not started			
WELLNESS/ PREVENTIVE HEALTH	Collaborate with Marketing team to distribute member educational emails on various topics via internal and external resources: Topics TBD.	Medi-Cal	M. Rosales (lead) S. Noonan	12/31/25	Not started			
WELLNESS/ PREVENTIVE HEALTH	Distribute and/or make available Preventive Screening Guidelines (PSG) to Members and Providers.	Medi-Cal	B. Head J. Felix A. Jayme S. Wright A. Wittig	12/31/25	Not started			
WELLNESS/ PREVENTIVE HEALTH	Distribute the Health Education Programs and Services Flyer to members via the Medi-Cal member welcome packet.	Medi-Cal	M. Lin	12/31/25	In progress			
WELLNESS/ PREVENTIVE HEALTH	Health education material management	Medi-Cal	L. Aaronson, Director of Quality and Health Education A. Wittig, Director of Quality Improvement and Health Education A. Jayme, Program Manager II	12/31/25	In progress			
WELLNESS/ PREVENTIVE HEALTH	Health Education System P&Ps, monitoring of initiatives, maintenance of printed materials, digital programs and requirements, health promotion to providers.	Medi-Cal	A. Wittig, Director of Quality Improvement L. Aaronson, Director of Quality Improvement	12/31/25	In progress			
WELLNESS/ PREVENTIVE HEALTH	Maintain compliance with childhood blood lead level screening requirements in accordance with DHCS APL 18-017 and APL 20-016. Quarterly monitoring of HEDIS Lead Screening for Children (LSC). Member education materials include preventive service guidelines (PSGs); Provider training and education include the Medi-Cal provider operations manual and HEDIS provider tools on Lead Screening for Children (LSC). Medical Record Reviews for lead screening conducted during Facility Site Reviews submitted to DHCS twice a year.	Medi-Cal	A. Wittig P. Carpenter S. Wright J. Coulthurst L. Armbruster	12/31/25	Not started			

Program Type	Activity Description	Product Lines	Responsible Party	Completion Due Date(s)	Status	Completion Date(s)	Mid-Year Update	Year End Update
WELLNESS/ PREVENTIVE HEALTH	Member newsletter- Supports Medi-Cal NCQA guidelines that requires specific member communication to be mailed to members' homes.	Medi-Cal	B. Head/K. Kaila (Medi-Cal)	10/31/2025- Medi-Cal	In progress			
WELLNESS/ PREVENTIVE HEALTH	Monitor CHPIV Health Pregnancy Program and identify high risk members via Care Management.	Medi-Cal	C. Patnaude, Director, Care Management	Annually by December 2025	Not started			
WELLNESS/ PREVENTIVE HEALTH	New vendor onboarding and ongoing management to provide Diabetes Prevention Program (DPP) services to our eligible Medi-Cal population.	Medi-Cal	A. Mojadedi	6/30/2025	Off track/ Delayed			

## **Section III: Quality Improvement Tracking System Activities Log**

Section III lists Quality Improvement Tracking System activities that support meeting program objectives for the year  
(listed in Section I).



Work Plan ID	PODS	Intervention Name	Intervention Description	Measures	Line of Business	Planned Start Date	Planned End Date	Status	Department Owner	Mid-Year Update	Year End Update
10709	BEHAVIORAL HEALTH	MHN PSV (FUM/FUH/FUA)	BEHAVIORAL HEALTH: FUM/FUA MHN FUOT uses HN ADT reports to conduct member outreach calls to close gaps; FUH: MHN FUOT uses internal discharge reports to conduct member phone outreach to close gaps	FUH - F/U Hospital MH 30-day,FUH - F/U Hospital MH 7-day,FUA - F/U ED Substance Abuse - 30,FUA - F/U ED Substance Abuse - 7,FUM - F/U ED Mental Illness - 30,FUM - F/U ED Mental Illness - 7	MEDICAID	1/1/2025	12/31/2025	ON TRACK	Kelli Lesser		
10772	BEHAVIORAL HEALTH	CHPIV Teladoc Mental Health Digital Program Implementation	BEHAVIORAL HEALTH-CHPIV Teladoc Mental Health Digital Program oversight and management	IMMH - Improving or Maintaining Mental Health		1/1/2025	12/31/2025	ON TRACK	Maria Lin		
10763	MEMBER COMMUNICATION/ENGAGEMENT	CHWs for HRA completion	CARE COORDINATION & MEMBER ENGAGEMENT- Identify dual eligible members to target for H3561 and verify they have a qualifying condition to meet need of using CHW benefit.	HRA - Special Needs Plan (SNP) Care Management	MEDICAID	1/1/2025	12/31/2025	ON TRACK	Miriam Rosales		
10878	MULTI-CONDITIONS	Direct Mail Kits for Blood Glucose (HbAc/A1c) - CHPIV	CHRONIC CONDITIONS - A direct to member mail campaign to support members that may be due for an A1c (A1c kit). Quality Improvement (QI) is partnering with the vendor, Everlywell, to directly mail A1c Kits (to support an A1c home test).	CDC - Diabetes HbA1c < 8 AMR - Asthma Med Ratio Total 5 to 64,CBP - Controlling Blood Pressure,CDC - Comprehensive Diabetes Care,SUPD - Statin Use in Persons with Diabetes (SUPD),MAH - Medication Adherence for Hypertension (RAS antagonists),MAD - Medication Adherence for Diabetes Medications,MAC - Medication Adherence for Cholesterol,PBH - Persistence of Beta-Blocker Treatment after a Heart Attack,POD - Pharmacotherapy for Opioid Use Disorder,IMPH - Improving or Maintaining Physical Health,MPA - Monitoring Physical Activity,RRF - Reducing the Risk of Falling,MUI_OA - Improving Bladder Control,OMW - Osteoporosis	MEDICAID	1/1/2025	12/31/2025	PLANNING	Martha Zuniga		
10882	HEALTH EDUCATION/WELLNESS	Digital Health Education Resources to Support Patients	HEALTH EDUCATION/WELLNESS - Create a PowerPoint (PPT) presentation resource designed to promote Krames and nationally credible health education resources that providers can effectively share with their patients. This PPT will encompass a broad spectrum of health-related topics, which also includes addressing topics that support various measures.		MEDICAID	1/1/2025	12/31/2025	NOT STARTED	Brittany Head		
10675	HEALTH EDUCATION/WELLNESS	Annual Member Newsletter-Medi-Cal (CHPIV)	HEALTH EDUCATION/WELLNESS The newsletter meets the Medi-Cal guideline that requires specific member communication to be mailed to members' homes. The member newsletter is also a mode of communication for NCQA, Health Equity and Regulatory articles. Promotion of wellness programs and quality improvement interventions.	CAHPS - Access to Care	MEDICAID	10/2/2024	10/31/2025	PLANNING	Brittany Head		
10915	HOSPITAL QUALITY/PATIENT SAFETY	Hospital outreach about patient safety	OVERUSE/HOSPITAL QUALITY: Outreach to hospitals about patient safety metrics, standards/expectations, and opportunities to improve. Focus on metrics and reports including hospital acquired infections, sepsis management, the Patient Safety Honor Roll, and the Opioid Care Honor Roll.	HPQI - Health Plan Quality Improvement	MEDICAID	1/1/2025	12/31/2025	PLANNING	Barb Wentworth		
10918	HOSPITAL QUALITY/PATIENT SAFETY	Health Net poor performing hospital outreach	OVERUSE/HOSPITAL QUALITY: Outreach to hospitals identified as Health Net's poorest performers based on weak performance on multiple priority metrics.	HPQI - Health Plan Quality Improvement	MEDICAID	1/1/2025	12/31/2025	PLANNING	Barb Wentworth		

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10910	HOSPITAL QUALITY/PATIENT SAFETY	Hospital Quality Scorecard program	OVERUSE/HOSPITAL QUALITY: Track and produce internally-developed Hospital Quality Scorecard for use by quality and contracting staff. Features individual hospital performance on priority metrics in areas including patient safety, maternal health, patient experience, readmissions, and overall CMS rating.	HPQI - Health Plan Quality Improvement	MEDICAID	1/1/2025	12/31/2025	PLANNING	Barb Wentworth		
10859	PEDIATRICS/ADOLESCENTS	CIS Provider Email Outreach (Power Automate)	PEDIATRIC/PERINATAL/DENTAL - Emails will be sent to provider offices, asking about member's immunization status. Email will ask provider to either fax over immunization record or to encourage members to schedule an appointment to get the immunizations done. Gap will be utilized from COZEVA	CIS - Childhood Immunization Status	MEDICAID	1/12/2025	12/31/2025	NOT STARTED	Brittany Head		
10825	PEDIATRICS/ADOLESCENTS	CHPIV Family Unit HEDIS/MultiGap Outreach Calls	PEDIATRIC/PERINATAL/DENTAL - HEDIS team outreach to anchor members and all household members with care gaps.	WCV - Child and Adolescent Well-Care Visits (previously W34 and AWC)	MEDICAID	5/19/2025	12/19/2025	ON TRACK	Juli Coulthurst		
10812	PEDIATRICS/ADOLESCENTS	POC Lead Analyzer - CHPIV	PEDIATRIC/PERINATAL/DENTAL - Lead Analyzer Initiative. Using QI EDGE funding to purchase POC lead analyzers for provider offices.	LSC - Lead Screening in Children	MEDICAID	1/1/2025	12/31/2025	ON TRACK	Linda Armbruster		
10868	PEDIATRICS/ADOLESCENTS	Pfizer Missed Dose IVR	PEDIATRIC/PERINATAL/DENTAL - Missed Dose Program - sends IVR phone messages to parents of children at ages 6 months, 8 months, and 16 months to remind them they may have missed a vaccine shot.	CIS - Childhood Immunization Combo 10	MEDICAID	1/1/2025	12/31/2025	NOT STARTED	Brittany Head		
10855	PEDIATRICS/ADOLESCENTS	Monthly birthday POM messaging - WCV	PEDIATRIC/PERINATAL/DENTAL - Monthly birthday POM messaging to parents of 3 to 17 year old members to schedule and complete their annual well child visit (WCV)	WCV - Child and Adolescent Well-Care Visits (previously W34 and AWC)	MEDICAID	1/31/2025	12/31/2025	NOT STARTED	Brittany Head		
10952	PEDIATRICS/ADOLESCENTS	PPC Compliance - Maternal Health Equity Resources and Trainings for Providers	PEDIATRIC/PERINATAL/DENTAL - Provide implicit bias training to OB providers. Provide maternal health equity resources and training links for providers.	PPC - Prenatal and Postpartum Care	MEDICAID	1/1/2025	12/31/2025	ON TRACK	Meena Dhonchak		
10815	PEDIATRICS/ADOLESCENTS	LSC Quarterly Reporting	PEDIATRIC/PERINATAL/DENTAL - Quarterly UM/QI LSC reporting	LSC - Lead Screening in Children	MEDICAID	1/1/2025	12/31/2025	ON TRACK	Linda Armbruster		
10885	PEDIATRICS/ADOLESCENTS	Confirmation of Pregnancy Forms	Pediatric/PERINATAL/DENTAL - Using Confirmation of Pregnancy Forms targeting PCPs to complete required information for a positive HEDIS hit for PPC-timely prenatal care	PPC - PPC - Prenatal Visit (Timeliness)	MEDICAID	1/1/2025	12/31/2025	ON TRACK	Juli Coulthurst		
10933	PEDIATRICS/ADOLESCENTS	Health Disparity PIP W30-6+ Measure	PEDIATRIC/PERINATAL/DENTAL - W30-6+ CHPIV PIP: DHCS has assigned to Community Health Plan of Imperial Valley for the 2024 to 2026 a performance improvement project. he topic is infant well care visits targeting improvements in the Hispanic population.	W30 - Well Child Visits in the First 30 Months of Life (previously W15)	MEDICAID	1/1/2025	12/31/2025	ON TRACK	Meena Dhonchak		
10840	PEDIATRICS/ADOLESCENTS	Pfizer 1st Birthday IVR	PEDIATRIC/PERINATAL/DENTAL - Well Visit Program - sends IVR phone messages to parents of children who are 10 months old to remind them of the importance of their upcoming 1-year checkup.	CIS - Childhood Immunization Combo 10	MEDICAID	1/1/2025	12/31/2025	NOT STARTED	Brittany Head		

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10944	PEDIATRICS/ADOLESCENTS	Postpartum Outreach to Inpatient MCAL members after delivery.	PEDIATRIC/PERINATAL/DENTAL -Population Health new inpatient Transition of Care Team reaches out to members still in the hospital after delivery to schedule a postpartum visit, the first infant well care visit after discharge and enroll in the First Year of Life Program.	W30 - Well Child Visits in the First 30 Months of Life (previously W15),PPC - PPC - Postpartum Visit	MEDICAID	1/1/2025	12/31/2025	ON TRACK	Meena		
10937	PEDIATRICS/ADOLESCENTS	Update Newborn Checklist	PEDIATRIC/PERINATAL/DENTAL- Update Infant Well Care Affinity Group Newborn Checklist in collaboration with HPSJ after hospital gateway newborn enrollment process is launched	W15 - Well Child Mth Six or more well child visits	MEDICAID	1/1/2025	12/31/2025	ON TRACK	Meena Dhonchak		
10846	PEDIATRICS/ADOLESCENTS	CIS-10/W30 Email Outreach	PEDIATRIC/PERINATAL/DENTAL- WCV and IZ reminder: Email outreach to encourage members to schedule their child's well visit and immunizations appointment.	W30 - Well Child Visits in the First 30 Months of Life (previously W15),CIS - Childhood Immunization Combo 10	MEDICAID	1/1/2025	1/31/2025	NOT STARTED	Brittany Head		
10956	PEDIATRICS/ADOLESCENTS	Promote CDC'S Milestone Tracker APP	PEDIATRIC/PERINATAL/DENTAL: Promote the CDC's Milestone Tracker App by promoting in future newsletters, website locations, adding QR codes to our Provider QR resource, promote it to our Health Pregnancy and First Year of Life programs, etc.	CIS - Childhood Immunization Combination 3 Immunizations,CIS - Childhood Immunization Combo 10,CIS - Childhood Immunization Status,WCV - Child and Adolescent Well-Care Visits (previously W34 and AWC),W15 - Well Child Mth Six or more well child visits,W30 - Well Child Visits in the First 30 Months of Life (previously W15)	MEDICAID	1/1/2025	12/31/2025	ON TRACK	Meena Dhonchak		
10822	PEDIATRICS/ADOLESCENTS	PE training and QFT (Quality Focus Touchbase) for all Pediatric, Perinatal, Dental Measures Training on Pediatric HEDIS measures for MY 2024	PEDIATRIC/PERINATAL/DENTAL: QI PM to train Provider Engagement on MY2025 Pediatric, Perinatal and Dental HEDIS measures. Review action items for PE to take to improve rates. sing MY2023 Cozeva data, before the MY2024 caregap data is available.	CIS - Childhood Immunization Combo 10,LSC - Lead Screening in Children,W30 - Well Child Visits in the First 30 Months of Life (previously W15),WCV - Child and Adolescent Well-Care Visits (previously W34 and AWC),ADV - Annual Dental All members,PPC - PPC - Postpartum Visit,PPC - PPC - Prenatal Visit (Timeliness)	MEDICAID	1/1/2025	6/30/2025	ON TRACK	Juli Coulthurst		
10785	PEDIATRICS/ADOLESCENTS	CHPIV Quarterly Dental POM	PEDIATRIC/PERINATAL/DENTAL-Dental POM calls to Health Net Medi-Cal members to promote dental checkup and topical fluoride applications.	ADV - Annual Dental All members	MEDICAID	1/1/2025	12/31/2025	ON TRACK	Maria Lin		
10892	PEDIATRICS/ADOLESCENTS	Q1-Gap Calls-WCV	PEDIATRICS/ADOLESCENTS - Member with WCV not completed in the prior year will get a call encouraging gap closure by seeing provider. If in the household another member has CIS10 (missing Flu only) gap and/or W30/30 those gaps will addressed as well.	WCV - Child and Adolescent Well-Care Visits (previously W34 and AWC),CIS - Childhood Immunization Combo 10,W30 - Well Child Visits in the First 30 Months of Life (previously W15)	MEDICAID	1/1/2025	3/31/2025	PLANNING	Alicia Bednar		
10796	PHARMACY	Kick It California - Smoking Cessation Services	PHARMACY & RELATED MEASURES - Explore expanding partnership with Kick It California (KIC) to outreach to members to facilitate program utilization and offer Nicotine Replacement Therapy (NRT) kits. Health plan will initiate outreach using notification letter to member prior to KIC outreaching to members. Contracts will need to be updated (SOW, BAA, MSA, IRQ Form etc.).	CAHPS - Adult-Smoking Advice	MEDICAID	2/3/2025	12/31/2025	NOT STARTED	Justina Felix		
10787	PHARMACY	Q1-Gap Calls-WCV	PHARMACY & RELATED MEASURES - member with WCV not completed in the prior year will get a call encouraging gap closure by seeing provider. If in the household another member has CIS10 (missing Flu only) gap and/or W30/30 those gaps will addressed as well.	WCV - Child and Adolescent Well-Care Visits (previously W34 and AWC),CIS - Childhood Immunization Combo 10,W30 - Well Child Visits in the First 30 Months of Life (previously W15)	MEDICAID	1/1/2025	3/31/2025	PLANNING	Alicia Bednar		

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10751	PHARMACY	Formoterol Use Analysis/Education	PHARMACY & RELATED MEASURES - Perform analysis on CHPIV Asthma prescription fills for members in AMR denominator. If not on Formoterol combo ICS outreach to providers to educate on use and encourage to switch. Initial review will be for CHPIV PHARMACY & RELATED MEASURES - measures are subject to change. Live calls via HEDIS team CSR's addressing barriers to accessing care for CHPIV Medi-cal members with multiple gaps. Call will occur between the health plan representatives and the member (includes inbound and outbound calls). The intention of this call is to inform the member of the importance of having preventive care visits / screenings. Callers offer members home tests that would be sent directly to member's home. During a call callers would inform about additional services, offer other resources as appropriate, and remind members about the	AMR - Asthma Med Ratio Total 5 to 64	MEDICAID	12/9/2024	12/9/2024	PLANNING	Alicia Bednar		
10804	PHARMACY	Multi-Gap Family Unit (MCL) Live Call Outreach		WCV - Child and Adolescent Well-Care Visits (previously W34 and AWC),BCS - Breast Cancer Screening,W30 - Well Child Visits in the First 30 Months of Life (previously W15),IMA - IMA - Adolescent Immunizations Combo 2,LSC - Lead Screening in Children,CBP - Controlling Blood Pressure,CCS - Cervical Cancer Screen - Pap Test,W15 - Well Child Mth Six or more well child visits,CIS - Childhood Immunization Combo 10	MEDICAID	5/1/2025	12/31/2025	ON TRACK	Alicia Bednar		
11070	PREVENTATIVE CARE	CHL In-home screening	PREVENTATIVE CARE - Launch In-home screening campaign for CHL	CHL - Chlamydia Testing	MEDICAID	1/21/2025	12/31/2025	NOT STARTED	Ravneet K. Gill		
11010	PREVENTATIVE CARE	Mobile Mammography	PREVENTATIVE CARE - Partner with Alinea and Pacific Coast to conduct mobile mammogram events - co-hosted PPG events and community events.	BCS - Breast Cancer Screening	MEDICAID	1/1/2025	12/31/2025	In Process	Ravneet K. Gill		
10991	PREVENTATIVE CARE	COZEVA Notification In-Home COL Screening	PREVENTATIVE CARE - Submit QIRA Request for an in-home screening notification as per in-home screening.	COL - Colorectal Cancer Screening	MEDICAID	1/7/2025	12/31/2025	In Process	Justina B. Felix		
11063	PREVENTATIVE CARE	Office Hours - Alinea Mobile Mammography	PREVENTATIVE CARE - Update Alinea strategy to focus on specific target PPGs. Develop the updated process and share with Medical Affairs team.	BCS - Breast Cancer Screening	MEDICAID	1/21/2025	1/21/2025	In Process	Ravneet K. Gill		
11023	PREVENTATIVE CARE	CHPIV Pilot Program: CCS Self-Test	PREVENTATIVE CARE- CHPIV - Explore a potential partnership with one CalViva PPG/Provider to better understand the feasibility of using CCS Self-Tests in the clinic setting.	CCS - Cervical Cancer Screen - Pap Test	MEDICAID	1/7/2025	8/31/2025	In Process	Elisa H. Stomski		
11022	PREVENTATIVE CARE	CHPIV Text Message Campaign - BCS, CCS	PREVENTATIVE CARE- CHPIV member text message reminders for BCS and CCS	BCS - Breast Cancer Screening,CCS - Cervical Cancer Screen - Pap Test	MEDICAID	1/7/2025	8/31/2025	In Process	Elisa H. Stomski		
11021	PREVENTATIVE CARE	CHPIV - Every Woman Counts CBO Outreach - BCS, CCS for MCAL	PREVENTATIVE CARE- CHPIV- Use monies that Health Net is granting Every Woman Counts (EWC) to conduct member reminder outreach for BCS and CCS.	BCS - Breast Cancer Screening,CCS - Cervical Cancer Screen - Pap Test	MEDICAID	1/7/2025	9/30/2025	In Process	Elisa H. Stomski		
11020	PREVENTATIVE CARE	CHPIV - FQHC Outreach for CCS, CHL Gap Closure	PREVENTATIVE CARE- Identify FQHCs in CHPIV who are high volume/low performing in targeted counties. Work with our PE team to explore opportunities for member outreach by the FQHC, including outreach supported by EDGE funding.	CCS - Cervical Cancer Screen - Pap Test,CHL - Chlamydia Testing - Total	MEDICAID	1/20/2025	11/17/2025	In Process	Elisa H. Stomski		

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10794	PPG SUPPORT	IHQC - Project Management Training	QUALITY EDGE/TRAINING/PROVIDER COMMUNICATION - IHQC will host the Project Management (PM) training for a cohort of providers in April. The training includes content and incidental coaching to build skills to manage small scale projects and large initiatives. An additional PM training will be provided to internal staff (PE/QJ) in May.	HPQJ - Health Plan Quality Improvement	MEDICAID	4/1/2025	6/30/2025	NOT STARTED	Gladys Lazaro, Lora Maloof-Miller		