



At Wellcare, we focus on whole person health care solutions. Each community is unique, so we partner with local groups and public agencies to build those solutions. We invest millions of dollars in programs that address social drivers of whole health and improve outcomes for all Californians.

COMMUNITY IMPACT

Health Net Voices Local Approach to Quality Improvement at NCQA Summit

The National Committee for Quality Assurance (NCQA) held its Innovation Summit the week of October 23, 2023 in Orlando, Florida. The Summit called on some of America's largest health plans and health networks that help to lead quality reform and expand focus on the future of health care innovation. The summit comprised groups from:

- Health plans
- Technology vendors
- Health systems
- Consult services
- Government agencies

Health Net's Vice President of Quality Management Cathi Misquitta, Quality Improvement Director Amy Wittig and Senior Manager of Quality Shekinah Wright were on-hand to share their knowledge of health care quality improvement. Their session titled, *A Hyper-Local, Targeted Approach to Improving Quality*, was part of the Results Through Relationships track at the summit.

The session focused on details of Quality EDGE (Evaluating Data to Generate Excellence), and how it's used to improve health care. Quality EDGE is a program that Health Net designed to better engage with our providers for quality improvement. Its structured process is based on teamwork and synergy to:

- Define main action items
- Create and maintain a best practices playbook
- Work with providers and gauge how ready they are to change processes and improve outcomes
- Apply change
- Track action plans and outcomes

Quality EDGE funding initiatives have covered:

- Provider call campaigns
- New equipment, supplies and materials
- Health education
- Marketing campaigns
- Office staff training
- After-hours office visits
- Enhanced Electronic Health Record systems
- Planning mobile mammography sessions and more

In fact, in 2022 **more than 200 Quality EDGE action items were funded.**

[Read full article](#)

HEALTH EQUITY

Health Equity Starts With Trust – and the Right Numbers

People's lives come first when we think about health care. It's not just their physical and mental health. Our data tells us exactly who faces barriers – and why.

The good news: We're dialed into the why, which largely links to:

- Where they live
- Their access to nutritious food
- Their race/ethnicity and other key factors

Our focused data collection steers us toward the most at-risk communities. That's one way we can find the greatest differences. It's the lived experiences by the people in the communities we serve that tell us how to improve equity and how to make whole communities healthier.



[Learn more](#)

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