



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.

MEDICARE QUALITY OF CARE

Health Outcomes Survey Resources to Help You, Your Patients And CMS Star Ratings

Every year, a random sample of Medicare members are surveyed about their experience with their doctors, services and health plan. It is an important component of ensuring that members are satisfied, not only with their health outcomes but also with their health care experience.

The Centers for Medicare & Medicaid Services (CMS) Health Outcomes Survey (HOS) allows patients to evaluate the aspects of care delivery that matter the most to them. Providers have a direct impact on HOS because members' perceptions of their health outcomes are primarily driven by how well the providers communicate with members. **These survey results impact CMS Star Ratings.**

Use the [Medicare Health Outcomes Survey Tip Guide](#) for tips and recommendations to help guide discussions with your patients about their health.

HEALTH CARE WORKFORCE

Latino Medical Students Spotlighted at Regional Conference

Health Net proudly sponsored the 2024 Latino Medical Student Association (LMSA)-West Region Conference in Los Angeles.

The LMSA-West Region represents: Alaska, Arizona, California, Hawaii, Idaho, Montana, Nevada, Oregon, Utah, Washington and Wyoming.

Conference attendees included: high school students, pre-med students, medical students, healthcare professionals.

The conference involved:

- More than 30 workshops
- 50 poster presentations on topics that covered:
 - Medical Education & Training
 - Community Health & Outreach
 - Healthcare Disparities
 - Equity and Medical Research and Innovation
- More than 50 exhibitors that included:
 - Medical schools
 - Residency programs
 - Community-based organizations
- A gala to celebrate newly graduated medical students



Photo credit: Latino Medical Student Association. The Latino Medical Student Association is a 501(c)(3) non-profit organization whose mission is to support current and future Hispanic and Latina/o/x students in caring and advocating for their community.

Santana-Chin Honored for Outstanding Leadership in Healthcare

Martha Santana-Chin, plan chief product president at Health Net, was [honored](#) on June 12 for her continued commitment to help improve the lives of California's most at-risk residents.

The [Partners in Care Foundation](#) (Partners) presented Martha with their Vision and Excellence in Healthcare Leadership Award.

As the eldest of nine, and a daughter of Mexican immigrants, Martha knows the struggles that low-income communities face. Her personal journey has fueled a passion to advance equity and mentor others in their lives and careers.

"One of the leadership qualities and perspectives that Martha brings to us at Health Net is a recognition that our members' health is not just about what happens in the doctor's office," said Brian Ternan, president and CEO of Health Net. "That's a critical part. But it's also about what happens when you leave there, what happens at home."

Gustavo Valdespino, president and CEO of Valley Presbyterian Hospital, also received the award – making 2024 the first year Partners gave awards to two Latino leaders.

Partners began nearly two decades ago with the mission to address the social drivers of health by combining social care with health care. Today, they team up with many outlets to deliver services in Los Angeles County and the San Fernando Valley which include:

- Physician networks
- Health plans
- Community-based organizations
- Government agencies

These services protect and support adults with complex health and social needs.

Learn more about Martha in this [Partners interview](#).

[Read more](#)