

Diabetes Care & Health Equity Sprint Learning Session #2

April 9, 2026

HealthChoices PCMH Learning Network

Suzanne Cohen, Senior Director of Population Health, Health Federation of Philadelphia

Agenda

9:00 – 9:15 a.m.	Welcome & Presentation of 2026 Sprint	Suzanne Cohen, Health Federation of Philadelphia
9:15 – 9:45 a.m.	Panel Discussion: Care Team Roles Supporting Diabetes Care	Ashley Boschi, River Valley Health Melissa Egan, East Liberty Family Health Care Center Shelby Ezzo and Briana Ondic, Primary Health Network
9:45 – 10:15 a.m.	Breakouts: Review PDSAs with Sprint Session Participants	
10:15 – 10:30 a.m.	Sprint Timeline, Next Steps & Evaluation	Suzanne Cohen, Health Federation of Philadelphia

Continuing Education Information

In support of improving patient care, this activity has been planned and implemented by the University of Pittsburgh and The Jewish Healthcare Foundation. The University of Pittsburgh is jointly accredited by the **Accreditation Council for Continuing Medical Education (ACCME)** and **the American Nurses Credentialing Center (ANCC)**, to provide continuing education for the healthcare team. **1.5 hours are approved for this course.**

As a Jointly Accredited Organization, University of Pittsburgh is approved to offer social work continuing education by the **Association of Social Work Boards (ASWB)** Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. University of Pittsburgh maintains responsibility for this course. Social workers completing this course receive **1.5 continuing education credits.**

Disclosures

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The PCMH Learning Network

Designed to support the PCMHs and MCOs in:

- ✓ Achieving the shared aims of the HealthChoices PCMH Program
- ✓ Identifying and acting on strategies in response to opportunities for improvement
- ✓ Developing an internal capacity to continuously learn, adapt, and improve

Access today's slides online

GO TO: www.tomorrowshealthcare.org

Your Login: The email address you RSVP'd with
Your Password: Welcome

*To get assistance or access for your colleagues:
email J. at ashenayi@jhf.org*

PCMH Online Community



Keep track of upcoming sessions in "Events"



Access session materials in "Learning Sessions" Including slides and webinar recording



Look for guides and tools in "Resources"

Learning Objectives for Today

- ✓ Describe strategies that are effective in providing comprehensive diabetes care within primary care.
- ✓ Describe progress in planning quality improvement activities across participating PCMH practices.
- ✓ Identify potential approaches to implement quality improvement interventions.

Panel Discussion: Care Team Roles and Supporting Diabetes Care

Ashley Boschi, Nurse Care Manager, River Valley Health

Melissa Egan, BSN, RN, BSPH, Quality and Risk Manager, Easter Liberty Family Health Care Center

Shelby Ezzo, Pay for Value Manager, Primary Health Network

Briana Ondic, Certified Medical Assistant, Primary Health Network

PRESENTERS

Ashley Boschi, Nurse Care Manager, River Valley Health

Melissa Egan, BSN, RN, BSPH, Quality and Risk Manager, Easter Liberty Family Health Care Center

Shelby Ezzo, Pay for Value Manager, Primary Health Network

Briana Ondic, Certified Medical Assistant, Primary Health Network

QUESTIONS

- What does your care team look like for supporting diabetes care?
- How do the different care team members work to support patients with diabetes?
- How does this care team approach impact patient engagement in their own diabetes care?
- Are there other care team members that could be added to increase patient engagement? What, if any, are the barriers to including these roles on the team?

Breakouts: Review PDSAs with sprint session participants

Breakout 1

PRACTICES

QUESTIONS

Breakout 2

PRACTICES

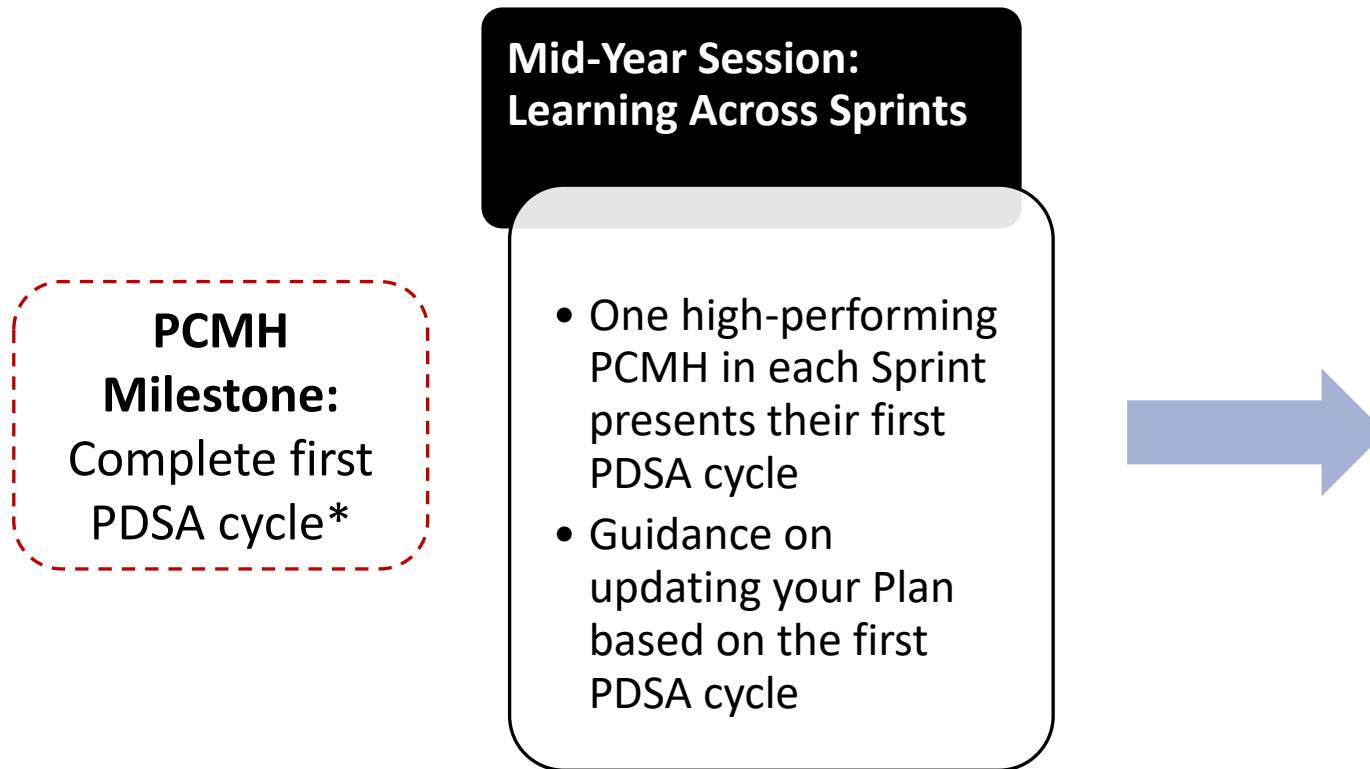
QUESTIONS

Take-aways

Sprint Timeline, Next Steps & Evaluation

2026 PCMH Learning Network

Mid-Year Session June 2nd 9am to 10:30am



2026 PCMH Learning Network 3rd and 4th Sprint Session

Sprint Session 3

June 16, 2026

- **LN** provides Tactical how-to information related to PCMHs' QI plans
- **PCMHs** share PDSA 2nd Cycle "Plan" through facilitated peer-to-peer learning
- **LN** provides guidance for completing 2nd cycle of Study and Act



Sprint Session 4

September 10, 2026

- **LN** provides Tactical how-to information related to PCMHs' QI plans
- **PCMHs** share 2nd Cycle of "Study" and "Act" through facilitated peer-to-peer learning
- **LN** provides guidance on completing PDSA cycles (e.g., standardizing and scaling improvements) and preparing for the final session



2026 PCMH Learning Network

Final In-Person Session November 10th 8:30 a.m. to 3:00 p.m.

Final In-Person Session

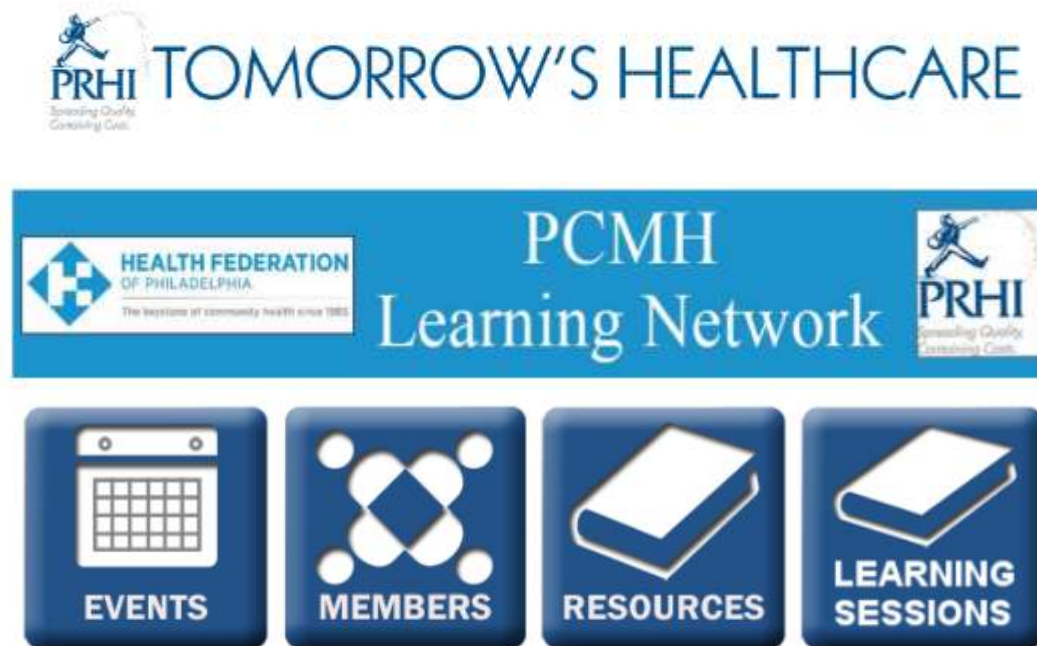
**PCMH
Milestone:**
Complete at
least 2 PDSA
cycles and share
at the in-person
event*

- **PCMHs** share their completed PDSA cycles
- **LN** recognizes PCMHs with greatest improvements
- **LN** announces 2027 Sprints

PCMH Online Community

<https://www.tomorrowshealthcare.org/>

Members of your PCMH's multi-disciplinary learning team will receive log-ins



- Access the session materials in “Learning Sessions”
- Look for guides and tools in “Resources”

CEU Process

You will receive a follow up email with links to:

Complete the survey at: <https://www.surveymonkey.com/r/GVW59VZ> by 4/19/2026



1. Please be sure to designate which CEU credits you are requesting **CME, CNE, Social Worker or Certificate of Attendance**. If you already have an account with the UPMC Center for Continuing Education, **please be sure the email you enter on the survey matches the UPMC CCE account email that you create.**
2. The UPMC Center for Continuing Education will follow up with you via email after **4/19/2026** with instructions on how to claim your credits.
 - To prepare, we recommend you create an account with UPMC CCE via this website <https://cce.upmc.com>.

Upcoming Sessions

Statewide Midyear Virtual

Session:

June 2, 2026

9:00 am – 10:30 am

Virtual Sprint Session #3

June 16, 2026

1:00 pm – 2:30 pm

Virtual Sprint Session #4

September 10, 2026

9:00 am – 10:30 am

Statewide End of Year In-Person

Session:

November 10, 2026

8:00 am – 3:00 pm

Thank You!
