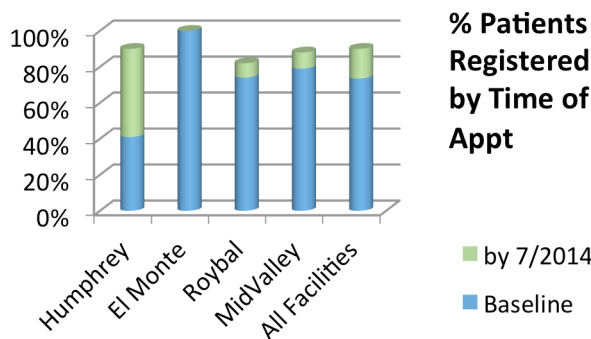
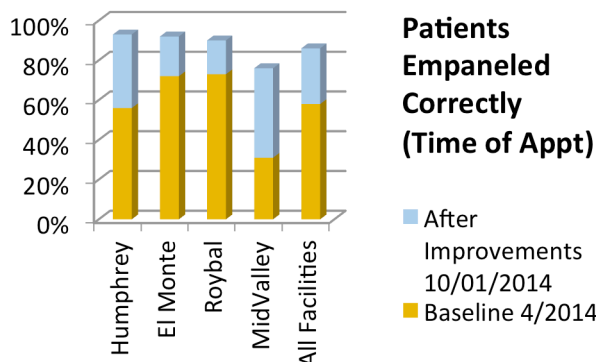
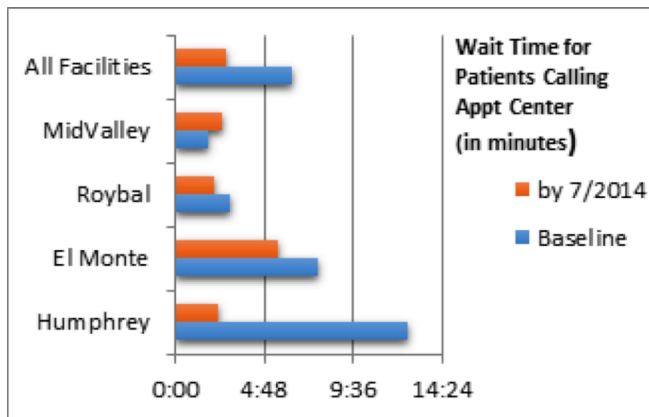
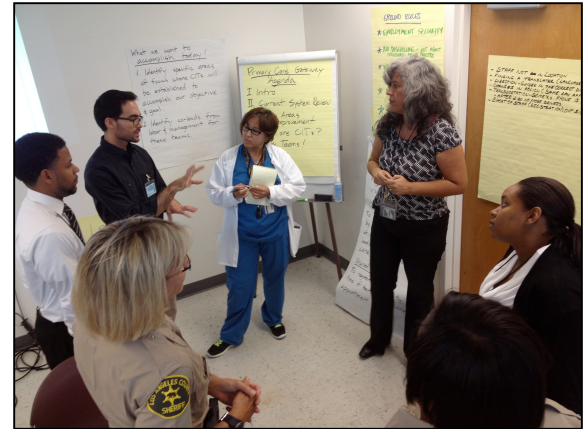


# Congratulations, Gateway CITs!

On October 21, 2015, the 2013-14 participants in the Gateway Care Improvement Teams were honored by the Board of Supervisors & the Productivity and Quality Commission for significant improvements in our work with primary care patients. Business office team members at El

Monte, Humphrey, Mid-Valley, and Roybal all participated in this great labor/management partnership effort – and are responsible for ACN's all honored as part of the prestigious Productivity and Quality Awards.



Gateway Care Improvement Teams – or CITs – are small teams of frontline staff and managers, focused on improving processes impacting primary care patients. In 2013-14 teams worked on ensuring patients were able to call in to make appointments without long waits, and had easy access to change their primary care provider. The CITs also worked on making sure registration happened in a timely, efficient way when patients arrived for their appointment.

Teams worked together, brainstorming how to overcome problems, and measuring improvements with each test of change.

“None of this could have happened without managers and staff really sitting down and working through problems together – listening and respecting each other,” said Lilly Segura, PRW at Humphrey CHC.

Since the inception of this project, Gateway has expanded to include many other ACN sites, including High Desert, South Valley, Hudson, Bellflower, San Fernando, and Glendale. In addition, clinical areas of PCMHs have also begun to form CITs to focus on clinic process and care issues impacting our primary care patients.

The results of Gateway improvement projects are statistically significant – and have been noticed by staff and patients alike – and now the County Board of Supervisors. **Congratulations, Gateway CITs, for a job well done!**

