



BlueCross BlueShield  
of New Mexico



# Better Care, Better Outcomes

Engaging Providers and Members  
in Quality Improvement

- A Provider Engagement Forum furnished  
by the Quality Department

**Friday, September 8, 2023 - 7:15 AM to 11:40 AM**

Embassy Suites by Hilton Albuquerque

La Ventana Ballroom

1000 Woodward PI NE, Albuquerque, New Mexico 87102

**Join In-Person or Virtually  
PROVIDERS Register Today!**

[www.providerinfo.org](http://www.providerinfo.org)

## TOPICS

### **Member & Provider Engagement** 7:15 AM - 7:50 AM

Engaging both Members and Providers in quality improvement initiatives can help increase accountability and improve member outcomes.

### **Data-Driven Decision Making** 7:50 AM - 8:30 AM

Providers can use data to drive decision-making and track improvements in care quality, member outcomes, and provider performance.

### **Collaborative Care** 8:40 AM - 9:40 AM

Encouraging collaborative care between healthcare providers, members and their families can improve member outcomes and satisfaction.

### **Continuous Quality Improvement** 9:40 AM - 10:25 AM

Providers can engage in quality improvement initiatives to continually assess and improve the care they provide, resulting in better outcomes for members.

### **Evidenced-Based Practice** 10:40 AM -11:25 AM

Providers can use evidence-based practice to improve the quality of care they provide.

### **Earn 4 Medical Education Credits**

Approved by the American Medical Association (AMA),  
American Osteopathic Association (AOA)

Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation,  
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## SPEAKERS

**Dr. Latha Raja Shankar**, BCBSNM State Plan CMO

**Michael Archuleta**, Sr Director Quality  
**Aaron Ranstrom**, Quality & Regulatory Consultant

**Steve DeSaulniers**, Mgr Ntwk Innovation  
**Amy Freeman**, Member Care Coordinator  
**Lesley Riley**, Manager BH Quality  
**Raman Eremia**, Sr. Manager Quality  
**Kadawn Evans**, Sr Mgr. Govt Prog Clin Ops  
**Jenae Avila**, Quality Management Specialist

**Raman Eremia**, Sr. Manager Quality  
**Lesley Riley**, Manager BH Quality  
**Steve DeSaulniers**, Mgr. Ntwk Innovation

**Raman Eremia**, Sr. Manager Quality  
**Waynette Lopez**, Clinical Value Consultant  
**Doug Wood**, Clinical Practice Consultant  
**Steve DeSaulniers**, Mgr Ntwk Innovation

**Breakfast & Refreshments  
Included**