

Seasons

GREETINGS

DECEMBER 2022

HOLIDAY EDITION



A NOTE FROM OUR CEO

SUZAN MORA DALEN, MPA, CHCA
FOUNDER, CEO & HEDIS® AUDITOR

As I reflect on this year, I am grateful for two things, health, and a kind heart. As many of you may know my husband and co-pilot, Jim, was diagnosed with cancer a few days before Christmas last year. He underwent surgery, chemotherapy, and radiation this year. It is through these hard times that we often realize what is important in life. The work we do is of huge value but at the end of the day having our health, being kind to one another, and caring for each other is what makes us human and makes life meaningful. So many of you showed your kind heart, acknowledged what we were going through, and offered a helping hand. We are very grateful to have so many clients become life-long friends and part of the QMetrics family.

Even through these personal trials, QMetrics had a banner year! It is incredible what we were able to accomplish. The team we have is truly top notch and gives it their ALL! There were many days that Jim and I were worn out and the team absolutely rocked it. We are so honored to have a committed team that gives 100% every day!

I want to give a big Thank You to our partners, as well as QMetrics friends and family who supported us through it all. Take a look at some of our accomplishment highlights for 2022. Future newsletters will feature additional highlights (there's just too many) 😊.

In the spirit of our gratefulness and as an act of kindness, QMetrics is donating our holiday gift fund to Feeding San Diego a local chapter of Feeding America instead of sending gifts. Over 10% of households face food insecurity or are unable to acquire enough food to meet the needs of their household because they have insufficient financial resources. We welcome you to join us in feeding the hungry and those in need. We are thankful for the opportunity to be able to help families in need and to be of service to our community. We encourage you to do what you can to help others in need by being a friend, a supporter, and an encourager.

Here is our link if you wish to contribute: [Check out QMetrics' team fundraising page for Feeding San Diego.](#)



We wish Happy Holidays to you and your loved ones. Keep them close. Hug them, tell them you care, say hello to your neighbors, buy a bag of donation groceries... we are all so blessed!

Contact Center:

The New Kid on The Block

QMetrics launched its own in-house domestic Contact Center late last year. Within just a span of a year, QMetrics has experienced tremendous growth, not only with new clients and projects but with new Call Engagement Specialist team members as well. The QMetrics contact center team made over 37,000 provider calls and more than 5,000 member calls to assist with Annual Wellness Visit scheduling calls.

By utilizing our experience in managed care plan operations for a variety of carriers as well as our experience in enrollee services, we were able to seamlessly navigate between provider and member calls to ensure regulatory and quality measurement goals and requirements are being met for our partners.

The Contact Center team met in person for brunch + cocktails to spend time with one another and welcome the new local team members. That face-to-face interaction is an important component of the QMetrics employee engagement program.

We are at the finish line closing out the year strong and ahead of schedule. We made so many process improvements, we just can't wait until the next issue to share.

Accomplishments:

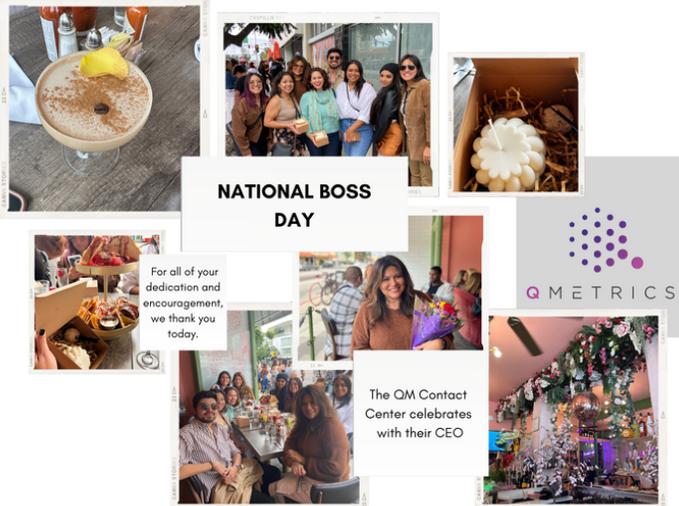
- Automated our interim PAAS dashboard reports to further enable our clients' ability to monitor PAAS results and progress during the fielding process
- Launched our own in-house domestic Contact Center, fully staffed with Call Engagement Specialists
- Introduced a Client Communications Line that has been essential in streamlining all correspondence between QMetrics and our Health Plan clients
- Onboarded new staff that have provided additional levels of expertise and have implemented new and impactful process improvements

Gratitude has been a strong theme this season and Surveys wanted to share some of the things we are thankful for. A strong sentiment across the team is gratitude for our families and health. We are thankful for our QMetrics Team Members - Our QMetrics Family. And last, but not least, we are thankful for you, our clients. We cherish the partnerships we have built and continue to build and are wishing you all a Happy Holiday!

Community:

One for All, All for One

We have celebrated many milestones and added incredible employees to our team. Every year begins with excitement and hope for growth and new projects. Spirits are high.



Surveys:

Getting Better Every Year

2022 was a busy year for timely access surveys, other regulatory surveys, new client onboarding, project implementations, and implementation of process enhancements. We administered over 83,000 provider surveys this year so far!



The end of each year is an opportunity for reflection that we greet with enthusiasm. We look back on the milestones achieved, compile lessons learned, and work on establishing new goals so we can continue to provide a high level of service to our clients.

No year is without hurdles. These last couple of years with the pandemic have been a global test of humanity and an opportunity to gain perspective on time and quality. Not only with our clients, but internally, with our team and ourselves, to embrace and cherish every second we spend with one other. If there is any word that could describe our team this year, it is community.

Despite working from home, more than ever, employees at QMetrics have experienced the spirit of unity and community fostered by QMetrics' leadership. This year, QMetrics hosted employee summits, internal team competitions and team building activities, as well as participated in various in-person

conferences with different team members. All these activities have contributed to our increased performance as a team and maintenance of our high morale. QMetrics has much to be grateful for this year when it comes to our team performance and achievements for 2022.

Meet Our New Employees: Slaying it Everyday

Last but not least.. Drum Roll.. New QMetrics Team Members



[Meet our Team](#)

Until Next Year!

As always, thank you for being a part of the QMetrics family. We can't wait to surprise you with new ways that we can serve you in 2023, stay tuned!

[Learn more about our Services](#)