

2020 Impact Summary

Delivering value and improving health

2020 brought many challenges, but your dedication to patients' safety and care and your ability to adapt to their ever-changing needs demonstrate the true strength and value of our network. We are grateful for the unwavering care your practice and providers delivered throughout this time and we will continue to support our members and make an impact together to provide high quality care at an exceptional value.

DELIVERING VALUE

19,450 units of personal protective equipment (PPE) including gloves, masks, face shields, wipes, gowns and hand sanitizer were provided to **73** LHP groups at no cost



COVID-19 Recovery Roadmap helped guide practices as they safely re-opened or expanded clinic operations during the pandemic

335 providers and administrators attended **virtual clinical collaboration events** covering COVID-19 and flu and race and gender equity in health care

Communicated important details about:

- Drive-through COVID-19 testing
- Telemedicine
- Payor information for virtual visits & expanded benefits



IMPROVING HEALTH

Improved performance rates for **16** measures since 2019

Demonstrated efficient **use of health care resources** by improving performance on **four** category measures since 2019

Surpassed HEDIS 90th percentile benchmarks for **four** measures and HEDIS 75th percentile benchmarks for **four** measures

LHP Quality Awards recognized **six** practices for **12** quality improvement projects



36% of patients who were overdue and received a letter completed a **FIT** or other **colorectal cancer screening**

194 LHP lives managed by **Care Support Resources (CSR)** and **75** graduated from the program

FROM OUR PRACTICES

"Thank you so much for fulfilling our PPE request! Our team is very excited and grateful."

"My staff and physicians will be so happy to hear that Legacy came through for us!"



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