



Turning Values into Action: How Accreditation Activated La Clinica's Long-Standing Mission

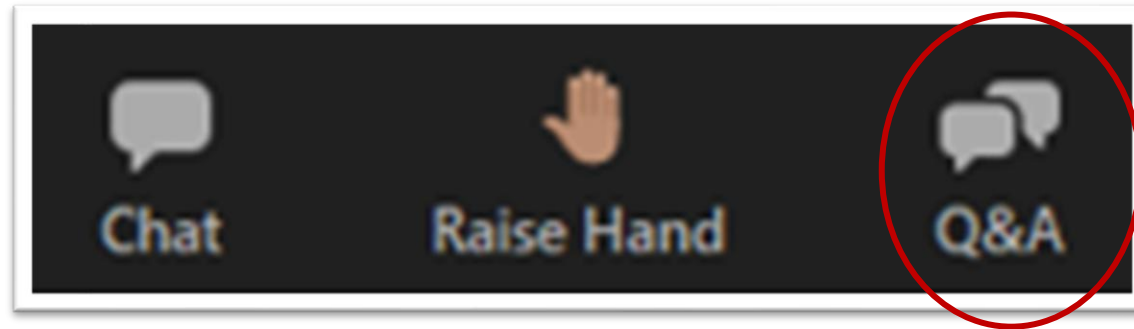
A discussion with La Clinica and NCQA

June 3, 2026

Zoom Housekeeping

How to Submit Questions During the Webinar

1. Locate the 'Q&A' icon on the menu bar.
2. During the webinar, please submit questions via the 'Q&A' box.



Today's Discussion

1 Speaker Introductions

2 Conversation with La Clinica

3 Audience Q&A

4 NCQA Announcements

5 Closing & Follow Up

Today's Speakers



Elizabeth Ryder

*Assistant Director, Product Management
NCQA*



Bryon Lambert

*Community Building Director
La Clinica of Southern Oregon*

What made La Clinica want to pursue Health Outcomes Accreditation?

- Formalizing longstanding practices
- Unconscious competence to conscious competence



Expanding Access,
Strengthening Our
Community



What did Health Outcomes Accreditation help you do that the organization wasn't already doing?

- Tell our story in a structured way
- Formalize our language access program
- Strengthen cross-departmental relationships

How did you get buy in from leadership?

- More than just a badge of honor
- Rediscover heavy lifts from the past

MISSION

We serve the people who need us most through exceptional, affordable, and compassionate care, inspiring all those we touch to lead full and healthy lives.

VISION

Absolute excellence.
Open-hearted community.
Well-being for all.



What did implementation look like and did it help improve existing policies?

- Condensing years of accumulated knowledge into a coherent narrative.
- Beyond the why and how of written policies and procedures

How did the program change La Clinica's relationship with its patients and community?

- Investing in staff communication skills
- Strengthening community partnerships



OUR PEOPLE

Ongoing training in patient communication, language access, and whole-person care

How did the program change La Clinica's relationship with its staff?

- Creating consistent systems that support staff success
- Reminding everyone that their role counts

When you think about everything La Clinica has accomplished, what are you most proud of?

- Language Access program
- Culturally and Linguistically Appropriate Services Program



SERVE Standards

Service

Empathy

Relationships

Value

Excellence

Is there any advice you'd give other organizations like yours?

- Mission first
- Stop looking for problems and start finding opportunities
- Have fun and celebrate wins



Questions



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NCQA*



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NCQA Accreditation

A Data-Driven Framework to Advance High-Quality Care:

Learn how NCQA's Health Outcomes Accreditation helps organizations better understand—and improve—population health outcomes.

Visit ncqa.org/health-outcomes to learn more.

Implementation Playbook

Cracking the Code: A Health Equity Analytics Implementation Playbook for Healthcare Organizations

Scan to download the playbook.

ncqa.org/health-equity-playbook



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you're invited!

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