

Virtual Track 1 Session: Defining and Assessing Regional CPC+ Success

Primary Care Payer Action Collaborative

Meeting 1 of 4

December 7, 2016

1:00-2:00pm

Highlights and Key Takeaways

Confirmed Objectives for Track 1:

1. Assess where each participating region is relative to Milestone #1
2. Look at CPC+ regional and other example statements
 - identify which domains are desirable
 - identify how success is defined
 - assess works well with these examples and what doesn't
3. Have participants share their draft statements and their process for developing them
 - strategies for dissemination and use
 - constructive feedback from participants
4. Share knowledge and experience to inform regional efforts to evaluate success attainment

Shared Vision of Regional CPC+ Success: Why is it valuable?

Participants discussed the value of shared CPC+ regional vision statements that:

- State a specific desired end reflecting regional success for discrete points in time (i.e., after each year of the five-year program and after five years)
- Represent the consensus of CPC+ payers in the region
- Serve as checkpoints and measures of regional success

Identifying a Shared Vision of Success for Regional Primary Care Transformation

The group discussed desired ends for vision statements in terms of domains. Domains participants are using or considering include:

- **Practice transformation:**
 - defined medical neighborhoods (select hospitals and specialists have strong relationships with primary care practices and preferred status in terms of quality and cost)
 - improved physician quality of life
 - supported cross-education between specialties and primary care
 - emphasis on population health
 - greater primary care comprehensiveness (i.e., progressing from a focus on urgent care to a holistic, patient-centered approach)
 - stronger care coordination
 - effective care/disease management

- deeper payer-provider engagement
- broader care modalities (beyond face-to-face, visit-based care)
- **Measurement:**
 - common definitions (e.g., what is a medical home?)
 - shared quality metrics
 - desire for multiple avenues to quality recognition (i.e., not just NCQA recognition)
- **Data infrastructure:**
 - greater data-sharing and communication among providers
 - shared reporting/analytic feedback mechanisms
- **Payment:**
 - shared payer/provider value propositions
 - increased percentage of patient panels in alternative payment models
- **Outcomes:**
 - Improved quality of care
 - bending the cost curve
 - fewer specialist visits and hospital admissions
 - better identification of patients who would most benefit from care/disease management
 - increased patient satisfaction/empowerment
 - improved member experience
 - understanding physician differentiation between CPC+ and other initiatives

Effective Vision Statements: Qualities and Components

In reviewing two hypothetical examples of CPC+ regional vision statements, participants identified the following components of effective statements:

- An overarching goal that supports more narrowly defined aims
- Defined, specific improvement objectives
- Process and outcomes-based objectives (Process drives outcomes, but you still need to be mindful of results)
- Objectives that are measureable over time to enable evaluation of success
- Objectives that are scalable over time to allow for progression toward success

Development Approach

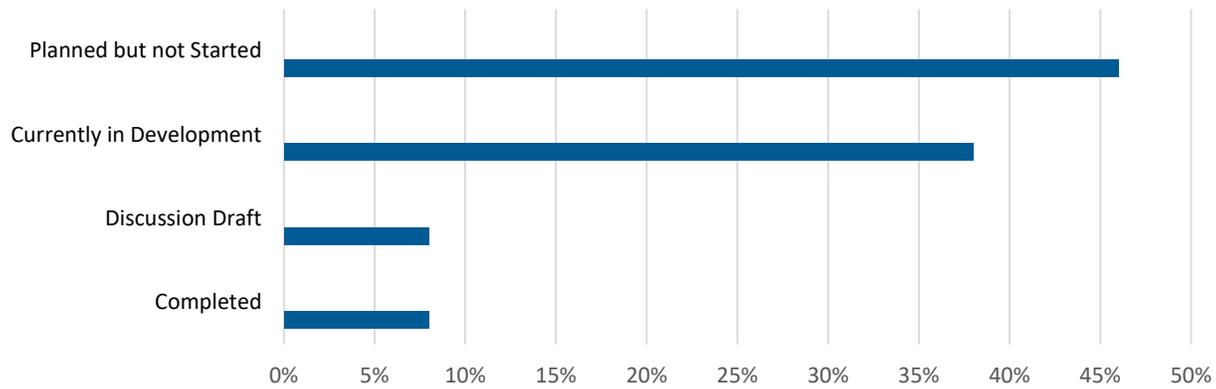
Participants recommended working backward from the final desired end as a useful approach to developing vision statements that contain measureable objectives tied to specific points in time. This entails asking, for example, where do we want to be in year 5, and what do we have to do in year 1 and each of the following years to get there.

Challenges

- Prioritizing domains
- Dedicating time to identifying a shared vision early on in order to avoid “building the plane as you’re flying it”
- Closing the gap between how payers and providers think on issues such as attribution
- Reaching consensus across payers regarding what success looks like and how to measure it over time

Live Poll Results: Where Are Track 1 Participants Relative to CPC+ Milestone 1?

Where is your region in developing a vision of success?



Note: These poll results reflect responses of 13 participants. Some participants were unable to participate due to selected manner of participation (audio only) or technical issues.