

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

*Primary Care Payer Action Collaborative*

**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 what works well with these examples and what doesn't
3. Have participants share their draft statements and 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 measurable 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 measurable 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

## Looking Ahead

### Next Steps to Prepare for Meeting #2:

- **The LAN agreed to:**
  - distribute a summary of Meeting #1 by December 14th, including participant discussion and any recommendations for domains of success and characteristics of effective statements
  - provide participants with confirmed meeting dates for future PAC Track 1 meetings – at least for meeting #2
- **Participants agreed to** summarize their process and timeline for drafting and finalizing their CPC+ region’s shared vision of success prior to the second meeting

### Upcoming Track 1 Virtual Sessions

Track 1 Virtual Sessions	Activities
Session 2, January 20:	Discuss assessing practice transformation/performance and implications for vision statement development; Discuss processes for vision statement development
Session 3, February 17:	Share draft regional vision statements for discussion
Session 4, March 10:	Discuss dissemination/communication of shared regional vision statements