AMGA ACO Collaborative

Dartmouth-Brookings ACO Learning Network

Key Lessons

April 16, 2013
The ACO Learning Network is a member-driven collaborative that provides participating organizations with best practices on accountable care implementation and the tools necessary to successfully implement reforms.
Clinical Transformation Self-Assessment Tool

**Primary Purpose:** The “Clinical Transformation Self-Assessment Tool” provides a method for systems leaders to:

1. Understand their level of proficiency on key clinical transformation competencies;

2. Identify potential pathways and methods for achieving a higher level of proficiency; and

3. Document action plans for achieving higher levels or proficiency.
Capabilities Tool – Reporting Views

Result by Domain

The Englberg Center for Health Care Reform at Brookings | The Dartmouth Institute
Capabilities Tool – Reporting Views

Clinical Transformation Balanced Scorecard
(Capability Proficiency - Out of 9)

Result by Capability
Moving to Value

To do so, do we know the:

(1) needs of the patient population both in the system and in the community;

(2) ways professionals in the system and community interact with one another;

(1) ways the available processes and tools influence the patients and professionals to produce the desired and undesired outcomes; and

(2) professionals and patients share the vision and values of the system.
Purpose: Design a value-based system that utilizes patient generated health data, financial and clinical data to optimize care delivery processes and reduce the cost of delivering care.

Patients

Patient Value Compass

Functional Risks

Experience (Full Care Cycle)

Value

Outcome + Experience / Costs (Direct & Indirect)

Clinical Data

Processes

Population Health Analytics
Value-Based Contracting
Quality Monitoring & Reporting
Shared Medical Appt.
Calendar & Cycle Time Mgmt.
Proactive Patient Engagement

Support for Patient Self-Report & Mgmt.
Financial Mgmt. & Reporting
Community Collaboration
Chronic Disease Mgmt.
Care Coordination
IT and Diagnostic Tools

Practice Patterns

Cost of Care Delivery
% Panel Served at the Right Place
% Panel Served by the Right Provider
% Panel with Timely Access
% Panel with Quality Targets
% Panel with Spending Targets
“They give me exactly what I want (and need) exactly when I want (and need) it…

... While maintaining and improving a joyful work environment and a financially viable organization.”

- Don Berwick, MD
Appendix: AMGA HPHS

High-Performing Health System

Organized System of Care
- Continuum of care provided for populations
- Integrated or has partnerships
- Physicians as principal leaders of medical care
- Shared responsibility for non-clinical activities
- Accountable for care transitions

Efficient Provision of Services
- Manage per capita cost of care
- Improve patient care experience
- Improve health of populations

Quality Measurement & Improvement Activities
- Preventive care & chronic disease management
- Patient outreach programs
- Continuous learning & benchmarking
- Research to validate clinical processes & outcomes
- External & transparent internal reporting
- Patient experience surveys

Care Coordination
- Team-based approach with team members working at the top of their field
- Single plan of care across settings & providers
- Shared decision making

Compensation Practices
- Incentivize improved health & outcomes of populations
- Affiliate with patient experience or quality metrics

Use of IT & Evidence-based Medicine
- Meaningfully use IT, scientific evidence, & comparative analytics
- Aid in clinical decision making
- Improve patient safety
- Aid in the prescribing of Rx

Accountability
- Shared financial & regulatory responsibility & accountability for efficient provision of services