

2016 Camden Coalition Medicaid ACO Quality Improvement Plan

In 2016, all practices participating in the ACO will aim to improve performance on the quality metrics outlined below, as compared to performance in 2015, with support from the Camden Coalition. In addition to this citywide quality improvement plan, each practice will be provided with their 2015 data in order to develop practice-specific action plans to move toward ACO targets. These plans will be living documents that will be integrated into practice work sessions and scorecard meetings.

7-day post-hospital follow-up visits for hospitalized patients

The ACO will aim to reconnect 47% of hospitalized patients to primary care within 7 days of hospital discharge. Practices will contribute to this goal by aiming to improve their reconnection rates month to month.

Practices will:

- Use TrackVia daily to identify, reconnect and document reconnection activities for eligible patients
- Prioritize scheduling post-hospital follow-up visits for hospitalized patients
- Attend monthly scorecard meetings with the Coalition team to review progress and identify opportunities to for further success. All four champions should be in attendance.
- With support from the Coalition, move toward adoption of the 2016 post-hospital follow-up visit guidelines approved by the Quality Committee (attached)

As funding permits, the Camden Coalition will:

- Provide enhanced payments to practices for realized 7-day post-hospital visits¹ adherent to 2016 guidelines
- Provide taxi vouchers and gift cards to patients who attend their 7-day post-hospital follow-up visits

7-day post-hospital follow-up visits for ED high-utilizers

The ACO will aim to reconnect 25% of ED High-Utilizers to primary care within 7 days of ED discharge. Practices will contribute to this goal by aiming to improve their reconnection rates month to month.

Practices will:

- Use TrackVia daily to identify, reconnect and document reconnection activities for eligible patients
- Prioritize scheduling post-hospital follow-up visits for ED high utilizers
- Attend monthly scorecard meetings with the Coalition team to review progress and identify opportunities for further success. All four champions should be in attendance.
- With support from the Coalition, move toward adoption of the 2016 post-hospital follow-up visit guidelines approved by the Quality Committee

As funding permits, the Camden Coalition will:

- Provide enhanced payments to practices for realized 7-day post-hospital visits adherent to 2016 guidelines
- Provide taxi vouchers and gift cards to patients who attend their 7-day post-ED visits

Cervical cancer screening

The ACO will aim to ensure that 70% of eligible women ages 21-65 years of age who are screened with cytology in a three-year period and women ages 30-65 who are screened with cytology/HPV co-testing within a five-year period in 2016 over 2015.

Practices will:

¹ Specific program guidelines for enhanced reimbursements, gift cards and taxis are attached
ACO Quality Plan 12/21/2015

- Work with Coalition staff to co-design robust internal systems to track progress on cervical cancer screens

The Camden Coalition will:

- Support practices in improving progress on this HEDIS metric through technical assistance, data reporting and analysis, and other support as identified by the Coalition and practice

Breast cancer screening

The ACO will aim to ensure that 60% of eligible women ages 50-74 years of age who have at least one mammogram to screen for breast cancer in a two year period in 2016 over 2015.

Practices will:

- Work with Coalition staff to co-design robust internal systems to track progress on breast cancer screens

The Camden Coalition will:

- Support practices in improving progress on this HEDIS metric through technical assistance, data reporting and analysis, and other support as identified by the Coalition and practice

Prenatal Care

The ACO will aim to ensure that 80% of women who delivered a baby received a prenatal care visit in the first trimester of pregnancy or within 42 days of Medicaid enrollment.

Practices will:

- Use TrackVia daily to identify and document reconnection activities for women who have recently delivered or whose estimated delivery date has passed
- Schedule well visits for these women as a way to reconnect to primary care in the internatal period as part of Camden Deliver initiative

As funding permits, the Coalition will:

- Provide enhanced payments to practices for realized internatal well visits as part of Camden Delivers initiative
- Provide taxi vouchers and gift cards to patients who attend their internatal well visits as part of Camden Delivers initiative

Postpartum Care

The ACO will aim to ensure that 65% of women who delivered a baby had a postpartum visit within 21-56 days of delivery.

Affiliated OB Practices (CAMcare, Cooper and Osborn) will:

- Use monthly list to identify, reconnect, and document reconnection activities for women who have either delivered or whose estimated delivery dates have passed.
- Schedule postpartum visits within 3-8 weeks of delivery as part of Camden Deliver initiative

As funding permits, the Coalition will:

- Provide taxi vouchers and gift cards to patients who attend their postpartum visits as part of Camden Delivers initiative

Patient Satisfaction

The ACO will aim to ensure that 80% of responses on the Patient Satisfaction survey are “satisfied” or “very satisfied”.

Practices will:

- Participate in annual Patient Satisfaction survey collection in all participating practices’ waiting rooms

- Review Patient Satisfaction survey results and identify strategies for improvement in categories that underperform the citywide average by more than 5%

The Coalition will:

- Build, launch and administer a citywide feedback portal where patients and practices can submit feedback about the Camden Coalition Accountable Care Organization
- Monitor and respond to complaints in a timely manner

Mutual Commitments

As members of the Camden Coalition Medicaid ACO, practices and the Camden Coalition commit to the following engagement activities in 2016:

Practices will:

- Select four champions to support ACO operations in 2016 (Note: champions can vary from 2016 to 2016):
 - Provider champion
 - Administrative champion
 - Scheduling champion
 - Medical Assistant champion²
- Participate in Quality Improvement dinner series (three 2-hour evening sessions) with representation from all 4 champions
- Schedule and participate in monthly scorecard meetings with the Coalition team at which operations, quality measures and monthly deliverables will be reviewed
- Schedule and participate in up to three 2-hour staff-wide work sessions with the Coalition
- Participate in structured quality improvement pilots co-designed by the Coalition and practice
- Schedule and participate in periodic workflow and visit audits by Coalition staff
- Provide routine data in an accurate and timely manner upon request

The Coalition will:

- Provide honoraria, patient incentives, practice payments and practice meals as funding permits to offset costs of participation in dinner series and work sessions
- Provide feedback, technical assistance and care coordination resources to support practices in Quality Improvement initiatives outlined above
- Work with your billing/coding department to conduct a current state analysis on billing practices to identify opportunities for enhanced revenue (including use of the TCM code) and improved quality measures
- Continue to provide one free TrackVia user account for each practice and technical support
- Continue to provide intensive care coordination services for super-utilizers
- Continue to maintain and expand functionality of the Camden Health Information Exchange
- Continue to provide legal and governance support to citywide ACO partners
- Continue to pursue an advocacy agenda informed by citywide ACO partners

² In some practices, the medical assistant champion and scheduling champion will be the same individual
ACO Quality Plan 12/21/2015

PCP Payments & Patient Access Program

Payments will depend on real-time reporting of appointments and monthly reconciliation of a master list of emergency and hospitalized patients (whose discharge dates fall between the first and last day of that month) that will be provided on the 1st of each month. This complete monthly reconciliation must be submitted back to the Coalition by the 15th of the following month. Payments will be remitted quarterly, unless otherwise specified. All payments and incentives are provided by the Coalition and with Coalition funding.

	Enhanced Practice Payments	Patient incentives
7-day post-discharge follow-up visit (30 minutes)	\$150 per appointment	<ul style="list-style-type: none"> • Cab fare to and from appointment • \$20 gift card
14-day post-discharge follow-up visit (30 minutes)	\$100 per appointment	<ul style="list-style-type: none"> • Cab fare to and from appointment • \$20 gift card
7-day follow-up visits for ED High-Utilizers (30 minutes)	\$150 per appointment	<ul style="list-style-type: none"> • Cab fare to and from appointment • \$20 gift card
14-day follow-up visits for ED High-Utilizers (30 minutes)	\$100 per appointment	<ul style="list-style-type: none"> • Cab fare to and from appointment • \$20 gift card
Postpartum visits within 3-8 weeks of delivery	N/A	<ul style="list-style-type: none"> • Cab fare to and from appointment • \$20 gift card
Internatal visits within 12 weeks of delivery	\$100 per appointment	<ul style="list-style-type: none"> • Cab fare to and from appointment • \$20 gift card

PCP Practice Activity Payments

Payments for practice activities will be distributed as the activities are completed, as funding permits.

Practice Activity	Payment
Signed Quality Plan & development of practice-specific action plan	\$500 per practice
Practice work sessions	\$1000 per session per practice site
Participation in Patient Satisfaction Survey	\$500 per practice site
Honoraria for attendance at Quality Dinners	\$100 per participant per dinner (up to 4 participants per practice unless otherwise specified)

Recommendations for 2016 Qualifying Components of Post-Hospital Follow-up Visit

The following chart represents the recommended guidelines for post-hospital follow-up visits for Camden Coalition ACO patients, along with which aspects are required in order to qualify for the enhanced \$100-150 payment.

Timing of Activity	Activity/Guideline	Requirement
Before the Visit	Monitor list of discharged patients and reach out to schedule follow-up visit within 7 days	Part of current 7DP workflow; required for enhanced payment
	Offer to set up transportation and remind patient that they will receive a \$20 gift card	Part of current 7DP workflow; required for enhanced payment
	Warm reminder call to patient the day before or day of visit (reiterate taxi and gift card)	Part of current 7DP workflow; required for enhanced payment
	Prep the patient's chart before the visit including printing the discharge summary/instructions (as available) and flagging any open gaps in care	New 2016 guideline; phased adoption of this guideline is required for enhanced payment
During the Visit	Perform medication reconciliation	New 2016 guideline; strongly recommended for all ACO inpatients
	Self-management teach-backs with patient	New 2016 guideline; strongly recommended for all ACO inpatients and ED High Utilizers

All of the guidelines outlined above will be discussed in monthly practice scorecard meetings. The Camden Coalition will be evaluating adoption of and adherence to these guidelines mainly through the honor system but with occasional chart and visit audits, along with qualitative evaluation in monthly scorecard meetings.

Signing below indicates your practice's participation in the Camden Coalition Medicaid ACO in 2016.

_____	_____	_____
Provider Champion Name	Provider Champion Signature	Date

_____	_____	_____
Administrative Champion Name	Administrative Champion Signature	Date

<u>Jeffrey Brenner</u>	_____	_____
Coalition Champion Name	Coalition Champion Signature	Date

Please indicate the names of the following individuals below (no signature required):

Scheduling Champion: _____

Medical Assistant Champion: _____