



Surveys and Tools
To Advance Patient-Centered Care

Improving the Patient's Experience of Care: Partners Community Health Inc. (PCHI) Pay for Performance Initiative

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PCHI Rationale for BCBSMA Contract



- **Environment**

- Transparency of performance measures, including patient experience at hospital, practice, and MD level
- Cost-shifting to patients is growing
- Patient-centeredness is one of the IOM six aims

PCHI Rationale for BCBSMA Contract



- **Improving patient experience improves quality of care**
 - Improved patient adherence and patient outcomes
 - Improved patient safety
 - Reduction in malpractice risk (potential large savings by reducing patient dissatisfaction)
 - Patients are the *only* ones who can judge many aspects of quality of care

PCHI Rationale for BCBSMA Contract



- **Practice Environment**

- Creates high performance practices and integrally links to primary care redesign activities
- PCP retention and recruitment
- Improves clinician and staff satisfaction
- Reduces the time and energy currently invested in “service recovery”
- Reduces rework

PCHI/BCBSMA Contract Overview



Requirements:

- **2007:** Physician oversample of all primary care PCP's- **met contractual requirements**
- **2008** –Practices with composite scores below the state mean will submit a Plan for Improvement for the targeted composite to BCBSMA. Includes all primary care practices with **any** practice-level survey composite measure below the 2007 statewide mean. For PCP's-**met contractual requirements**
- **2009-** Meet Practice Target
The Practice Target will be to achieve the lower of:
 1. The 2007 statewide mean;
 2. A 5-percentage point improvement over the 2007 baseline; or
 3. 90 points in the Targeted Composite Measure in Measurement Year 2009.

Summary of 07-09 PCHI/ Stoeckle Center P4P Activities



- **Met contractual obligations for 2007 (surveys) and 2008 (submit PIPs)**
- **Managed all MHQP internal data analyses and dissemination to RSOs**
- **Submitted 97 performance improvement plans to BCBSMA**
- **Provided 100+ presentations, consulting, and telephone consultations to practices**
- **Organized and managed courses for clinicians, administrators, and office staff**
 - 13 programs offered between November 2008 and March 2009.
 - 500+ people have attended these courses
 - On average, 90% of participants who attended a class stated they would attend that class again.
 - 90% said they would recommend the class to a friend or colleague.

Summary of 07-09 PCHI/ Stoeckle Center P4P Activities



- **Practice based consulting:**
 - Practices want to improve but not sure what to do
 - Engagement of physician/clinical staff
 - Engagement of office staff
 - All RSOs requested a partnership for on-going training and/or consulting services.
 - Composite-based resources and improvement strategies rolled out on Stoeckle Center website:
www.stoecklecenter.org
 - Coordination of Studer Group physician seminars and coaching