Practice Transformation Framework:
Past, Present and Future
What is Practice Transformation?

• Practice Transformation refers to a process of change.

• Designed to help provider agencies develop tools, skills, and knowledge necessary to shift to measurement-based care and to participate in alternative payment models.

• A focused process and methodology that provides a framework to enable provider agencies to change their structure to enhance service delivery, i.e. team-based care, pre-visit planning.
### Why Is Healthcare Shifting?

<table>
<thead>
<tr>
<th>Fee For Service</th>
<th>Value-Based Care</th>
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<tr>
<td>• Transactional</td>
<td>• Whole person integrated care</td>
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<td>• Volume-based care</td>
<td>• Population Health management</td>
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<td>• Improvement is one Member at a time</td>
<td>• Outcomes focused</td>
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<td>• Views Member in a silo</td>
<td>• Enhances clinical efficiency</td>
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Fee-For-Service (FFS) vs. Value-based Payment (VBP)

Current State:
FFS: Incentive for Volume

Future State:
VBP – Incentive for Value

Services/Encounters ➔ Payment ➔ Achieve outcomes ➔ Value ➔ More cost-effective
How We Are Going to Transform

• Categorize providers
• Conduct gap analysis
• Make gap analysis recommendations
• Create transformation plan
How Alliance Enables Provider Transformation

- Assessment
- Plan
- Implement Changes/ PDSA Cycles
- Review and Evaluation
- Lessons Learned/ Life Ongoing
Components of Practice Transformation

Integrated Care Management

Service Delivery

Measures: HEDIS/CAHPS

Population Health Management

NCQA and NC Policy Standards
Practice Transformation: Nuts and Bolts

- Define: the population
- Identify: gaps in care
- Stratify: risk
- Engage: patients
- Manage: care
- Measure: outcomes
Practice Transformation technical assistance

Provide quality improvement tools and interventions

Use of data platform

Provide claims and pharmacy data

Provide a project plan for transformation
Assessment of Provider Readiness

- **Low**
  - Still needs work for Medicaid Managed Care – understand importance but still need work on organizational performance
  - Working on organizational policies, procedures, and QI performance

- **High**
  - Ready for Medicaid Managed Care – organization is ready
  - Do not understand importance of transformation but organizational policy and procedures in place
How Long Will This Take?
Discussion
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