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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<tbody>
<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

- Achieve outcomes
- More cost-effective

Value
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
<table>
<thead>
<tr>
<th>Practice Transformation: Nuts and Bolts</th>
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<tr>
<td><strong>Define</strong></td>
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<tr>
<td>the population</td>
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<tr>
<td><strong>Identify</strong></td>
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<tr>
<td>gaps in care</td>
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<tr>
<td><strong>Stratify</strong></td>
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<tr>
<td>risk</td>
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<tr>
<td><strong>Engage</strong></td>
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<tr>
<td>patients</td>
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<td><strong>Manage</strong></td>
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<td>care</td>
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<tr>
<td><strong>Measure</strong></td>
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<td>outcomes</td>
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How Alliance Will Enable Provider Practice Transformation

- 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

- High: Ready for Medicaid Managed Care – organization is ready
- Medium: Working on organizational policies, procedures, and QI performance
- Low: Still needs work for Medicaid Managed Care – understand importance but still need work on organizational performance
- Very Low: Do not understand importance of transformation but organizational policy and procedures in place
How Long Will This Take?
Discussion
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