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?

Fee For Service
• Transactional
• Volume-based care
• Improvement is one Member at a time
• Views Member in a silo

Value-Based Care
• Whole person integrated care
• Population Health management
• Outcomes focused
• Enhances clinical efficiency
Fee-For-Service (FFS) vs. Value-based Payment (VBP)

Current State:
FFS: Incentive for Volume

Future State:
VBP – Incentive for 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
## Practice Transformation: Nuts and Bolts

<table>
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<tr>
<th>Step</th>
<th>Description</th>
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<tbody>
<tr>
<td>Define</td>
<td>the population</td>
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<tr>
<td>Identify</td>
<td>gaps in care</td>
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<tr>
<td>Stratify</td>
<td>risk</td>
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<td>Engage</td>
<td>patients</td>
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<td>Manage</td>
<td>care</td>
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<tr>
<td>Measure</td>
<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

- 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
  - Do not understand importance of transformation but organizational policy and procedures in place
How Long Will This Take?
Discussion
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