



For Immediate Release

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New Survey Results Rank Physician Groups on Patient Care Capabilities *Results unveiled among thousands at national healthcare conference of experts*

Los Angeles, Calif. – To kick off its national conference of healthcare experts, CAPG today released the results of its annual Standards of Excellence (SOE) member survey, which scores how well-equipped and structured physician groups are to deliver better patient experience, better population health, and better overall affordability.

“What started eight years ago has now become an industry standard in measuring the tools required for sophisticated healthcare systems to deliver accountable and value-based care in the physician practice setting,” said Donald Crane, President and CEO of CAPG.

The *Standards of Excellence survey* is a voluntary, critical self-assessment for CAPG’s 180 medical group members in California and 29 other states. Starting in 2013, CAPG collaborated with the National Committee for Quality Assurance on the application, analysis and auditing of the survey.

Eighty six medical groups participated in the assessment, covering 11.1 million people in the HMO model of care (well over 90% of the people receiving care from CAPG’s 180 member groups). An additional estimated five million individuals with PPO coverage and governmental programs receive care from these groups.

“We know of no other measurement like this and the industry validation continues to solidify the Standards of Excellence’s value in helping physician practices improve the coordination of patient care and thrive in a healthcare marketplace undergoing immense transition,” said Crane. “Our partnership with the National Committee for Quality Assurance on the analysis and auditing of the survey, plus the RAND Corporation’s use of the SOE scoring to respond to a National Institutes of Health grant exploring the highest yield structures for cost efficiency, further illustrates the credibility and real-world benefits of the survey,” said Crane.

“We’re seeing phenomenal commitment and engagement among physician organizations to stay ahead of the curve and drive change in how patients receive care,” said Amy Nguyen Howell, M.D., CAPG’s Chief Medical Officer. “To reflect that, we added two new rigorous categories to this year’s survey – one to make the ‘patient-centered medical home’ a system-wide functionality and revitalize the discipline of primary care, and another to enhance the financial capability of groups to innovate payment alignment and respond to healthcare reform.”

According to Dr. Nguyen, the six key domains can be generally described as:

1. **Care Management Practices**...*the core component of timely, safe, effective, efficient, constantly improving care.*
2. **Health Information Technology**...*the technical tools required to support the above, plus conduits for individual care coordination, population awareness, performance measurement and feedback.*

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3. **Accountability and Transparency**...*responding to the demands of the people we serve.*
4. **Patient Centered Care**...*what it takes to turn a catchy PR term into a service culture.*
5. **Group Support of Advanced Primary Care**...*to make the "Patient-Centered Medical Home" a system-wide functionality and to revitalize the discipline of primary care.*
6. **Administrative and Financial Capability**...*how our physician groups are responding to the financial challenges of healthcare reform.*

2014 Survey Highlights:

- 45 physician organizations achieved the coveted Elite honor in 2014—an increase from 39 groups achieving that status in last year's survey, despite the significant uptick in difficulty.
- First time Elite honorees ranged from small IPAs to medium integrated groups to large foundation model organizations, illustrating SOE's use as an industry standard.

Multiple organizations gained one or two stars from previous years, many of them using SOE as the roadmap for development priorities within their groups

- Participation is voluntary for CAPG members. Organizations electing not to participate are also named on the www.CAPG.org website.

"Organizations that excel in the survey's key domains join a truly Elite category of pioneering healthcare organizations," said Dr. Nguyen.

Survey results and additional information can be found at capg.org/soe.

About CAPG

CAPG is the largest association in the country and the voice of physician organizations practicing capitated, coordinated care. CAPG members include more than 180 multi-specialty medical groups and independent practice associations (IPAs) across 29 states. CAPG members provide comprehensive healthcare through coordinated and accountable physician group practices. We strongly believe that patient-centered, coordinated, and accountable care offers the highest quality, the most efficient delivery mechanism, and the greatest value for patients. CAPG members have successfully operated under this budget-responsible model for more than two decades. For more information, please visit www.capg.org.

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