



## FREQUENTLY ASKED QUESTIONS APG Primary Care Practice Transformation 2018

### **What is primary care practice transformation? Why is it important?**

Our nation is in the midst of the most dramatic change in its healthcare system since Medicare began 50 years ago. As the essential cornerstone for the nation's future healthcare delivery system, primary care will be the key to achieving the Quadruple Aim:

- Improved patient experience of care: high quality, accessible, coordinated and accountable care
- Improved population health outcomes
- Lower total cost of care trends
- Improved clinician satisfaction and less burnout, so that primary care becomes a favored career choice for future healthcare professionals

In addition, primary care in our country faces serious challenges. Many primary care physicians struggle to ensure that their patients receive prompt access to care, chronic and preventive services that are consistently high in quality, and coordination of care. Medical students observe these stresses and opt to follow careers in specialty medicine instead of primary care. In turn, this has led to a growing primary care physician shortage that simply exacerbates existing quality concerns for our patients.

To be fully prepared to meet these challenges, American Physician Groups (APG) members require access to a highly focused, expert-led process of primary care practice transformation. Given that APG members vary in group size; level of integration with organized delivery systems; and affiliation with group-model HMOs, physician-hospital organizations, and large medical groups, we need a practice transformation model that will address universal challenges facing primary care practices, while still being adaptable to the individual nuances that each practice offers to patients and their communities.

### **Who will help our physician groups achieve practice transformation?**

America's Physician Groups have developed a strategic partnership with 2.0 Healthcare to develop and make available to APG members a highly focused, expert-led process of primary care practice transformation.

In 2007, the American Academy of Family Physicians (AAFP) established TransformMED, LLC to innovatively develop and demonstrate that high-performing primary care networks, based on the widespread adoption of the patient-centered medical home (PCMH), were critical to achieving improved healthcare costs, quality, and patient experience. In 2015, key leaders within TransformMED founded 2.0 Healthcare to continue building on the knowledge of TransformMED and to advance the evolution of primary care. 2.0 Healthcare is a physician-led organization staffed by nationally recognized experts in healthcare transformation. 2.0 Healthcare denotes the move from a static system to an interactive and collaborative modality. It's about helping practices move from isolation to an integrated, connected community.

## **What services will be provided and how will they help achieve primary care practice transformation?**

Experienced 2.0 Healthcare staff will provide services including but not limited to assessment and statistical data analysis, project and practice-level transformation planning services, on-site practice transformation coaching, and facilitation of change processes.

While 2.0 Healthcare's services will be individualized according to the needs of APG member clients, the outcomes and services expected may include the following:

- Decrease cost of care
- Reduce unnecessary or avoidable services
- Support improvement in population health
- Improve access to care
- Increase patient satisfaction
- Increase clinician satisfaction
- Increase practice capacity and throughput
- Assist in deploying care management resources
- Reduce cycle time for patient flow, referrals, and ancillary services
- Reduce patient wait times
- Optimize use of care team to operate at the highest individual skill set
- Achieve compliance and meet regulatory requirements
- EHR integration
- Practice coach training
- NCQA and PCMH recognition support
- Collection and reporting of clinical outcome data
- IDN/ACO alignment strategy, including recommendations for alignment with local, regional, and national networks, integration with local community services and integration with specialty networks and Centers of Excellence
- Support the sustainability of transformation

## **APG Practice Transformation Collaboratives**

American Physician Groups organize and coordinate regular meetings for our organizational members. In these collaboratives, we help facilitate the learning process and sharing of practice experiences between physician organizations. Some recent topics that have been discussed are the following: clinic and workflow redesign, interoperability of data, multi-level organizational leadership, physician and staff engagement, practice leadership development, practice transformation process, reducing physicians' work-after-clinic hours, and work-life balance.

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