

At America's Physician Groups, we strongly recommend that all our physician organizations participate fill out the Standards of Excellence™ survey. I hope you will use the survey as a roadmap and tool to learn where your organization's strengths and opportunities are positioned in your local market, enabling you to best deliver accountable, coordinated care to your patients. The survey typically takes about 10 hours to complete with C-suite involvement and will be distributed on-line in early March with a 6-week completion time frame for a due date in late April.

The Standards of Excellence™ is an annual, comprehensive survey of capitated, coordinated care infrastructure for America's Physician Groups' accountable physician organizations. SOE® is designed to show how well-equipped and structured our physician organizations are at achieving better patient experience, better population health management, and better overall affordability.

In alignment with our national expansion, America's Physician Groups' Standards of Excellence™ has 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. SOE® is a voluntary, critical self-assessment for our members nationwide. We work diligently with the National Committee for Quality Assurance (NCQA) on the application, analysis, scoring, and review of the survey.

In 2019, one hundred twenty-two medical groups, health systems, ACOs and IPAs participated in the assessment, covering 15.3 million commercial lives, 3.2 million lives in Medicare Advantage, and 3.8 million lives in Medicaid.

Currently, there is no other measurement for clinical excellence in the country, and the industry validation continues to solidify the value that America's Physician Groups' Standards of Excellence™ brings to physician practices to help improve the coordination and quality of patient care at the local delivery system.

The following rigorous categories represent the America's Physician Groups' Standards of Excellence™, with Domains 1-5 to be publicly reported this year.

- a. **Domain 1—Care Management Practices:** Clinical system supports for quality and efficiency on a population scale.
- b. **Domain 2—Information Technology:** Funnel for accurate, actionable information to support clinical decisions and coordinate team care.
- c. **Domain 3—Accountability and Transparency:** Response to the public demand for objective information regarding performance, patient service, and regulatory compliance.
- d. **Domain 4—Patient-Centered Care:** Critical components of access, convenience, cultural responsiveness, and customized individual care.
- e. **Domain 5—Group Support of Advanced Primary Care** to make the patient-centered medical home a system-wide model and to revitalize the discipline of primary care.
- f. **Domain 6—Administrative and Financial Capability** to manage complex relationships, diverse revenue streams, innovative payment alignment, and risk. In short, the domain demonstrates how our physician groups are responding to sustainable healthcare reform. (Informational only—no public reporting)

A star will be awarded to each domain for the physician organization who attains the appropriate amount of points for that particular domain. America's Physician Groups' Clinical Quality Leadership Committee will determine the cutoff points for each domain. The topic of threshold setting will be discussed at our meeting in the spring of each year. Thus, each year the number of points changes per domain, based on the bell-shaped curve of how our America's Physician Groups members perform.

Here are the various ranks for the public reporting of the SOE® survey:

- 5 stars = Elite
- 4 stars = Exemplary
- 3 stars = Meritorious
- 2 stars = Admirable
- 1 star = Commendable
- 0 stars = Participant

To view a copy of last year's SOE® survey and results, please access: apg.org/soe.

Please let me know if you have further questions and/or require additional assistance. You will receive your log-in information from NCQA to enter the survey site closer to the start date. Should you require assistance with your log-in, please send an email to soe@ncqa.org.

Thank you for participating in SOE® this year,

Amy

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