



STANDARDS OF EXCELLENCE™ 2020 FAQ

What is Standards of Excellence™?

In 2006, America's Physician Groups' (APG's) Board of Directors created **Standards of Excellence™ (SOE®)** as an annual, comprehensive survey of coordinated care infrastructure for APG's accountable physician groups.

The following rigorous categories represent the 2020 APG National Standards of Excellence™, with Domains 1-5 to be publicly reported this year.

Domain 1—Care Management Practices: Clinical system supports for quality and efficiency on a population scale.

Domain 2—Information Technology: Funnel for accurate, actionable information to support clinical decisions and coordinate team care.

Domain 3—Accountability and Transparency: Response to the public demand for objective information regarding performance, patient service, and regulatory compliance.

Domain 4—Patient-Centered Care: Critical components of access, convenience, cultural responsiveness, and customized individual care.

Domain 5—Group Support of Advanced Primary Care: Patient-centered medical home model and how it's used to revitalize the discipline of primary care.

Domain 6—Administrative and Financial Capability: Management of complex relationships, diverse revenue streams, innovative payment alignment, and risk-based payments. (Informational only with *no* public reporting)

Who decides content?

America's Physician Groups' Clinical Quality Leadership committee adds new elements of demonstrated value in each domain to set a higher standard than the year before. The committee of clinicians responds to rising national standards and increasing expectations of purchasers, payors, and government agencies. Every year, the test advances to the level of performance reflective of our physician organizations.

The first five domains are scored and publicly reported. An APG peer committee analyzes survey performance and annually sets a threshold in each domain for recognition as a "star." A group achieving a star in all five domains will be recognized as **Elite**. The **Star Chart** is available for members-only viewing at <http://www.apg.org/soe>.

Here is a breakdown of our **Star reward system**:

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

We continue to collaborate with the **National Committee for Quality Assurance (NCQA)** on the survey, having enhanced the web-based format and streamlined the process for ease of use. Every year, we worked diligently with NCQA on the application, analysis, scoring, and review of the survey.

What are the results and who participated?

1. In our 14th year of SOE®, **one hundred and fifteen medical groups, health systems and IPAs** participated in the assessment, covering **15 million lives in the Commercial line of business, 3.1 million lives in Medicare Advantage**, along with an additional estimated **3.5 million people in state government managed care programs**.
2. **Eighty physician organizations achieved the coveted Elite honor in 2020**. This total has remained steady since last year, displaying sustainable success for improved performance.
3. **Seventy percent of our SOE® participating physician group members made the Elite designation**. Elite honorees ranged from small IPAs to medium integrated medical groups to large health systems.
4. Notably, **4 new organizations achieved the Elite status**, including **2 new physician groups participating** in SOE® for the first-time this year.
5. America's Physician Groups now has **300+ members nationwide**.
6. Participation is voluntary for APG members. Organizations electing not to participate are also named on the www.apg.org/soe website.

For more information, please visit www.apg.org/soe or [America's Physician Groups](#).