

AMERICA'S PHYSICIAN GROUPS

Taking Responsibility for America's Health

At America's Physician Groups, we strongly recommend that all of our physician organizations participate in the annual Standards of Excellence™ survey. We hope you will use the survey as a roadmap and tool to learn where your organization's strengths and opportunities are in providing the highest quality, coordinated, and accountable care to your patients and for achieving success in risk-bearing contracts.

APG's Standards of Excellence™ (SOE®) is an annual, comprehensive survey that serves as a blueprint for accountable physician organizations to build infrastructure and operations that meet the escalating patient needs and payor demands in a risk-bearing environment. Today, in coordination with our recent national expansion, APG's Standards of Excellence™ survey has become an industry standard for evaluating the level of sophistication of accountable physician practices and organizations, and there is no other comparable "implementation playbook" analogous to the SOE® for value-based care.

The tool itself serves as a roadmap for physician groups to effectively assess and optimize their readiness towards taking on greater financial risk and clinical accountability. It is designed using a shared language and with member-identified and member-tested tools and processes that define the core competencies necessary to generate great patient outcomes and thrive in risk-bearing relationships with payers. Participation over sequential years also yields tiered guidance to the types of clinical practice and administrative improvements critical to success in alternative payment models. It is also one of the only tools that enables physician groups to benchmark their accountable care capabilities against peers.

In 2022, eighty-four medical groups, health systems, ACOs and IPAs participated in the SOE®. These organizations were collectively accountable for the care of approximately 17 million managed lives under commercial, Medicare, and Medicaid coverage.

The APG SOE® survey typically takes ~ 10 hours to complete with C-suite involvement.

This year, we estimate that it will launch and be in distribution on-line by mid-March 2023, with a 6-week completion time frame for submission due in early May 2023.

The following are America's Physician Groups' Standards of Excellence™ survey domains:

Demographics Information: Participating organization type, size, attributable patient populations, and status of involvement in governmental programs or alternative payment models

Domain 1—Population Health Management: Clinical system supports that enhance care quality and efficiency on a population scale.

Domain 2—Health Information Technology: Systems and technology that enable timely and actionable information for patient engagement, service access, & coordinated care.

Domain 3—Accountability & Transparency: Processes that support practice & physician performance and reporting, regulatory compliance, and resource use optimization

Domain 4—Patient-Centered Care: Capabilities that promote effective patient communications and delivery of accessible, high-quality care

Domain 5—Advanced Primary Care: Essential investments in practice innovations and for building sustainable, team-based primary care

Domain 6—Administrative & Financial Capabilities: Key organizational infrastructure needed to achieve success in risk-bearing relationships

Survey results from Domains 1-5 are scored while Domain 6 is an information only, self-assessment Domain. A star is awarded in each domain when the physician organization exceeds the annually adjusted benchmark threshold in that particular domain. A subset of APG's member organizations serve as representatives in our [Clinical Quality Leadership Forum](#), which determines the benchmark star thresholds for each domain. Bell-curve threshold setting occurs during late Spring each year as survey submission closes. Summary results of Domains 1-5 are publicly reported with the consent of participating physician organizations.

Star ranks for Domains 1-5:

- 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 APG's Star Chart results, please access: apg.org/soe. (You will need your APG member website log-in credentials. Please contact [Norma Springsteen](#) if you require assistance with online access.)

Thank you for participating in the SOE[®],

Susan M. Huang, MD, MS

Chief Medical Officer

America's Physician Groups

