



At America's Physician Groups, we strongly recommend that all 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 what 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. The survey effectively assesses physician groups' readiness to take on greater financial risk and clinical accountability. It is designed using member-identified and tested tools and processes and participation over sequential years yields tiered guidance about the types of clinical practice and administrative improvements critical to success in alternative payment models.

APG's SOE® 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. It is also one of the only tools that enables physician groups to benchmark their accountable care capabilities against peers.

In 2023, 137 medical groups, health systems, ACOs, and IPAs participated in the SOE®. These organizations were collectively accountable for the care of over 28 million patients under commercial, Medicare, and Medicaid coverage. There was almost a doubling in Medicaid managed lives and a 32 percent increase in Medicare Advantage HMO lives. Nearly one-third of survey participant groups are engaged with one or more of CMMI's alternative payment models. In analysis of the 2023 SOE data, the penetrance, proportionality, risk level, and pre-paid nature of VBC revenues as part of total revenues show distinct patterns. Similarly, downstream PCP compensation methodologies also show distinctive differences by organizational type and geography.

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 online on April 10, 2024**, with a 6-week completion time frame for **submission due on May 16, 2024**.

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 Domain. A star is awarded in each domain when the physician organization exceeds the annually adjusted benchmark threshold in that 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 Summer/early Fall each year as our survey administration partner returns submission results to APG. 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 login credentials. Please contact [Norma Springsteen](#) if you require assistance with online access.)

Thank you for participating in SOE[®],

Susan M. Huang, MD, MS

Chief Medical Officer

America's Physician Groups

shuang@apg.org