



Supporting Our Hawaii Practices in the CPC+ Program

HMSA Provider Organization Collabortive June 1, 2017

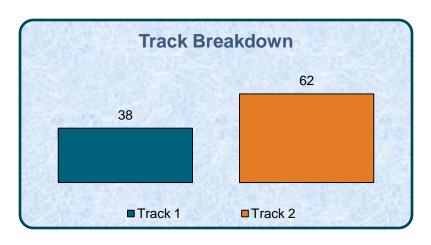
Mountain Pacific Quality Health Foundation
Christine Asato, Hawaii Region- Lead Practice Facilitator for CPC+
Mark Marabella, Patient & Family Engagement Lead

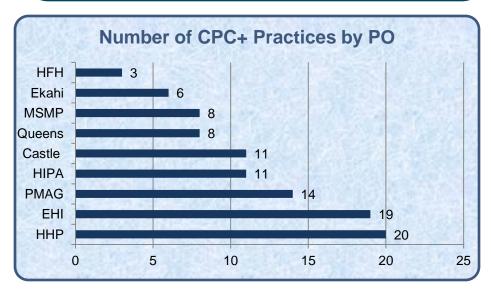
Section 1

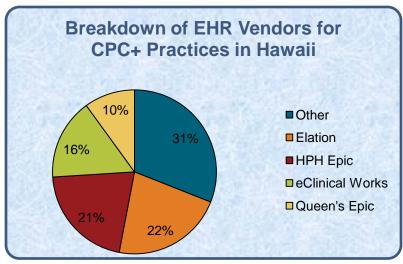
Program Statistics and Overview

CPC+ Hawaii Region Statistics

	Hawaii CPC+ Program Stats	
O	Total # of CPC+ Practices Total # of CPC+ Practitioners	100 302
	CPC+ Medicare Beneficiaries Avg. Beneficiary per Practitioner	39,289 129





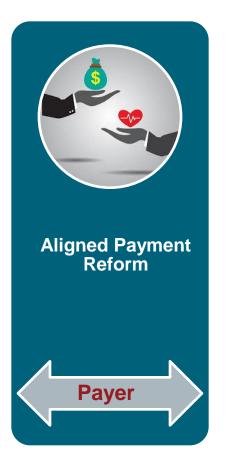


Practice information current as of March 31, 2017. Subject to change.

CPC + Program Overview

Better Care, Smarter Spending, and Healthier People





Discussion Topics

- Understanding the CPC+ support structure in Hawaii
- Finding ways to engage every practice
- Navigating the CPC+ Program in 2017
 - Laying the Foundation
 - Key Expectations
 - Avoiding Pitfalls

CPC+ Support Structure in Hawaii



CMS SUPPORT STRUCTURE FOR CPC+



National Learning Community Booz Allen Hamilton



Regional Learning Community

The Lewin Group **TMF Health Quality Institute**

Data Feedback

Deloitte

Partners

- HealthTeamWorks
- Health Leads
- Brandeis
- Healthcare Management Solutions

Roles/Responsibilities

- National Webinars
- Affinity and Action Groups
- CPC+ Connect: All
- On the Plus Side Newsletter
- Written Materials: FAQs. Implementation Guide
- Case Studies/Spotlights
- **Annual Stakeholder Meeting**

Partners (Hawaii Practices)

Mountain Pacific Quality Health

Roles/Responsiblities

- Local Launches
- Learning Session
- CPC + Connect: Regional Groups
- Outreach and support to all Hawaii

Practices

- Clinical and Adminstrative **Leadership Engagement**
- Payer Engagement
- Alignment with regional reform

Partners

- Econometrica
- Onpoint
- Capitol Health Associates

Roles/Responsibilities

- Design an effective data collection, integration, and dissemination process
- Create an effective data feedback and analysis tool for generation of CPC+ reports
- Develop a strategic plan for CMS participation in multipayer data aggregation, sharing, and alignment
- Provide Medicare data and support to multi-payer data aggregators



CMS Support Structure for CPC+

Role of Mountain Pacific

Monitoring

- Analyze practice assessment data from Practice portal and reports rec'd from National/Regional
- Provide benchmark data and evaluate results, with actionable solutions
- Providing Feedback to Practice

Outreach

- Promote Local **Networking and Sharing**
- Conduct Onsite Visits
- Provide Education and

Compliance

Technical Assistance

- Program Clarification
- Deadline Reminders
- Best Practice Advice
- Helpful Tips

CPC+ **Practice**

CMS Liaison

- Provide Feedback to Regional /National Groups
- Direct access to CMS resources
- Hawaii Advocate

CPC+ Support Structure in Hawaii

Mountain Pacific Outreach Requirements

10%

- 30 min calls every other week
- Quarterly onsite visits

75%

- Monthly webinars/ workshops
- Light touches (i.e. blogs, calls)

15%

- Spotlights
- Sharing

Finding Ways to Engage Every Practice

Bi-Directional Communication

- CPC+ Connect
- CPC+ Office Hours

Team-Based Support

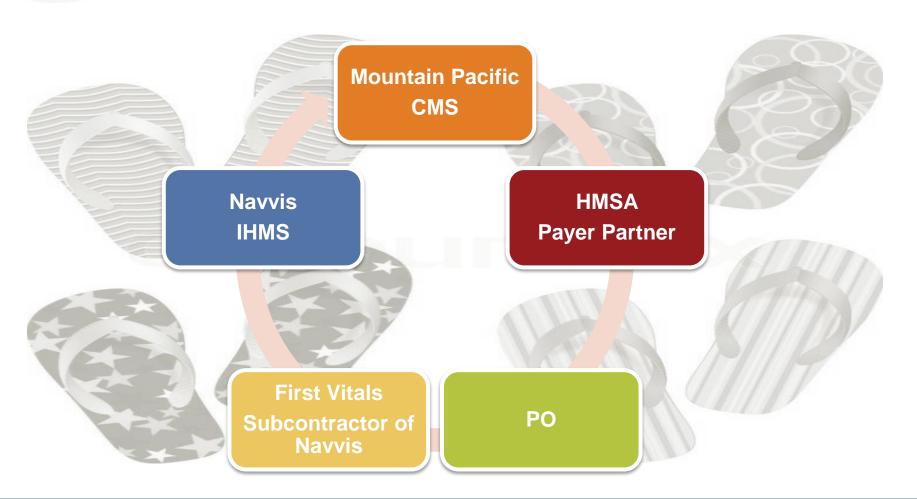
- Monthly Meetings webinar or in-person (consider using) PO groups to provide focused program content that is specific to the needs of practices within each group)
- Workshops
- Hawaii Network Group

Solution-Oriented **Problem Solving**

- Action/Affinity Groups
- PODs

Finding Ways to Engage Every **Practices**

Who are the slippers on the ground in Hawaii?



Navigating the CPC+ Program in 2017

Laying the Foundation for the CPC+ Program

Health IT Platform

- CEHRT for EHR
- Letters of Support for other health IT Tools

Care Delivery Team

- Identify roles
- Give team members access to patient record



Navigating the CPC+ Program in 2017

Key Program Expectations

1. Quality of care

- Targeted patient-centered care management
- ✓ Continuity of care
- 2. Identify gaps in care
 - ✓ Preventative services
 - Comprehensive services that integrate behavioral health, medication management, and self-management support

Success

- ✓ Engage patients
- Focus on quality improvement activities and utilization
 - Decrease hospitalization and readmission
 - ✓ Keep ED visits from rising

Navigating the CPC+ Program in 2017

How Can We Help Practices Avoid Pitfalls



Who Should You Call for CPC+ Support?





Toll-Free Number 1-888-372-3280



Christine Asato casato@mpqhf.org (808) 440.6006 http://mpqhf.com/blog/macra/



CPC+ Connect

CMMIconnecthelpdesk@cms.hhs.gov 1-888-734-6433

Upcoming Events and Deadlines

- May 17th CMS Feedback report available in Practice Portal
- June 1st Survey deadline
- June 26th 2nd Qtr Reporting Period begins
- July 19th Hawaii In-person learning session with onsite visit from CMS

