Improving the Patient Experience

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AGENDA

1. Overview of California initiatives to measure, reward and improve patient ratings of care – Diane Stewart

   – What does the data tell us about what matters to patients?

3. Improving the Patient Experience – Giovanna Giuliani
   – What do we know about what works?

4. Improving the Patient Experience - Real World Experiences
   – HealthCare Partners: Stuart Levine, MD and Karol Attaway
   – Sutter Medical Group: P.T. Koenig and Betsy Fried
STEADY GAINS IN CALIFORNIA

California Patient Experience
"Overall Rating of Care"

Represents 11.6 million patients, roughly 35,000 practices
<table>
<thead>
<tr>
<th>Experience with:</th>
<th>Tool</th>
<th>Sampling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Plan</td>
<td>CAHPS Health Plan Survey</td>
<td>Sample All Plan Members, whether used health care services or not</td>
</tr>
<tr>
<td>Physician Group</td>
<td>CAHPS Clinician and Group Survey (CG-CAHPS)</td>
<td>Sample from patients with a recent visit to a physician at the group</td>
</tr>
<tr>
<td></td>
<td>California variant: PAS (Patient Assessment Survey)</td>
<td></td>
</tr>
<tr>
<td>Doctor</td>
<td></td>
<td>Samples from patients with a recent visit to that doctor</td>
</tr>
</tbody>
</table>
Regional Health Improvement Collaboratives

Coordinate Plans, Providers, Purchasers, Consumers

**Measurement**
- Patient Assessment Survey (PAS) began in 2001
- Public reporting began in 2002

**Common Incentives**
- First payments in 2004 (MY2003)
- First public report in 2004

**Improvement Support**
- Began in 2006 to identify and spread effective practices to improve the patient experience
• 61,000 patients completed surveys rating 139 physician groups
  • From 10 to 3,000 physicians per group
  • Representing care for 11.6 million patients
• Cost per group
  • Range from $4,800 - $6,900 based on size (<$30,000 and over $100,000 respectively)
  • 30% paid by health plans, 70% paid by physician groups
  • Roughly 450 completed surveys per group (37.6% response rate)
• Timeline
  • Field surveys January - April
  • Results returned to groups in June (Excel and written report)
• Roughly 25% of $48 million annual payments based on patient experience scores
  www.iha.org/financial_transparency.html
    – Participating health plans: Aetna, Anthem, Blue Shield, CIGNA, HealthNet, United, Western Health Advantage
    – Some pay for improvement as well as attainment

• Public report on State of California Office of Public Advocate web site (www.opa.ca.gov)
California Public Report Card


<table>
<thead>
<tr>
<th>Medical Group</th>
<th>National Standards of Care</th>
<th>Patient's Rate Medical Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affinity Medical Group</td>
<td>★★★★</td>
<td>★★★★</td>
</tr>
<tr>
<td>Alta Bates Medical Group</td>
<td>★★</td>
<td>★★★★</td>
</tr>
<tr>
<td>Bay Valley Medical Group</td>
<td>★★</td>
<td>★★★★</td>
</tr>
<tr>
<td>Encompass Family Physicians Medical Group, Inc.</td>
<td>★★</td>
<td>★★★★</td>
</tr>
<tr>
<td>Hill Physicians Medical Group - East Bay</td>
<td>★★</td>
<td>★★★★</td>
</tr>
<tr>
<td>John Muir Physician Network</td>
<td>★★</td>
<td>★★★★</td>
</tr>
<tr>
<td>Kaiser Permanente Medical Group - Oakland Service Area</td>
<td>★★</td>
<td>★★★★</td>
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<tr>
<td>Kaiser Permanente Medical Group - East Bay Service Area</td>
<td>★★</td>
<td>★★★★</td>
</tr>
<tr>
<td>Kaiser Permanente Medical Group - Greater Southern Alameda Area</td>
<td>★★</td>
<td>★★★★</td>
</tr>
<tr>
<td>Palomar Medical Foundation</td>
<td>★★</td>
<td>★★★★</td>
</tr>
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</table>
1. Summarize Interventions that work
   www.calquality.org/documents/Improving_Pt_Experience_Spread_Change_Pkg.pdf
   - Reference for local tools and best practices
   - Staff time, start with CAHPS Improvement Guide, then interview local high performers

2. Improving Patient Experience Conferences
   - Conference showcasing Improvers
   - $8,000 for a day at a hotel with lunch for 125 people

3. Teleconference Series
   - Topics: Doctor-Patient Communication, Access, Key Drivers
   - $350 per hour for 60 people

4. Collaborative
   - Year-long program with coaching and training
   - $300,000 per “wave”, affects roughly 500,000 patients and 300 practices per wave
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~Break~

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