

Improving the Patient Experience

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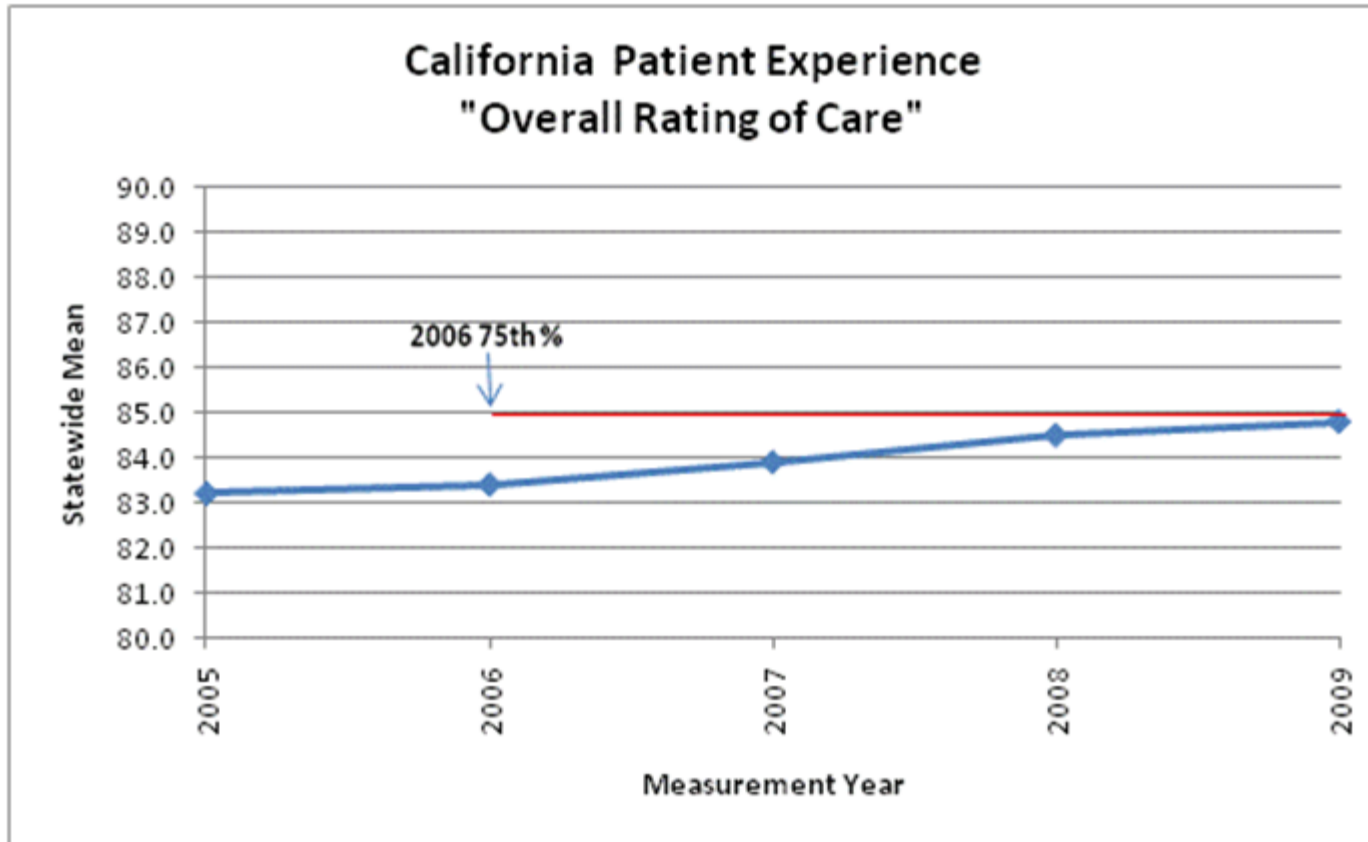
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AGENDA

1. Overview of California initiatives to measure, reward and improve patient ratings of care – Diane Stewart
2. Measuring the Patient Experience – Ted von Glahn
 - 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



Represents 11.6 million patients, roughly 35,000 practices

MEASURING THE PATIENT EXPERIENCE

Experience with:	Tool	Sampling
Health Plan	CAHPS Health Plan Survey	Sample All Plan Members, whether used health care services or not
Physician Group	CAHPS Clinician and Group Survey (CG-CAHPS) California variant: PAS (Patient Assessment Survey)	Sample from patients with a recent visit to a physician at the group
Doctor		Samples from patients with a recent visit to that doctor

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

MEASURING IN CALIFORNIA

- 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)

COMMON INCENTIVES

- 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

http://www.opa.ca.gov/report_card/medicalgroup-rating.aspx?County=ALAMEDA

CA.GOV California Office of the Patient Advocate

Home About OPA Health Plan Basics Getting Better Care **Quality Report Card** Contact Us

Health Plans Doctors and Medical Groups Hospitals and Long-Term Care Language Services Research and Background

Alameda Medical Group Ratings

Alameda
Choose a different county

★★★★★ Excellent
★★★★ Good
★★★ Fair
★ Poor

	Meeting National Standards of Care	Patients Rate Medical Groups
Aflinty Medical Group	★★★★	★★★★
Alta Bates Medical Group	★★★★	★★★★
Bay Valley Medical Group	★★★	★★★★
Encompass Family Physicians Medical Group, Inc.	★	★★★★
Hill Physicians Medical Group - East Bay	★★★★	★★★★
John Muir Physician Network	★★★★	★★★★
Kaiser Permanente Medical Group - Dublin Service Area	★★★★★	★★★★
Kaiser Permanente Medical Group - East Bay Service Area	★★★★★	★★★★★
Kaiser Permanente Medical Group - Greater Southern Alameda Area	★★★★★	★★★★
Palo Alto Medical Foundation	★★★★	★★★★★

Meeting National Standards of Care
We compared each medical group's patient records to a set of national standards for quality of care.

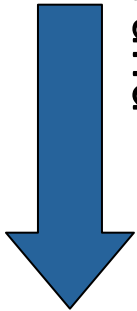
- Asthma Care
- Checking for Cancer
- Chlamydia Screening
- Diabetes Care
- Heart Care
- Treating Children: Getting the Right Care
- Treating Bronchitis with Antibiotics
- Testing for Cause of Back Pain
- Checking Patients on Long-Term Medications

Patients Rate Medical Groups
We compared how medical group patients rate their care and service.

- Communicating with Patients
- Coordinating Patient Care
- Helpful Office Staff
- Timely Care and Service
- Health Promotion

IMPROVEMENT SUPPORT

Increasing Cost and
Ambition



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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