A photograph of a man with dark hair, wearing a bright green ribbed sweater, holding a young child with curly hair. The child is wearing a blue corded jacket over a pink shirt and denim shorts. They are outdoors, with a blurred background of a beach and ocean under a clear sky. The man is looking up at the child, who is smiling at the camera.

WA HCA Primary Care Survey

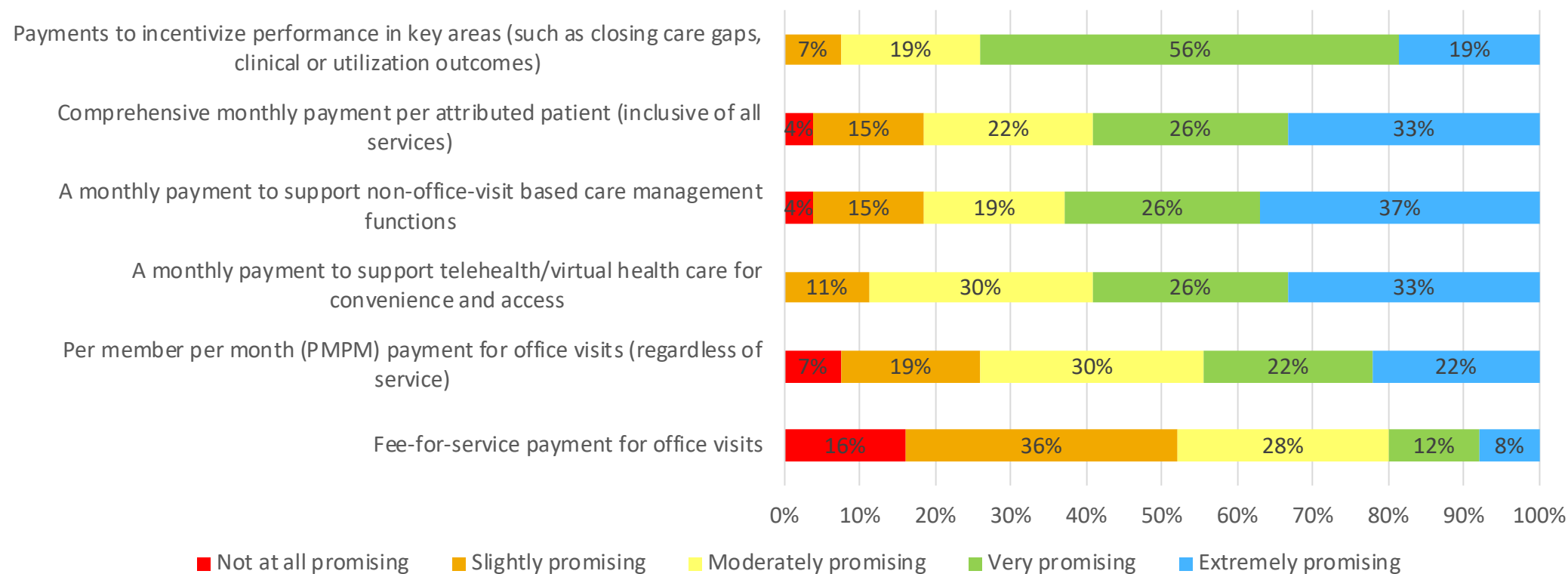
March/April 2020

Primary Care Transformation Survey: Preliminary Results

- ▶ Sent to payers and primary care representatives who have attended HCA's meetings on primary care transformation
- ▶ Survey themes:
 - ▶ Payment Methodology Approaches
 - ▶ Outcome Measures
 - ▶ Practice transformation Supports
- ▶ Survey open from March 5 through April 20, 2020
 - ▶ 32 responses completed
 - ▶ 18 providers; 8 payers; 6 other

Survey Responses as of 4/20/2020: Payment Reform Methodology

Q: How promising are select payment arrangements to supporting primary care improvement in Washington?



Survey Responses as of 4/20/2020: Payment Reform Methodology

Q: How promising are select payment arrangements to supporting primary care improvement in Washington?
Average score by type of respondent (1 = not at all promising; 5 = extremely promising)

Payment Option	Total	Provider	Payer	Other
Payments to incentivize performance in key areas (such as closing care gaps, clinical or utilization outcomes)	3.9	3.9	4.3	3.3
Comprehensive monthly payment per attributed patient	3.7	3.9	2.4	4.5
A monthly payment to support non-office-visit based care management functions	3.7	3.8	3.3	4
A monthly payment to support telehealth/virtual health care	3.7	3.8	3.5	3.5
Per member per month (PMPM) payment for office visits (regardless of service)	3.3	3.5	2.9	3.3
Fee-for-service payment for office visits	2.7	2.6	2.9	2.5

Survey Responses as of 4/20/2020: Payment Reform Methodology

Q: How promising is a tiering approach to payment to support primary care improvement in Washington?

Response	Total		Provider		Payer		Other	
Very promising	56%	18	44%	8	63%	5	83%	5
Somewhat promising	19%	6	17%	3	25%	2	17%	1
Neutral	16%	5	22%	4	13%	1	0%	0
Not very promising	9%	3	17%	3	0%	0	0%	0
Not at all promising	0%	0	0%	0	0%	0	0%	0
	100%	32	100%	18	100%	8	100%	6

Survey Responses as of 4/20/2020: Outcome Metrics - Transformation

Q. Respondents indicate level of support for range of transformation measures
Measures with an average score of 4.00 or higher (1 = not at all; 5 = very high)

Transformation Measure	Mean
Same day appointments, 24/7 e-health, telephonic access, and communication through IT innovations are offered for both physical AND behavioral health and integrated into care modalities	4.3
Practice has and uses a documented strategy to identify care gaps and prioritize high-risk patients and families, AND proactively manages care gaps and documents outcomes	4.3
Capacity to query and use data to support clinical and business decisions	4.2
Practice regularly offers at least one alternative to traditional office visits to increase access to care team and clinicians in a way that best meets the needs of the population, such as e-visits, phone visits, group visits, home visits, alternate location visits (e.g., senior centers and assisted living facilities), and/or expanded hours in early mornings, evenings, and weekends	4.0
Practice consistently implements team-based care strategies (huddles, care management meetings, high risk patient panel review, etc.)	4.0

Survey Responses as of 4/20/2020: Outcome Metrics – Clinical Quality

Q. Respondents indicate level of support for range of clinical measures
Measures with an average score of 4.00 or higher (1 = not at all; 5 = very high))

Measure	Mean
Childhood Immunization Status (CIS) (Combo 10)	4.3
Comprehensive Diabetes Care: Hemoglobin A1c (HbA1c) Poor Control (>9.0%) (CDCÑ)	4.2
Well-Child Visits in the 3rd, 4th, 5th, and 6th Years of Life (W34)	4.1
Percent of patients who receive annual BH screening in primary care	4.1
Reduction in Emergency Room utilization	4.1
Controlling High Blood Pressure (CBP)	4.1

Survey Responses as of 4/20/2020: Practice Transformation Supports

Q: How important are these transformation supports?

Average score by type of respondent (1 = not at all important; 5 = extremely important)

Field	Mean
Population health analytics	4.0
Access to transformation “grants”	4.0
Prospective payments focused on transformation	3.8
HIT optimization	3.8
Training on the use of data	3.6
Leadership development and mentoring	3.6
Aggregated claims and administrative data across payers	3.4
Business practice training	3.4
Assistance with strategies to engage patients, caregivers and families	3.4
Resource website containing implementation tools, playbooks and other resources	3.2
Practice transformation “coaches” or “facilitators”	3.1



Questions?
