

New Maternity APM Design Review Team

Session 7 - Performance Improvement and Sustainability

September 12, 2024





Our Mission:

Improving health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.



Agenda

1. Welcome and Updates
2. Performance Improvement
 - Tracking performance measures through data dashboards
3. Break
4. Program Sustainability
 - Technical assistance for perinatal care
5. Closing and Thank You

Today's Objectives

1. Understand data requirements that would be necessary for participants to be successful in the new Maternity APM
2. Understand the technical assistance that would be necessary for participants to be sustainable in the program, including practice transformation support, programmatic, and technology support
3. Conclude the DRT sessions and discuss next steps for developing the new Maternity APM and stakeholder engagement

1. Welcome and Updates

The Maternity APM Team



Kathleen Le
Maternity Lead



Anoushka Milliar
Maternity Co-Lead



Lauren Bell
Design Review Team
Lead Facilitator



Kimberly Phu
Design Review Team
Supporting Facilitator



Suman Mathur
Design Review Team
Supporting Facilitator



Katey Ortlieb
Maternity Support Team Lead



Francois de Brantes
Maternity Support Team Co-Lead

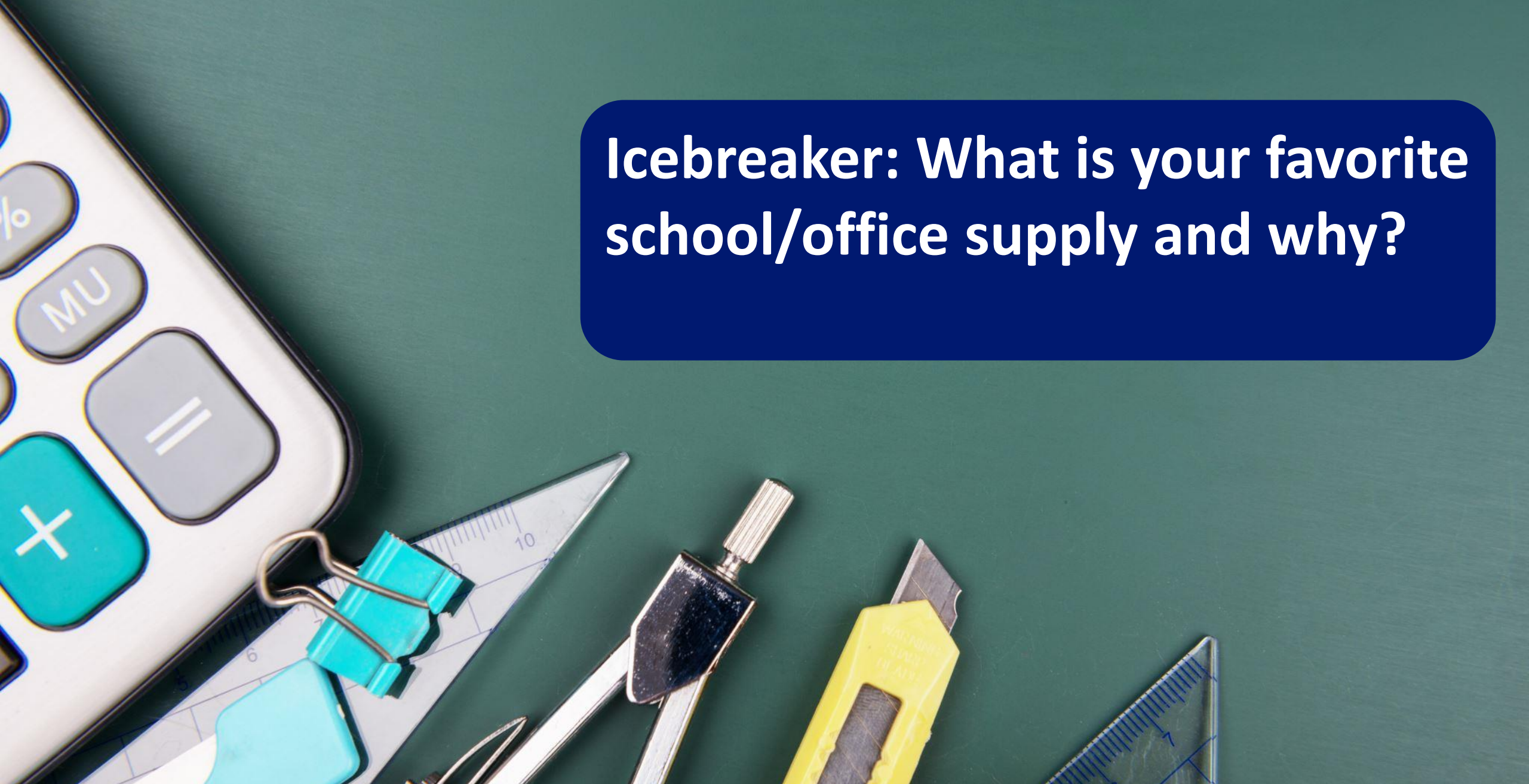


Aaron Beckert
Maternity Support Team



Lyle Roddey
Maternity Support Team

Icebreaker: What is your favorite school/office supply and why?



Approval of DRT 6 Meeting Minutes

By end of day Friday, September 13, please email the Stakeholder Engagement team at HCPF_VBPStakeholderEngagement@state.co.us with:

- Any proposed changes to the meeting minutes, for example correcting misinterpreted comments
- Any objections to posting a de-identified, abbreviated version of the minutes to the Maternity APM website (publicly accessible)

2. Performance Improvement

Performance Improvement: General Stakeholder Updates

- Programmatic updates and annual results of the new Maternity APM will be shared with stakeholders on the [Maternity APM webpage](#)

What other information would stakeholders be interested in?

Performance Improvement: Guiding Principles

A program demonstrates continuous improvements by:



1. **Tracking performance measures*** that show improvements or sustained high quality in clinical outcomes



2. **Taking action** to leverage data to enhance the *Maternity APM*



3. **Collecting feedback** from providers and other stakeholders




*May also refer to additional information related to performance or improved care, such as information on patient characteristics

What data and reports are needed to understand and enhance performance under an alternative payment model?

Maternity APM Data Dashboards

As a part of new Maternity APM design, HCPF will develop data dashboards.

Key attributes of these dashboards include:

-  Provider-specific view, updated regularly
-  Accessible via a secure portal for specific users
-  Ability to download and generate summary reports (e.g., in Excel)

Today's discussion will focus on the type of information displayed on these dashboards and how it can be used by providers to track performance and improve care.

We will NOT be discussing the methodology for how this data is captured or reported.

What are the key areas of interest in a Maternity APM dashboard?



Patient Population

What are the characteristics of my patients?



Quality Measurement and Targets

What is my performance relative to thresholds?



Informational Items

What information do I need to support my patients?



Financial Information*

What am I getting paid for?

* Key aspects of payment will not be discussed today until a payment model has been determined.

Patient Characteristics



What are the characteristics of my patients?

What are you trying to understand?

- Who have I provided care for and what stage of the perinatal journey are they in?
- Which of my patients are medically and socially complex?
- What social determinants of health are present across the population I serve?
- What trends are there in the types of patients I have seen over time?

What information do you need?

- Patient population with the ability to drill down into specific details and patient characteristics, including patient risk factors (e.g., race, ethnicity, geography)
- Trends in patient population

Discussion 1: Patient Characteristics



Principle 1: Tracking Performance Measures

- Are these the right data elements and types of information to be included in the dashboard? Is anything missing?



Principle 2: Taking Action

- How frequently would you need the information to be updated in the dashboard for the data to be actionable?



Principle 3: Collecting Feedback

- How would you like to share feedback on your experience using the dashboard?

Performance on Quality Measures Tied to Payment



How am I performing on quality measures tied to payment?

What are you trying to understand?

- Who is in my numerator?
- Who is in my denominator?
- What is my performance relative to benchmarks?
- What is my performance compared with other providers?
- What is my performance over time?

What information do you need?

- Performance on the quality measures tied to payment with drill down-analyses* and associated quality thresholds
- Recommended actions to improve quality metrics or close disparity gaps
- Alerts for patients approaching a recommended visit or requirement
- Demographics and Health Related Social Needs (HRSN) characteristics of patients

*Drill-down analyses will allow user to see which patients are included in the numerator (e.g., which members have missed which milestones) and denominator, as well as patient characteristics.



Discussion 2: Performance on Quality Measures Tied to Payments



Principle 1: Tracking Performance Measures

- Are these the right data elements and types of information to be included in the dashboard? Is anything missing?



Principle 2: Taking Action

- How frequently would you need the information to be updated in the dashboard for the data to be actionable?



Principle 3: Collecting Feedback

- How would you like to share feedback on your experience using the dashboard?

Informational Items*

*Information that is beyond measures tied to payment, but helpful to understand performance and improve care



What informational items do I need to manage my patients?

What are you trying to understand?

- Beyond medical needs, what social or environmental factors could be impacting my patients' overall well-being and their ability to receive optimal care?
- What other care is my patient receiving? Who will manage my patient at various points throughout the perinatal journey?
- What are their preferences in care?
- Are my patients adhering to medication prescribed?

What information do you need?

- Demographics and health related social needs characteristics of patients
- Visit rates (acute, specialty care, emergency room)
- Birthing plan
- Pharmacy claims

Discussion 3: Informational Items



Principle 1: Tracking Performance Measures

- Are these the right data elements and types of information to be included in the dashboard? Is anything missing?



Principle 2: Taking Action

- How frequently would you need the information to be updated in the dashboard for the data to be actionable?
- How much information is too much?



Principle 3: Collecting Feedback

- How would you like to share feedback on your experience using the dashboard?

3. Break

4. Program Sustainability

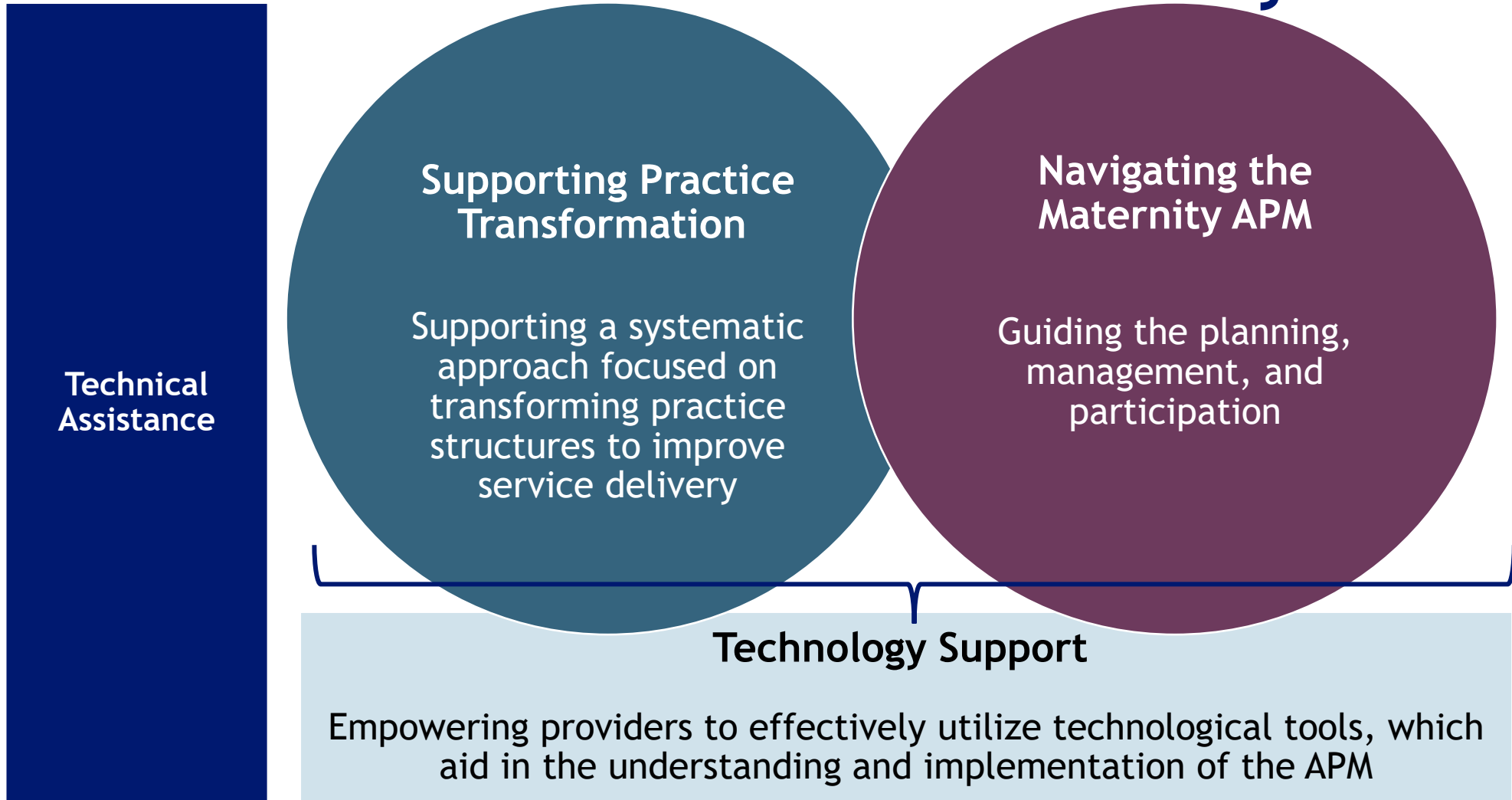
Sustainability: Guiding Principles

What types of support will be needed to sustain this program?

Characteristics of a sustainable program include:

1. Predictable and stable earnings potential
2. Low administrative burden to collect data
3. Alignment with other payment models using the same measures, when possible
4. Targets that are established in advance and are transparent and stable
5. Continuous stakeholder engagement
6. **Technical assistance (TA) that is available as part of the program**

What technical assistance do you need to be successful in the new Maternity APM?



Supporting Practice Transformation

Supporting a systematic approach focused on transforming practice structures to improve service delivery*



Coaching, Policy Development, and Workflow Enhancement and Implementation

Supporting the enhancement and implementation of policies and workflow related to sustainable business operation, member and family engagement, team-based care, understanding data, and care coordination



Professional Development and Collaborative Learning

Holding collaborative learning sessions for knowledge exchange and collective growth on current best practices and regulatory changes



Resource Navigation

Assisting in the identification of local, regional, state, and national resources to improve service delivery

*Source: Adapted from [Centers for Medicare & Medicaid Services \(CMS\) Transforming Clinical Practice Initiative](#)

Navigating the Maternity APM

Guiding planning, management, and participation



Trainings

Providing webinars, trainings, and demos to brief providers on the specific mechanics of the Maternity APM



Performance Guidance

Working one-on-one with providers to understand performance and translation of performance into incentives



Resources

Providing tools and guidance materials, such as user manuals and toolkits, on the mechanics of the Maternity APM



Actionable Data Support

Assisting in data interpretation, calculation, and reconciliation between provider records and dashboards



Disputes and Grievances

Offering fair and transparent guidance on resolving disputes or addressing grievances



Documentation

Assisting with documentation and data reporting requirements of the Maternity APM to ensure compliance

Technology Support

Empowering providers to effectively utilize technological tools, which aid in the understanding and implementation of the Maternity APM



Dashboard Training

Providing detailed training on the usage of the APM dashboard, focusing on how to monitor performance measures and understand potential rewards



User Setup Guidance

Offering step-by-step guidance on setting up new users on the dashboard, ensuring smooth onboarding



Troubleshooting Support

Offering resolution of technical issues that may arise during dashboard use, such as login errors or data synchronization problems



Alerts and Notifications

Informing providers about data updates or features in the APM dashboard that could enhance APM participation or performance



Understanding Data

Assisting in reconciling data between provider's records and APM dashboards

Discussion 4: Technical Assistance and Supports



- What technical assistance are you currently receiving?
 - Is this support meeting your needs? If not, what is missing?
- Are there additional technical assistance supports that you need to understand the Maternity APM?

5. Closing and Thank You!

Maternity APM DRT Journey

Goals and Objectives

What are we trying to achieve?

Quality Measures and Target Setting

How do we measure what we're trying to achieve?

Payment Model

How should quality performance be rewarded and what factors should be considered?

Performance Improvement and Program Sustainability

How do we best support practices in the program?

So, what's next?

Next Steps

- Stakeholder feedback will inform internal design discussions
- Develop a post-DRT stakeholder engagement plan
- Alignment with other initiatives (e.g. ACC Phase III)
- Soft-launch pilot phase
- Provider feedback to be gathered throughout soft launch

Concluding DRT Sessions

- Today's DRT meeting minutes will be sent for review via email
- Please continue to email the Stakeholder Engagement Team with questions or feedback

HCPF_VBPStakeholderEngagement@state.co.us



THANK YOU!



Maternity APM DRT Roster (1 of 2)

DRT Member	Organization/Affiliation
Allison Mosqueda	Invest in Kids
Ana Guzman	Community Member
Andre Mansion	Colorado Center on Law and Policy
Audrey Reich	San Luis Valley Health
Birdie Johnson	Mama Bird Doula Services
Brace Gibson	Colorado Perinatal Care Quality Collaborative
Catrina Bubier/Gia Gould	American College of Obstetricians and Gynecologists
Erin Marchant	Women's Health Group
Heather Prestridge	Seasons Community Birth Center
Indra Lusero	Elephant Circle
Jacqueline Whitehead	Community Member

Maternity APM DRT Roster (2 of 2)

DRT Member	Organization/Affiliation
Jessica Anderson	University of Colorado (College of Nursing)
Jessica Bass	Colorado Department of Public Health and Environment
Katie Deford	Colorado Community Health Alliance
Kelly Stainback-Tracy	Public Health Institute at Denver Health
Lucas Verstegen	Denver Health (Practice Administrator/Staff)
Megan Keller	OBGYN Affiliates
Samuel Herbert	Wray Community District Hospital
Sarrah Knause/Deanna Kapitanec	Colorado Access
Spencer McClelland	Denver Health (Medical Provider)
Toni Sarge	Colorado Children's Campaign
Two community members who prefer to remain anonymous	