



Minutes With the Medical Director

Medical Council Inaugural Meeting

It's been a pleasure working with the newly combined Medicare Councils for SJACO and RMACO. The Medicare Council oversees clinical Medicare initiatives, and as a component of this responsibility, has driven the formation of six HCC coding reference guides and network-wide provider HCC education. The Council reviewed the preliminary CAHPS reports for SJACO and RMACO, which focused on service key performance indicators and showed CCA performed well compared to its peers. The meeting concluded with a discussion on topics for future meetings. Topics included:

- Methods to improve CAHPS score by engagement of patients, staff, and providers;
- Techniques to address the mismatch of the patient's and provider's visit agendas;
- Workflow to enhance HCC code capture;
- Methods to align the patient's current complaint with patient education material; and
- The identification of community resources to improve care coordination.

In the installation of CCA's new population health analytics platform, The Garage is underway. In addition to cost and frequency performance indicators, The Garage will provide quality indicators from each site's electronic medical record. For the first time, we will be able to give providers data on multiple clinical performance indicators, and they will be able to compare their performance to their peers. This information will close the information loop to support continuous quality improvement in the care of patients. This is an exciting next step in our efforts to enhance the value of the care we provide to our patients.