

Minutes with the Medical Director



You may recall that in the last newsletter, we reported each ACO's Final 2017 performance results. RMACO received a final quality score of 94.38% and SJACO received a final quality score of 96.21%. Compared to the National ACO quality score average of 92.40%, both ACOs fell above the average. This is excellent!

Since this report, we have been drilling down the data and have found we have some room to improve around the patient/caregiver experience. The patient/caregiver experience is evaluated annually by CMS via patient surveys and the measures surrounding these Key Performance Indicators are as follows:

- Getting Timely Care, Appointments & Information
- How Well Your Providers Communicate
- Patients' Rating of the Provider
- Access to a Specialist
- Health Promotion and Education
- Shared Decision Making
- Health Status/Functional Status
- Stewardship of Patient Resources
- Courteous and Helpful Office Staff
- Care Coordination

Now we turn our attention to key performance indicators (KPI) to identify gaps in care. Our goal is to enhance the patient's experience and quality of care.

As the CCA begins to contract with other payers outside of Medicare, the Valley Health Alliance group of self-insured employers and Anthem, we are reviewing payer specified KPIs to identify a group of quality indicators to hopefully maximize the return on the providers' efforts. Initial KPI candidates are being presented to the Clinical Practice Committee. Stay tuned for the finalists.



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