PHYSICIAN-LED COACHING: KEY TO SUCCESS IN QUALITY AND VALUE-BASED PAYMENT

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ACP MISSION & VISION

- **Mission:** To enhance the quality and effectiveness of health care by fostering excellence and professionalism in the practice of medicine.

- **Vision:** To be recognized as the global leader in quality patient care, advocacy, education and enhancing career satisfaction for internal medicine and its subspecialties.
ACP’S FOOTPRINT IN QUALITY

ACP has been building a QI network since 2012

- Transforming Clinical Practice Initiative
  - Support 140,000 clinicians to succeed in value-based payment
  - Provide resources to support quality improvement, practice transformation, and high value care
  - Engagement with PCPs and specialists
KEY TAKEAWAYS FROM THE QUALITY CONNECT AND TCPI EXPERIENCE

- Focus on team-based approach
- Recognize the importance of patient and family as part of the team
- QI programs need to address concerns about efficiency, administrative burden, and burnout
- Important to get buy-in at the clinician and leadership level
- Tailor programs to meet participants where they are
- Financial incentives are not the priority
- Promote continued engagement and sharing of best practices through learning collaborative network
WHAT DO ACP MEMBERS THINK ABOUT QUALITY AND VBP?

- ACP’s survey data shows that our members intrinsically believe that QI improves patient outcomes.
- Biggest barriers: time and access to actionable data.
- Perception that it is something being done to them and not with them.
- Put off by QI jargon and associated administrative burden.
- Want ACP to help them to engage in quality improvement in a meaningful and less burdensome way.
- Enhancing team-based care is a high priority.
GENERAL MEMBERSHIP SURVEY – KEY FINDINGS

• Background
  - Administered to 2,000 ACP members in Fall 2017
  - 13.5% response rate

• Key Findings
  - Majority (80%) had experience doing a QI project
  - QI seen as a necessary burden
    • Time and administrative burden are major barriers to QI
  - Desired QI program features
    • Easy and accessible
    • Practical and actionable
    • Meaningful
    • Hands on approach
WHAT WAS THE GREATEST SUCCESS OF YOUR PROGRAM? (CHOOSE ALL THAT APPLY)

<table>
<thead>
<tr>
<th></th>
<th>Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved team-based care</td>
<td>38</td>
<td>53%</td>
</tr>
<tr>
<td>Improved performance on the quality measures</td>
<td>32</td>
<td>44%</td>
</tr>
<tr>
<td>Improved patient clinical outcomes</td>
<td>30</td>
<td>42%</td>
</tr>
<tr>
<td>Improved efficiency</td>
<td>28</td>
<td>39%</td>
</tr>
<tr>
<td>Improved physician satisfaction</td>
<td>20</td>
<td>28%</td>
</tr>
<tr>
<td>Improved patient satisfaction</td>
<td>16</td>
<td>22%</td>
</tr>
<tr>
<td>Improved staff satisfaction</td>
<td>14</td>
<td>19%</td>
</tr>
<tr>
<td>Improved patient-provider relationship</td>
<td>9</td>
<td>13%</td>
</tr>
<tr>
<td>Completion of MOC</td>
<td>4</td>
<td>6%</td>
</tr>
<tr>
<td>Other</td>
<td>6</td>
<td>8%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>72</td>
<td>100%</td>
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ACP ADVANCE: PHYSICIAN LED COACHING SERVICE
Quality and improved health outcomes — the goal

Coaching — the secret to success

Quality Improvement — the means to get to the goal
A COMPREHENSIVE QI PROGRAM

01
Educational Foundation: QI Curriculum

02
Coaching Service

03
Curated Package of ACP Resources

04
Collaborative Learning Community

05
CME/MOC for Participating Physicians
KEY FEATURES OF ACP ADVANCE

• Developed by physicians for physicians and their clinical teams

• Designed to complement your existing QI efforts and investments

• Proven to improve clinician engagement in QI

• CME/MOC
EXAMPLE QI SUCCESSES

- **Pneumo Vaccination (65+)**: 19%
- **Pain Assessments**: 26%
- **Depression Screening**: 60%
- **HbA1c <9%**: 19%
FOR MORE INFORMATION

- Visit the ACP Advance website: www.acponline.org/acpadvance
- Contact us:
  - General Inquiries: ACPQI@acponline.org
  - Selam Wubu, MPH - Director, Center for Quality: swubu@acponline.org
QUESTIONS?