

# Equity and Practice Transformation (EPT) Program: Coaching Overview

August 27, 2024

**Welcome EPT Practices**



# Agenda

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1. Welcome
2. EPT Coaching Services
  - How coaching fits into the EPT TA model
  - Benefits of coaching
  - How coaching can assist EPT practices
3. Meet the Coaches
4. Logistics + Next steps

**Time for a poll!**



# EPT Coaching Services

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# EPT Technical Assistance



## Practice Coaching

- Responsive 1:1 coaching that meets your unique practice infrastructure, culture and environment
- Deep subject matter expertise to adapt the EPT curriculum to your needs
- Accelerate change and impact by identifying root causes and tailoring solutions

# Coaching Accelerates Practice Improvement

- Two systematic reviews found that practices that participated in coaching, as compared to those that didn't, had:
  - Greater improvements in the quality of care provided.<sup>1</sup>
  - Increased uptake of evidence-based guidelines.<sup>2</sup>
- Within EPT TA, coaching will help practices achieve four outcomes, as listed on the right.



1. Z. Nagykaldi, J. W. Mold, and C. B. Aspy, "Practice Facilitators: a Review of the Literature," *Family Medicine*, Sept. 2005 37(8):581–88.

2. N. B. Baskerville, C. Liddy, and W. Hogg, "Systematic Review and Meta-Analysis of Practice Facilitation Within Primary Care Practices," *Annals of Family Medicine*, Jan.–Feb. 2012 10(1):63–74.

# EPT Coaching Packages

	Coaching Focuses On...	Monthly Time Commitment	Cost (12 months)
<b>Low Touch*</b>	<ul style="list-style-type: none"><li>• Connecting practices to resources.</li><li>• Facilitating connections to peers and SMEs.</li><li>• Providing input on deliverables.</li></ul>	Up to 5 hours	\$27,000
<b>Medium Touch</b>	<ul style="list-style-type: none"><li>• Facilitating meetings meetings with peers and SMEs.</li><li>• Providing input on policies and workflows.</li><li>• Training on QI tools to improve care.</li></ul>	Up to 10 hours	\$47,000
<b>High Touch</b>	<ul style="list-style-type: none"><li>• Developing policies, procedures, workflows.</li><li>• Using QI methods to perform analyses and develop project plans.</li><li>• Providing project management support on deliverables &amp; EPT activities.</li></ul>	Up to 15 hours	\$67,000

\*First year discount of \$2,000 for practices that contract directly with the Learning Center (e.g., no sponsoring MCP).



# How You Might Use a Coach in EPT

## Empanelment Infrastructure

- ✓ Develop a plan to communicate with providers and staff on panel sizes
- ✓ Select a methodology for patient assignment
- ✓ Complete your Empanelment milestones

## Data Governance

- ✓ Determine who in your practice should join your data governance committee
- ✓ Draft a charter for your committee and develop the first agenda
- ✓ Finalize your Data Governance Policy & Procedure

## Key Performance Indicators

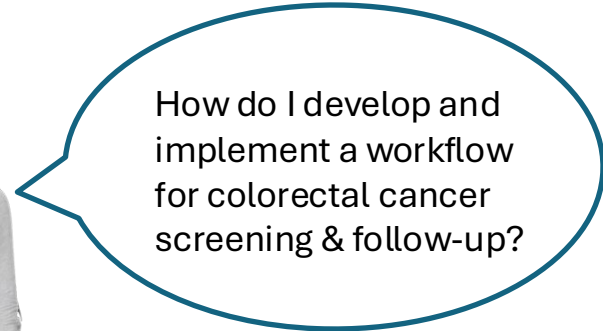
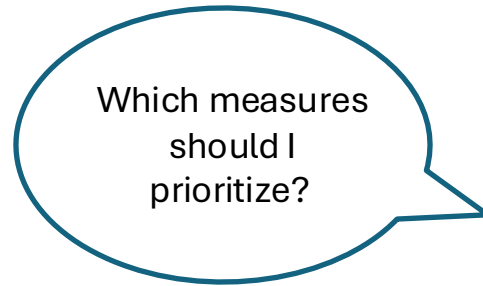
- ✓ Design and implement workflows related to your population of focus. For example:
  - ✓ Routinely screen your post partum patients for depression and ensure follow-up
  - ✓ Ensure at least 6 well-child visits with a PCP during the first 15 months of life

# Meet Doctor R

*Dr. R is a doctor in a small practice with Adults - Preventive Care Needs as her Population of Focus*

Dr. R's last Learning Community covered how to:

1. Operationalize clinical guidelines.
2. Conduct proactive patient outreach and engagement.
3. Conduct pre-visit planning and care gap reduction.



# Coaching Helped Dr. R Accelerate and Sustain Improvements



We reviewed P4P data with our coach. We learned that we have low colorectal cancer screening rates and we're leaving money on the table.



We worked with our managed care plan to get data on members in a standard format. We also received colorectal cancer screening kits.



We don't have standard screening across providers so we implemented screening guidelines and developed a registry.



Our coach helped us create monthly care gap report to proactively monitor our progress.

What are your ideas for  
your coaching project?

How could you use a  
coach in your practice?



# Meet the Coaches



# California Medical Association

## Physician Services Organization (CMA PSO)

### About us

- We have more than 100 years of experience, are California based and have worked with 250+ physician entities.

### Areas of expertise

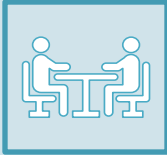
- Care Delivery & Coordination: Value-based care models, workflows, care coordination, clinical workflow efficiency, provider panels.
- Patient Engagement & PHM: Patient engagement tools, SDOH, patient communication, telehealth and remote patient monitoring.
- Data & Reporting: Quality metrics, care gap reports, health information exchange, data governance, risk stratification.
- Financial & Operational Management: Revenue cycle management, financial alignment, cost-benefit analysis, staff planning, financial viability.

### We help address these pain points

- Navigating complex reimbursement models, managing increased administrative burden, aligning care coordination, and enhancing patient engagement, all while maintaining financial viability.

# California Medical Association

## Physician Services Organization (CMA PSO)



Our coaching superpower is that we truly understand physicians and their organizations.



We make it a priority to listen — to physicians, to leadership, and to the unique needs of each organization.



By keeping their goals top of mind, we ensure every solution we implement aligns with an organization's vision, supporting both their operational success and their dedication to patient care.

# Denise Armstorff

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## About me

- I bring extensive experience in providing QI and change management support to those working to improve patient care delivery systems and related quality metrics through expert leadership, facilitation, and coaching skills.

## Areas of expertise

- Deep experience coaching teams in all EPT populations of focus
- Long history of supporting teams to assess and implement foundational elements of PHM Building Blocks
- Facilitate just-in-time instruction and application of QI methodology and tools, change management approaches, and project management tools.

## I help address these pain points

- Development and execution of action plans to build and strengthen PHM foundational elements
- Facilitate activities to identify and analyze current systems, processes, workflows, and performance to inform specific improvement efforts



# Denise Armstorff

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I am a natural developer of people and processes and look for the potential of what can be.

My mission is to bring an **energetic, enthusiastic, yet humble and curious, approach** in supporting teams to discover and test solutions that will help them experience joy and success in delivering quality and equitable healthcare to the patients and communities served.



# Elevation Health Partners

## About us

- We are a women-owned small business, dedicated to achieving health equity for all. We have 18 years of service to practices like yours

## Areas of expertise

- ✓ Empanelment
- ✓ Technology & Data
- ✓ Population-Based Patient-Centered Care
- ✓ Value-Based Payment
- ✓ Behavioral Health Integration
- ✓ Evidence-Based Models of Care
- ✓ Leadership & Culture
- ✓ Social Health

## We help address these pain points

- Making the complex simple to understand and do
- Aligning work to meet practice needs and priorities
- Resource needs & choice: We work for you as an extension of your team; choose from Elevation Health Partner's 15 practice transformation coaches!

# Elevation Health Partners

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- We respect you and will not waste your time
- We will work with you to find the most efficient path to get the job done
- We take the burden so you can focus on patient care
- We pace work for busy practices
- We always advocate for your needs
- We will track and manage deadlines so you don't have to

# Inland Empire Foundation for Medical Care (IEFMC)

## About us

- We are a physician-led organization and the sister entity of the Riverside County Medical Association. Our trusted partnership helps us develop evidence-based programs that drive transformation and improve population health.

## Areas of expertise

- IEFMC partners with Inland Empire Health Plan to optimize documentation, billing/coding, engaging members, enhancing clinical workflows, and improving HEDIS/MCAS measures.

## We help address these pain points

- **Low Quality Scores:** Struggling with poor performance can lead to lower ratings, reduced payment, and penalties. We target specific quality measures, tailor training, and use QI methods to boost scores.
- **Provider & Staff Engagement:** Resistance to change or lack of participation in QI efforts can hinder progress. We educate, demonstrate the tangible value of QI initiatives, and foster a culture of continuous improvement.
- **Data Challenges:** Effective data management is crucial but challenging. We enhances data collection methods, provides training on data interpretation, and leverages data-driven insights to guide decision-making and improvement.

# Inland Empire Foundation for Medical Care (IEFMC)

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Our coaching superpower is our deep expertise in the Inland Empire healthcare ecosystem. We excel at turning around even the most unengaged practices with low-quality scores. Additionally, our mastery of the IEHP portal and the global P4P and Duals Star Rating programs—encompassing 56 key measures across clinical quality, access, Behavioral Health Integration, and Patient Experience—sets us apart.



Questions?

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# Logistics & Next Steps

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# Coaching Logistics

## Step 1. Determine if coaching is right for you

- Confirm that your EPT practice wants to participate in coaching.
- Ask your sponsor MCP if they will fund your coaching package.

## Step 2. Complete Coaching Interest Indicator by Sept 10\*

- Specify your coaching package, preferred coach, start date (10/24 – 12/24) and goals.
- Review the contract documents (Revenue Contract and Scope of Work).

## Step 3. Match making and contracting

- The Learning Center will match you with a coach.
- The Tides Center (the Learning Center's Fiscal Sponsor) will send contracting documents for signature.

\*IEHP sponsored practices will be assigned to IE Foundation for Medical Care. Please submit your coaching goals to [risaacson@pophealthlc.org](mailto:risaacson@pophealthlc.org), you do not need to submit the Coaching Interest Form.



# What's Due September 10?

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## Coaching Interest Indicator Form

- All practices that want coaching, **except** those sponsored by IEHP.
- <https://form.jotform.com/242345094523050>

## Email on Coaching Goals

- Only IEHP-sponsored practices!
- Email to: [risaacson@pophealthlc.org](mailto:risaacson@pophealthlc.org)

# 2024 EPT Checklist

## September

### Activities

- ✓ 9/9: PopHealth+ launches, begin watching modules.
- ✓ 9/10: Submit Coaching Interest Indicator.

### Events

- ✓ Attend first Practice Track (your facilitator will schedule).

## October

### Activities

- ✓ Coaching support begins.
- ✓ Start working on deliverables.
- ✓ Complete pre-work for October Learning Community.

### Events

- ✓ Attend Learning Community focused on Access & Empanelment.
- ✓ Expert office hours (dates tbd).

## November

### Activities

- ✓ 11/1: Second deliverables submission.
- ✓ 11/30: Learning Center completes deliverables review.

### Events

- ✓ Join second Practice Track (your facilitator will schedule).

Questions?

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# Appendix

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# Expectations for EPT Practices

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In addition to the monthly time commitment, there are participation requirements. To remain in EPT, each practice must:

- ✓ Events: demonstrate 80% attendance at Learning Community and Practice Tracks events for at least two members of the team (1 person for small independent practices and small clinics)
- ✓ Milestone attainment in year 1: Achieve year 1 deliverables by end of 2025.
- ✓ Milestone attainment in future years: Deliverable attainment is TBD after year 1.