

Some Examples of Care Management Strategies Among Top Performing Physician Groups in California (N=10)

- Relatively high electronic health record functionality
- Registries to identify high risk patients
- Use of pharmacists on care team
- Aggressive phone outreach
- Physician specific feedback reports

BUT LITTLE USE OF interdisciplinary team approaches

Source: HP Rodriguez, SL Ivey, BJ Raffetto, et al. "As Good as it Gets? Managing Risks of Cardiovascular Disease in California's Top-Performing Physician Organizations," *The Joint Commission on Quality and Patient Safety*, April 2014, 40(4):148-158.



ACO Primary Care Workforce Involvement in Patient Activation and Engagement

	N	Mean (SD)
% of PCPs that have received training in PA&E	101	48.5 (30.7)
% of PCPs that work with patients/families to develop a treatment plan that sets goals for their care	101	61.6 (29.0)
% of ACOs high-risk chronic illness patients that receive health coaching	101	45.4 (27.5)
% of PCPs that offer patients/families evidence-based decision aids	101	46.2 (30.8)
ACO uses telehealth	101	52.5%
If YES , % of ACO's patients that use telehealth	53	20.4 (26.4)
ACO recruits patients/families to participate in quality improvement activities (yes/no)	101	50.5%
ACO recruits patients/families to participate in patient/family advisory councils (yes/no)	101	67.3%
0% to 5% physician compensation based on patient experience data (yes/no)	101	66.3%
Greater than 10% physician compensation based on patient experience data (yes/no)	101	5.0%

Source: National Accountable Care Organization Patient Activation and Engagement Survey, Center for Healthcare Organizational and Innovation Research (CHOIR), School of Public Health, UC-Berkeley, May, 2014. Funded by the Gordon and Betty Moore Foundation.