



FACT SHEET

Physician Group Incentive Program Patient-Centered Medical Home

About Value Partnerships

Value Partnerships is a collection of clinically oriented initiatives among Michigan physicians, hospitals and Blue Cross Blue Shield of Michigan that are improving clinical quality, reducing complications, controlling cost trends, eliminating errors, and improving health outcomes throughout Michigan.

About The Physician Group Incentive Program

This program began in 2005 to encourage and incentivize physicians to more effectively manage populations of patients with chronic diseases and build an infrastructure to more robustly measure and monitor care quality. As of January 2010, 38 physician organizations and 8,148 physicians are working together to improve health care for roughly 1.8 million Michigan Blues members.

The Patient Centered Medical Home Model

In July 2009, BCBSM established the PCMH Designation program to provide additional financial support to those PGIP primary care physicians who have made significant progress in incorporating PCMH infrastructure and care processes into routine practice and have achieved outstanding results on quality and efficiency measures.

Self-Management Support Initiative

Overview

The purpose of the Self-Management Support initiative is to educate all members of the practice unit's clinical team about self-management support concepts and techniques, including health literacy and motivational interviewing. It will enable them to use those methods to systematically reinforce and support patients' self-management of chronic conditions.

Objectives

- Increase patient access to care and decrease fragmentation of care
- Reduce cost and use
- Improve health care processes and outcomes
- Increase patient and provider satisfaction

Incentive Design

Physician Organizations will receive incentive payments commensurate with their performance on implementing PCMH capabilities during the six-month incentive payment period. The first time a PO reports implementation activity for a particular PCMH Initiative, the PO should also submit an Initial Implementation Plan for that Initiative; for that six-month incentive period only, incentives will be paid for participation as well as performance.

Evaluation

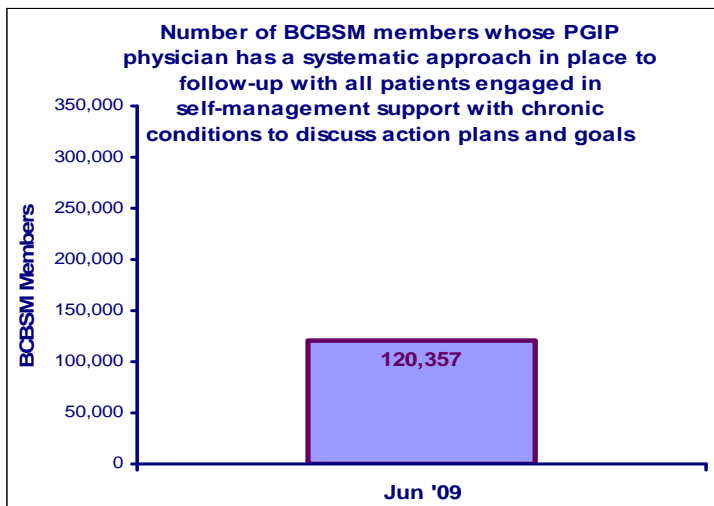
Performance improvement is evaluated based on Practice Unit progress toward implementing PCMH capabilities. Results from the Progress Reports and Self-Assessment Database will be used to gauge performance improvement twice a year.



Initiative Capabilities

- 11.1 Member of clinical care team or Physician Organization (PO) is educated about and familiar with self-management support concepts and techniques and regularly works with appropriate staff members at the Practice Unit to ensure they are educated in and able to actively use self-management support concepts and techniques
- 11.2 Self-management support is offered to all patients with the chronic condition selected for initial focus
- 11.3 Systematic follow-up occurs for all patients with the chronic condition selected for initial focus who are engaged in self-management support to discuss action plans and goals, and provide supportive reminders
- 11.4 Regular patient experience/satisfaction surveys are conducted for patients engaged in self-management support, to identify areas for improvement
- 11.5 Self-management support is offered to patients with all chronic conditions
- 11.6 Systematic follow-up occurs for patients with all chronic conditions who are engaged in self-management support to discuss action plans and goals
- 11.7 Support and guidance in establishing and working towards a self-management goal is offered to every patient, including well patients
- 11.8 At least one member of PO or practice unit is formally trained through completion of a nationally or internationally-accredited program, in self-management support concepts and techniques, and regularly works with appropriate staff members at the PU to educate them so they are able to actively use self-management support concepts and techniques.

Evaluation and Results



Questions about the Self Management Support Initiative? Please contact Margaret Mason, MHSA
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This initiative was available starting in Program Year 2009. At the mid-way point of the first year, approximately 120,357 BCBSM members have a physician who follows-up with all patients engaged in self-management support to discuss action plans and goals.

For more information on PGIP, or for a copy of the full initiative description, please contact:
providerpartnerships@bcbsm.com