

Clinician-Led Practice Design for Value-Based Reimbursement: The Oncology Care Model

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Abstract

Learn how physician leaders and clinicians have changed care delivery within 12 practices encompassing over 400 sites and 800 physicians. Technological infrastructure, knowledge, and workflow processes have been redesigned to create improved patient and family experiences and to increase physician and staff satisfaction. This session explores a collaborative physician/executive network -led initiative focused on building a foundation for oncology practices to compete in the healthcare arena today. The session will cover building technological infrastructure for real-time access and designing processes to meet regulatory guidelines while providing holistic, quality patient care. With so much emphasis on optimizing performance across the care continuum in the transition to value-based care, much work remains in the outpatient care settings. Given how new payment and care delivery models are dramatically effecting current office practices and patient populations, it is urgent to reshape our approaches to drive effective patient care and efficient office throughput. The Centers for Medicaid and Medicare (CMS) Innovation Center has developed a new care delivery and payment model, Oncology Care Model (OCM) designed to improve the effectiveness and efficiency of oncology care. The aim of the program is to provide higher quality and more highly coordinated oncology care at the same or lower cost to the Medicare program. Oncology physician practices have entered into payment arrangements that include financial incentives based on performance accountability for episodes of care surrounding chemotherapy administration to cancer patients. The session will describe methodology for network and practice level development of a team based care model for patient navigation and throughput. Based on leadership, measureable outcomes have included efforts for redesign of key workflows to improve quality of care, enhance efficiencies, and meet CMS guidelines, including full scale Patient Navigation Processes for optimized patient throughput. Additional outcomes include: standardized full scale holistic approaches to meet psychosocial needs including advanced care planning and survivorship programs, 24 hour support, real time technology and dashboards for patient tracking and needs assessments, and practice alignment with organizations and networks to support patient throughput and family needs outside of the office. US Oncology developed a continuous performance improvement program, new methodologies for billing, and standardized care using national guidelines across the network of US Oncology in multiple states and practices. The novel aspects of this presentation include that it is a physician-led initiative incorporating 1) Development of continuous performance improvement in the outpatient arena; 2) Workflow design incorporating cultural and clinical changes; 3) Standardizing care across both large and small scale practices with varying demographics for provision of clinical excellence to all; 4) Real time technological advances for proactive decision making. Adopting strategies described in this session, can help you guide successful change.