

VBP/VBC Domain – Provider Team Engagement (Workforce)

DESCRIPTION

NACHC's Value Transformation Framework addresses how health centers can utilize groups of staff with different skills to work together to deliver and improve care, offering a wider range of services more efficiently within an engaged provider team model, such as the Patient Centered Medical Home Model. The primary goal is to improve or develop strategies for effective health center care teams. Developing an effective team-based model of care is at the heart of health center efforts to deliver on the Quintuple Aim: improving the patient experience, improving population health, reducing per capita costs, improving staff and provider experiences, and improving health equity. Transitioning to value-based care requires a significant shift in the way care delivery, infrastructure, and people are engaged and deployed in the health care system. Fortunately, health centers have already started this journey through HRSA sponsored patient centered health home efforts.

Capabilities in the Provider Team Engagement domain include a reinvention of the care team model, with more responsibility given to supportive members of the care team. Each member should be working at the top of their skill set and/or licensure. This has proven to:

- Optimize the experience and outcomes of primary care for patients, providers, and staff.
- Improve services for chronic disease and preventive care.
- Appropriately hire and train employees to reorganize care team roles to help address the widely documented problem of primary care physician shortages.
- Effectively distribute or share responsibility and accountability across health center care teams.

RATING YOUR HC LOW, MEDIUM, OR HIGH FOR THIS DOMAIN

Attributes of HCs that are rated low, medium, or high for capabilities in this domain.

1. Health center has a high degree of formalization of hiring and training processes (*Delta Center's MAHP 2.0 Assessment*).
 - a. Low – Health center hiring practices focus only on the narrowly defined functions and requirements of each position, and somewhat reflect on how potential hires will affect the culture and participation in quality improvement activities.
 - b. Medium – Health center places a priority on the ability of new and existing staff to improve care and create a patient-centered culture.
 - c. High – HC supports and sustains improvements in care through training and incentives focused on rewarding patient-centered care.
2. Practice sets clear expectations for each team member's functions and responsibilities to optimize efficiency, outcomes, and accountability (*Delta Center's MAHP 2.0 Assessment*).
 - a. Low – The milestone has not yet been addressed or work is beginning.
 - b. Medium – The milestone is being implemented or partially operational.
 - c. High – The milestone is functioning, performing, and producing results.
3. Do you collect and utilize provider team satisfaction surveys?
 - a. Low – The HC doesn't formally collect provider team satisfaction surveys.
 - b. Medium – The HC regularly distributes provider team satisfaction surveys (e.g., annually or every other year) and notes key issues but is not making progress on addressing issues.
 - c. High – The HC regularly distributes provider team satisfaction surveys, has a formalized process for addressing issues identified in the surveys, and satisfaction scores are improving.

If you are interested in your HC taking a more comprehensive VBP assessment, below are some options:

- Delta Center's MAHP 2.0 Assessment Tool <https://deltacenter.jsi.com/resources/road-ahead-model-advancing-high-performance-primary-care-and-behavioral-health-under>
- NACHC Payment Reform Readiness Assessment Tool <https://www.nachc.org/resource/payment-reform-readiness-assessment-tool/>

RESOURCES FOR CHCs TO IMPROVE THIS CAPABILITY

LPCA, HCCN and/or LPCACO programs/support:

- LPCA provides education on CMS VBP initiatives focused on value-based transformation of team-based care.
- LPCA will support HCs in completing VBP/VBC self-assessments through these Domain communication tools and by informing HCs of other tools and resources.
- LPCA Workforce efforts on training and certification that focuses on care transformation.
- LPCA HRSA Delta Region Workforce Training Program
- LPCA provides coordination/leadership to the Marillac Community Health Worker Training Program
- LPCA has 2 NCQA Certified Content Experts to assist Centers in NCQA PCMH
- LPCA works with NCQA to provide free training opportunities once a year to become NCQH PCMH's

Other partners that can help CHCs improve this capability:

- PCA Value-Based Care Collaborative and Online Resources
- NACHC Workforce Online Resources and Conferences (CHI, FOM/IT, Peer Learning, etc.)
- JSI/Delta Center for A Thriving Safety Net
- LDH
- Southeast AHEC, Central Louisiana AHEC
- Educational and Certification Programs

Links to resources for this capability:

- CMS Innovations Center <https://innovation.cms.gov>
- NACHC Value Transformation Framework Action Guide www.nachc.org/wp-content/uploads/2022/01/Care-Teams-AG-Jan-2022.pdf
- The Delta Center Model for Advancing High Performance in Primary Care and Behavioral Health Under Value-Based Payment [Delta Center.JSI Resources](https://deltacenter.jsi.com/resources/road-ahead-model-advancing-high-performance-primary-care-and-behavioral-health-under)
- HCP-LAN Framework for VBP models: <https://hcp-lan.org/workproducts/apm-refresh-whitepaper-final.pdf>
- HCP-LAN paper on pivoting VBP models to improve health equity: <http://hcp-lan.org/workproducts/APM-Guidance/Advancing-Health-Equity-Through-APMs.pdf>
- From Triple to Quadruple Aim <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4226781/>
- Provider and staff satisfaction survey <https://www.ihl.org/resources/Pages/Tools/ProviderandStaffSatisfactionSurvey.aspx>
- Patient and Provider Experiences with Integrated Care at a Community Health Clinic <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8412979/>
- Building Primary Care Teams to Boost Patient, Provider Satisfaction <https://www.pcpcc.org/2018/11/14/bellin-health-builds-primary-care-teams-boost-physician-patient-satisfaction>