



Pay-for-Performance: Taking Health Care Quality to the Next Level

Bridges to Excellence

Alliance for Health Care Reform/RWJ Briefing
July 15, 2005

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We're a not-for-profit company with a Board and a Leadership Council

Board

▪ **BTE Participants & Licensees:**

- Dale Whitney – 2 years
- Jeff Hanson – 3 years
- Francois de Brantes – 3 years
- Vince Kerr – 2 years
- Renee Turner Bailey (through 12-31-2005)
Martin Sepulveda (as of 01-01-2006) – 2 years

▪ **Other Stakeholders:**

- Suzanne Delbanco – 3 years
- Tom Lee – 3 years
- George Isham – 2 years
- Andy Webber – 2 years

BTE Executive Committee:

Jeff Hanson, President

Dale Whitney, Secretary

Francois de Brantes, Treasurer

Leadership Council

Purpose: Provide broad governance from all BTE stakeholders, issues debating council & working group for Board

Participants: Employers, Plan Licensees, Allied organizations





We created a multi-stakeholder group and designed the program to meet diverse needs

Mission:

- Improve quality of care through rewards and incentives that
 - (1) encourage providers to deliver optimal care, and
 - (2) encourage patients to seek evidence-based care and self-manage their own conditions

Focus:

- Reengineer office practices by adopting better systems of care
- Demonstrate that reengineering is working through better outcomes for patients with chronic conditions, starting with diabetes and cardio-vascular diseases





BTE: Rewarding Outpatient Care

- ✓ **Bridges to Excellence is a program designed to create significant leaps in the quality of care by recognizing and rewarding health care providers who demonstrate that they have implemented comprehensive solutions in the management of patients and deliver safe, timely, effective, efficient, equitable and patient-centered care.**
- ✓ **Quality is measured uniformly using nationally accepted standards, collected by an independent third party – NCQA**
- ✓ **Quality measures are focused on actuarially sound performance criteria that provide an opportunity for a positive ROI for payers in a fee-for-service environment**

What we're after is a significant reengineering in the processes of care.



BTE uses nationally recognized physician recognition programs

Structure (PPC):

- ✓ Patient safety – e-prescribing
- ✓ Guideline-driven care – EHRs
- ✓ Focus on high-cost patients – Care coordination
- ✓ Improved compliance – Patient education & support



Process & Outcomes (DPRP & HSRP):

- ✓ HbA1Cs tested and controlled
- ✓ LDLs tested and controlled
- ✓ BP tested and controlled
- ✓ Eye, Foot and Urine exams
- ✓ LDLs tested and controlled
- ✓ BP tested and controlled
- ✓ Use of aspirin
- ✓ Smoking cessation advice



We have three programs that are operational now

	NCQA Measure set	Physician Activation	Consumer Activation
Physician Office Link (POL)	Physician Practice Connections (PPC)	Up to \$50 pmpy	Physician-level report card, and patient experience of care survey
Diabetes Care Link (DCL)	Diabetes Provider Recognition Program (DPRP)	Up to \$100 pdppy	Diabetes care management tool, and rewards for care compliance
Cardiac Care Link (CCL)	Heart Stroke Recognition Program (HSRP)	Up to \$160 pcppy	Cardiac care management tool, and rewards for care compliance



BTE is live in four markets

	Cincinnati, OH / Louisville, KY	Boston, MA	Albany / Schenectady, NY
Launch Date	June 2003	February 2004	May 2004
Program(s)	DCL	DCL, POL	POL, DCL, CCL
# of Employers	7: GE, Ford, UPS, P&G, Humana, CCHMC, City of Cincinnati	3 (6): GE, Raytheon, Verizon, (IBM, AZ)	4: GE, Hannaford Bros, Verizon, Golub
# of Plans	6: Humana, Aetna, UHC, Anthem, BCBS (OH, AL)	5: Tufts, Harvard, UHC, BCBS(MA, AL),	3: MVP, CDPHP, UHC
# of Covered Lives	200,000 (7,000 Diabetes)	85,000 (3,500 Diabetes)	45,000 (2,000 Diabetes; 1,000 Cardiac)



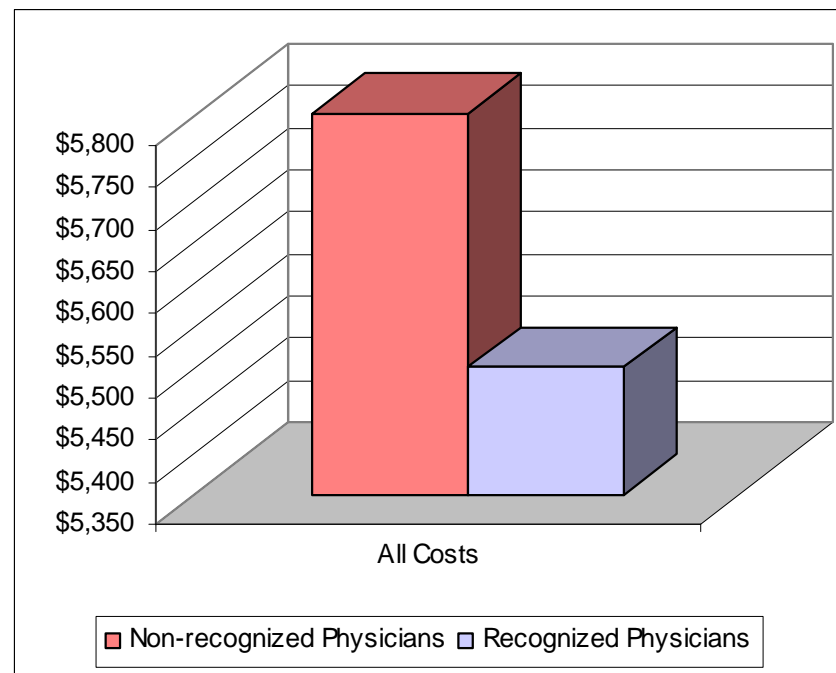
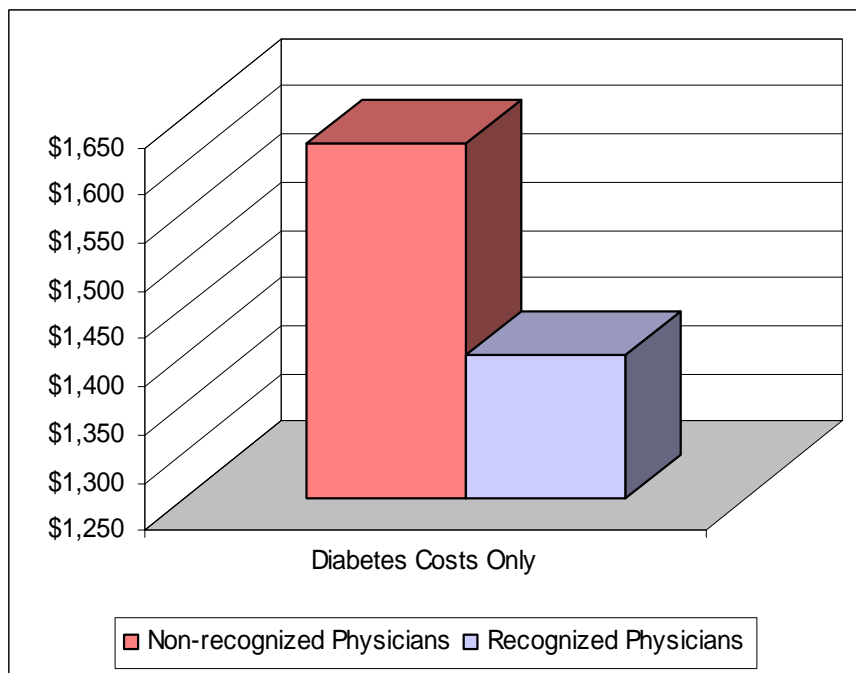
We've made great progress in all our pilot markets already

		Jan 2004	Apr 2005
Recognized Physicians	PPC	30	571
	DPRP	60	382
Employees going to recognized Physicians		DPRP	1,840
		PPC	9,396
Rewards paid to-date			\$1.6M
Available Rewards			\$8MM



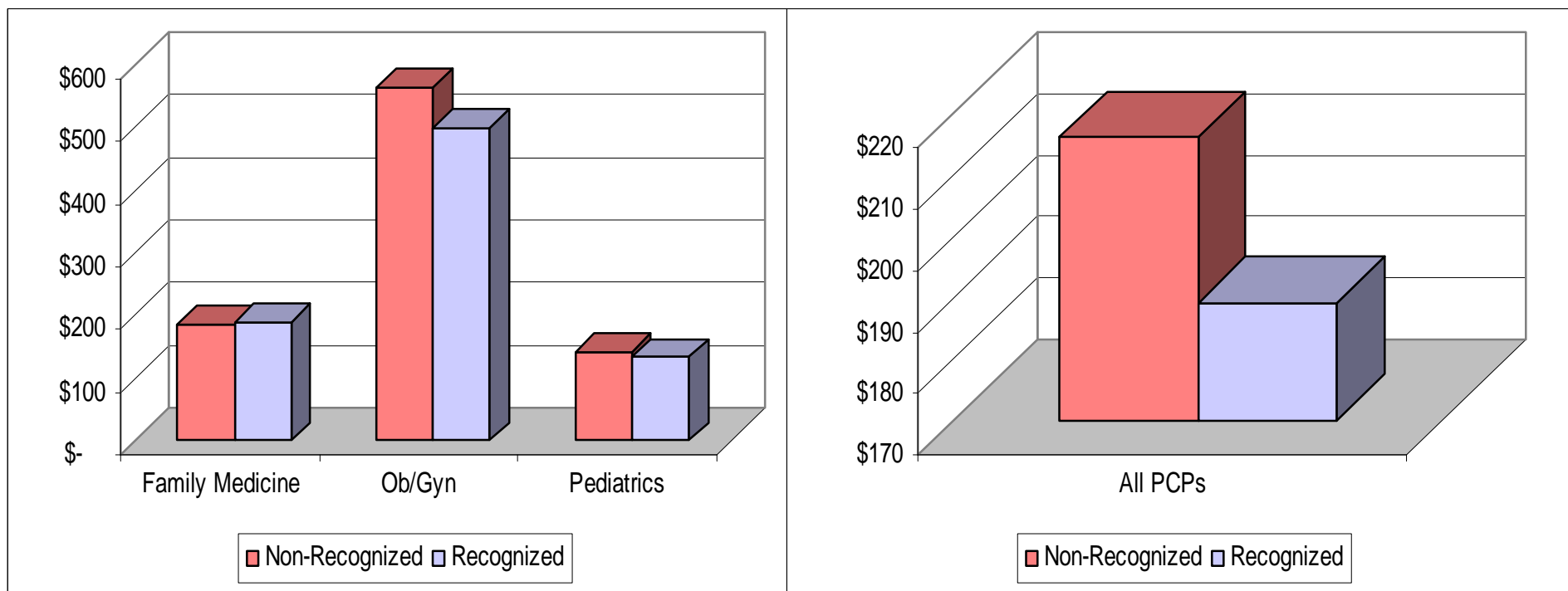


DPRP recognized physicians are more efficient and have lower variation in costs





POL Recognized PCPs as a group are more efficient





We're going to continue building programs to cover most specialties

	2005	2006	2007
All Docs	PPC version 2.0 + Patient Experience of Care		
PCPs (IM, FP, Gyn, Ped, etc.)		PCP Recognition Program	
Endo		DPRP	
Cardio & Neuro		HSRP	
Ortho & Rheum		MSK RP	
Oncologists			Cancer RP



Market expansion & strategic alliances

Plan Licensing:

- ✓ BTE & UHG – initially 10 markets including Omaha, South & Central Florida, St. Louis
- ✓ CareFirst BCBS rolled out POL 1/18/2005
- ✓ Cigna

CMS:

- ✓ MCMP demonstration program set to be launched, with first cooperative market being MA

Leapfrog:

- ✓ BTE & Leapfrog can cooperate to help regional coalitions implement the new Leapfrog Hospital Rewards Program

NBCH:

- ✓ Currently four coalition members ready to start one or more BTE programs





Resources

- ✓ **Bridges to Excellence.**
www.bridgestoexcellence.org
- ✓ **National Committee for Quality Assurance.**
www.ncqa.org
- ✓ **The MEDSTAT Group.**
bridgestoexcellence@medstat.com
- ✓ **Web MD.**
www.webmdhealth.com
- ✓ **National Business Coalition on Health**
www.nbch.org

