

Medicaid Member Engagement Team Training

Accountable Care Collaborative
Key Performance Indicators (KPIs)



Agenda

- Welcome
- Measuring RAE Performance
- Key Performance Indicators for the ACC
- Choosing Good Indicators of Success
- Questions and Wrap-Up

Objectives

At the end of this training, you will be able to:

- Describe how the ACC measures its performance
- Consider whether the current performance indicators are the right ones
- Suggest new indicators of performance

MEASURING RAE PERFORMANCE

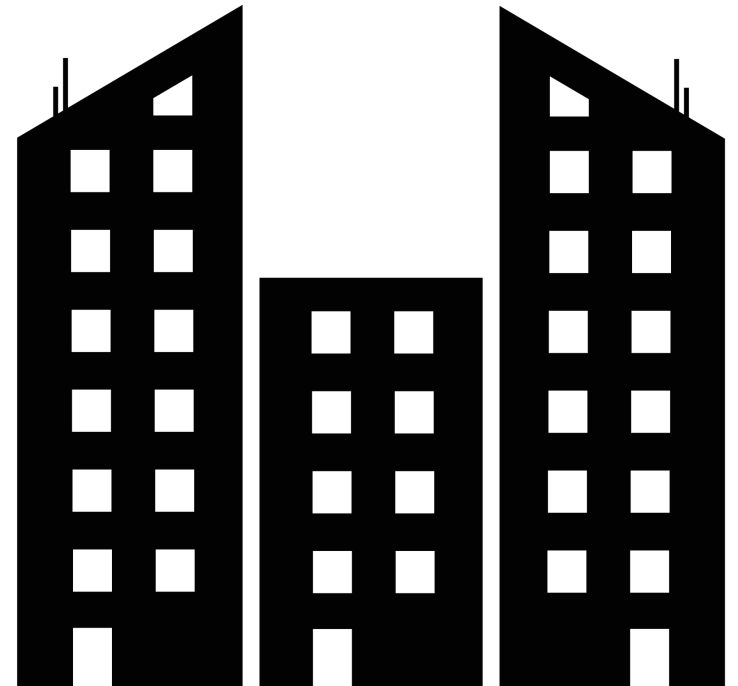
Accountable Care Collaborative (ACC)


Member assigned to...



Doctor or Clinic

Both belong to a
Regional Accountable Entity (RAE)



What is a Key Performance Indicator?

Key: Most important

Performance: How well something is done

Indicator: A measure

Key Performance Indicator:

Most important measure of success at
accomplishing something

Key Performance Indicators for...

A plumber?

An airline?

An online store?

A child responsible for chores?

Two types of indicators

What did the person or organization **do**?

How often did the child complete homework?

How often did the primary care doctor work together with a specialist?



What were the **results**?

What are the child's grades?

How many people had to go to the emergency room?



Setting goals for indicators



Indicator:
Clean room

Goal:
Once a week, put away clothes, pick things up and put away, make bed and vacuum.

Inspiring people to reach performance goals

Star Chart

What a Start! No. 1 KID I'm a Star! Super Star!

Name: Jack Name: Molly

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
I will Brush my Teeth	★	★	★				
I will Eat all my Food		★		★			
I will Go to Bed on Time	★	★		★			
I will Brush my Hair			★	★			
I will Finish my Homework		★	★	★			
I will Finish my Reading		★	★		★		
I will Be Good Today	★	★	★				
I will Eat my vegetables			★		★		
I will Do more exercise	★	★					
I will Pack my school bag		★					

When I get 14 Stars I will get a toy car

When I get 12 Stars I will get an ice cream

When I get 15 Stars I will get to go ice skating

What's an incentive?

Star Chart

What a Star! No. 1 KID I'm a Star! Super Star!

Name: Jack Name: Molly

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
I will Brush my Teeth	★	★	★				
I will Eat all my Food	★	★	★				
I will Go to Bed on Time	★	★	★				
I will Brush my Hair	★	★	★				
I will Finish my Homework	★	★	★	★			
I will Finish my Reading	★	★	★	★			
I will Be Good Today	★	★	★	★			
I will Eat my vegetables	★	★	★	★			
I will Do more exercise	★	★	★	★			
I will Pack my school bag	★	★	★	★			

When I get 15 Stars I will get a toy car

When I get 10 Stars I will get an ice cream

When I get 25 Stars I will get to go ice skating

Payment as incentive

Often, providers are paid just for giving services.

“Fee-for-service” =

More services, more money

What might be the problem with rewarding providers just for for giving services?

RAEs are paid to administer the program

RAEs get a certain amount per member per month to administer the program

They get some of it automatically, but some of it they have to earn, depending on their performance on KPIs, spread equally across all KPIs

Incentives for Reaching KPI Goals

RAEs have a chance to earn up to \$4.00 per-member-per-month if they reach KPI goals, or a portion of them

If they get close to the KPI goal, they get some of the payment; if they meet the goal, they get all of it



KEY PERFORMANCE INDICATORS FOR THE ACC

About the ACC's Key Performance Indicators (KPIs)

- They reflect the ACC's priorities
- They can change
- This year, there are 7 KPIs
- They are not the only measures the state tracks, but they are the ones that RAEs are rewarded for

KPI 1: Behavioral Health Engagement

Percentage of members who received at least one behavioral health service in a 12-month period.

KPI 2:

Dental Visits

Percentage of members who received at least one dental service in a 12-month period.

KPI 3: Well Visits

Percentage of members who received at least one well visit (check-up) in a 12-month period.

KPI 4:

Prenatal Engagement

Out of all members who delivered a baby in a 12-month period, the percentage who had at least one prenatal visit within 40 weeks before having the baby.

KPI 5:

Emergency Department Visits

Number of members who visit the emergency room out of every thousand "member months"

Risk-adjusted: Certain areas of the state have more people with greater health needs, and the measure takes this into consideration

KPI 6:

Health Neighborhood

A measure of how well primary care doctors are working together with specialists.

KPI 7:

Potentially Avoidable Costs

Comparison of what an episode of care actually costs with its standard (expected) cost

An “episode of care” might be a hip replacement, heart attack or labor & delivery.

CHOOSING GOOD INDICATORS OF SUCCESS

A Good KPI...

- Is an important measure of good health or good health care
- Reflects the health priorities of your community
- Can be done (is achievable)

A “magic wand” moment

How would you know that your family, your school, your neighborhood, your town/city was becoming more healthy? What would be different?



KPI Sorting Activity

- Helpful measure: Green
- Okay measure: Blue
- Not a helpful measure: Red

Future KPIs

- Take a few minutes to think about possible KPIs for the future
- Use your “magic wand” ideas as a start, and then think about which things the RAE can work on and influence

Three important last thoughts

- KPIs show priorities and create incentives
- KPIs can change
- If the current KPIs don't reflect your community's priorities, you can advocate for better measures

Questions?

What is one thing you learned today that will help you advocate for yourself or others?

We're here to help

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Health Initiative**

THANK YOU FOR PARTICIPATING!