Facilitating Transformation
Giving practices the support they need, where they need it, when they need it.

The Rocky Mountain Health Plans (RMHP) Practice Transformation team offers a host of resources that support practices as they develop the means to deliver advanced primary care.

The inevitable move to high-value primary care and the associated changes in reimbursement, reporting, health IT use, etc., can leave physicians overwhelmed and hinder their ability to simultaneously provide care for patients and transform their practices.

The RMHP Practice Transformation team can help. Coupled with the tenacity and dedication of primary care practices in Colorado, RMHP's tools and resources help practices develop the skills they need to deliver advanced primary care.

Participating practices show a slower rate of annual trended cost increases in both Health First Colorado (Colorado's Medicaid Program) and Commercial lines of business compared to non-participants.

Discover RMHP Practice Transformation

For more than 18 years, the Practice Transformation team at RMHP has fostered relationships with clinicians, helping them provide patient-centered, coordinated, and team-based care to the residents of Colorado.

The RMHP team provides a number of evidence-based tools along with personal support, including Quality Improvement Advisors, Clinical Informaticists, and Integrated Behavioral Health Advisors. These resources help practices advance toward the Quadruple Aim:

- Improve the health of the populations they serve to achieve better patient outcomes;
- Enhance the patient experience of care, including quality, access, and reliability;
- Control the per-capita cost of care; and
- Improve clinician satisfaction.¹

As practices move toward the Quadruple Aim, they are better prepared for value-based reimbursement.

TENACITY AND TALENT:
18 Years of Evolving Practice Transformation Services
ONE PROGRAM AT A TIME

As practices move through the programs, they show measurable improvement in clinical quality measures while controlling costs.

The Rocky Mountain Health Plans (RMHP) Practice Transformation program begins in 2000. The AHIP Foundation Innovation and Excellence Award: Chronic Care was received in 2006.
Promoting a Tailored, Evidence-Based Approach

RMHP’s approach to practice transformation succeeds because it’s based on practice and community needs while maintaining close alignment with state and federal transformation programs.

Participating primary care practices advance through curricula based on engaged leadership, data-driven improvement, empanelment, team-based care, patient-team partnership, population management, continuity of care, prompt access to care, comprehensiveness of care coordination, and integration.²

The goal of advanced primary care is the same, but each practice is unique. The RMHP team takes the time to better understand the practice, its workflow, and its goals. The team then develops a customized, hands-on approach to meet those specific needs. Because practices — and practice team members — are different, RMHP offers a variety of training modalities designed to fit each learning style.

Experts guide the practice each step of the way, providing the tools necessary for success, whether it’s integrating new technologies, or effectively collecting and reporting results.

RMHP’s step-wise approach to transformation gives physicians and their teams the opportunity to fundamentally redesign their practices and prepare for value-based payments while achieving the Quadruple Aim.

Providing the Tools for Success

Participating practices receive educational support tailored to their particular needs and learning goals. These include:

- **Face-to-face practice coaching:** Quality Improvement Advisors, Clinical Informaticists, and Integrated Behavioral Health Advisor meet with practice staff onsite to coach, train, and share resources.
- **Learning collaboratives:** These day-long, face-to-face learning opportunities feature noted subject matter experts and thought leaders. They also offer practices the opportunity for peer-to-peer learning.

Additionally, webinars, content-specific modules, clinical quality measure (CQM) tool kits, and an extensive library of templates, tools, and other resources are available to practices. These elements all work together. From health IT support to guidance on advanced primary care delivery, it’s all part of the move to providing value.

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**PROGRAM LEGEND**

**CO-EARTH** (COlorado is Expanding Access to Rural Team-based Healthcare) is a rural practice transformation, integrated behavioral health program.

**Colorado Beacon Consortium (CBC)** was a three-year federal program demonstrating how strengthening local HIT infrastructure supports improvements in the quality and efficiency of health care.

**Colorado State Innovation Model (SIM)** facilitates the evolution to comprehensive primary care models that include behavioral health integration.

**Comprehensive Primary Care initiative (CPCI)** is a four-year multi-payer initiative designed to strengthen primary care. The RMHP Practice Transformation Team served as Regional Faculty for the administration of this initiative, which was completed in December of 2016. RMHP provided practice facilitation for year one of Comprehensive Primary Care Plus (CPC+).

**Evidence NOW Southwest (ENSW)** builds strong primary care practices able to implement new evidence-based interventions, initially focusing on cardiovascular risk reduction.

**Foundations** is an introductory level course in which participants learn basic QI skills at the practice level.

**Foundations Specialty Program** is an introductory level course in which participants learn basic QI skills at the practice level with a focus on medical neighborhood and referral processes.

**Masters** is comprised of two levels. Level 1 practices focus on care management of high-risk patients and coordination of care across the medical neighborhood. Level 2 practices expand on this and incorporate patient experience measures.

**PCMH recognition** has an objective of acquiring NCQA recognition.

**Transforming Clinical Practice initiative (TCPi)** prepares clinicians to be successful with new payment models that require new approaches to care delivery, effective care coordination and demonstrated value.
Meet the RMHP Practice Transformation Team

Practices have access to the multi-disciplinary Practice Transformation team. The team includes a PhD behavioral health expert, RNs, MBAs, and IT experts with advanced degrees. Their job is to guide and support practices as they step up to advanced primary care.

The Quality Improvement Advisors, Clinical Informaticists, and Integrated Behavioral Health Advisor visit practice sites to provide hands-on guidance to practices, helping them stay on task and report data so they can achieve their own goals.

- Clinical Informaticists assist practices with optimizing health IT and the use of EMRs and data mapping, data reports, report building, registries, and other tasks. They provide face-to-face coaching on the meaning and application of the practice's data.
- Quality Improvement Advisors provide hands-on support to workflow analysis, efficiency, effectiveness, and other areas. They also teach quality improvement techniques.
- The Integrated Behavioral Health Advisor helps practices develop the skills, processes, and infrastructure to support the delivery of integrated behavioral health in primary care settings.

Proving Results: A Stairway to Success

The evidence supports the value of practice transformation and the step-wise approach RMHP takes. RMHP’s own experience also attests to this success:

- Practices participating in the RMHP Practice Transformation trajectory have lower trends in total cost of care compared to non-participating practices.
- Practice testimonials demonstrated that practices have developed the capabilities to implement components of the Quadruple Aim.
- RMHP advanced primary care practices show higher levels of performance on key clinical quality measures.
- All practices in RMHP Practice Transformation programs improved their self-rating performance of patient-centered medical home concepts.


Learn More

To learn more about RMHP Practice Transformation, contact Cynthia Mattingley RN, BSN, Manager Practice Transformation

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