

Best Practices Pilot Program Summary

Best Practices Pilot Program Overview

Due to growing national interest in providing high quality and value-based health care for Medicare beneficiaries, CMS began the Best Practices Pilot Program to:

- Identify best practices used by high performing organizations that may be shared across the Part C and D programs.
- Interview leadership at organizations that have successfully demonstrated excellence.
- Assist lower performing contracts in improving their performance in the Star Ratings.
- Improve the quality of care received by all Medicare beneficiaries.

The Process

To gain a comprehensive picture of the best practices that lead to quality healthcare, CMS, along with its contractor Optimal Solutions Group LLC (Optimal), conducted analysis. This process included the following:

- **Performed an environmental scan:** Accumulated baseline knowledge about programs and practices currently used by organizations to improve outcomes or performance.
- **Analyzed Star Ratings:** Using 5 years of contract-level Star Ratings data, high-performing plans were identified and the areas in which they best performed were determined.
- **Conducted interviews:** CMS selected a small number of high-performing plans based on the Star Ratings analysis. Interviews were conducted to identify practices that contribute to high Star Ratings.

- **Evaluated the findings.** Using information collected from the environmental scan and the interviews, broad areas of best practices and unique approaches to improve performance were identified.

Results: Identifying Trends in Best Practices across Plans

Best Practices of high-performing plans tended to fall into one or more of the following categories:



Next Steps

Over the next few months, CMS will:

- **Host a webinar training** specifically geared to transferring information on these best practices.
- **Develop a Best Practices Findings Report** that will contain information about each organization interviewed, broad areas in which quality efforts are grouped, characteristics of the underlying culture of quality, and other findings.
- **Publish case studies** that feature successful best practices implemented by organizations interviewed.