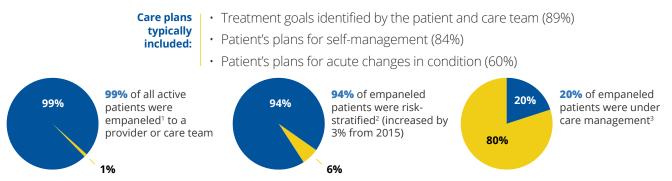


Care, Patient and Caregiver Engagement, and Coordination of Care across the Medical Neighborhood. These figures do not represent an evaluation of this work or CPC itself.

## Increasing the Depth and Breadth of Care Management

### 424 (96%) of practices implemented care plans for patients under care



<sup>1</sup>Empanelment assigns patients to a practitioner or care team, as a foundation for population health management and relationships with patients. <sup>2</sup>Risk-stratification means that a practice assigns risk statuses to all of its patients to help proactively identify patients with high needs. <sup>3</sup>Care management is a primary care function tailored to patients at highest risk for adverse, preventable outcomes.

# Serving a Diverse Patient Population

#### **Increased Patient Access**



99% Expanded availability of same or next day appointments



Adopted a flexible appointment scheduling system



Extended hours into mornings, evenings, and weekends

#### Helped Patients Manage Chronic Diseases in Their Daily Lives



development

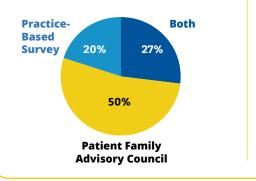
91% 81% Included family/ caregivers in goalsetting and plan coaching



Documented patients' confidence areas and potential barriers

## Engaging Staff and Caregivers to Create a Culture of Improvement

#### Patient Engagement Strategy



### **Quality Improvement Activities**

**99%** of practices regularly used data on utilization, cost, and patient experience

**91%** of practices integrated quality improvement into staff duties

**80%** of practices allocated time for staff to implement quality improvement

1 in 2 practices had IT staff working on CPC



1 in 5 practices had pharmacists working on CPC



Practice self-reported budgeting and progress on the five comprehensive primary care functions, which guide practice transformation, as of July 2016. These five functions are: Risk-stratified Care Management, Access and Continuity, Planned Care for Chronic Conditions and Preventive Care, Patient and Caregiver Engagement, and Coordination of Care across the Medical Neighborhood. These figures do not represent an evaluation of this work or CPC itself.



