

# Reflect & Reset

Thank you for all you've done in BPCI Advanced. This year, we hope you take time to reflect on your success, learn from others, and reset with the intention to change and improve. CMS analyzed your care redesign plans when Model Year 5 began. What follows are some key insights about Participants' successes and challenges.

## Health Equity

**Challenge:** You're not alone... Just about all Participants struggle to provide care equitable to all patients.

**Opportunity:** Participants are assessing for social determinants of health and integrating patient-centered care tactics. See examples below. What could you do to advance health equity?

### Top 3 Barriers:

- Insufficient Staff Resources
- Scarce Community Resources
- Competing Priorities

Sound familiar?

**Use data to identify patient needs**

**Help patients access services for direct help**

**Improve referral pathways for mental health support**

## Patient-Centered Care

**Success:** Participants are doing many things to improve engagement with patients.

- Heart icon: Patient coaching
- Two people icon: Shared decision-making with patients & caregivers
- Medicine icon: Medication reconciliation
- Phone icon: Telehealth
- Checklist icon: Care management of comorbidities

How do you educate patients about their care and where they receive it?



**Opportunity:** Patients are notified about Model enrollment in various ways. Consider the needs of your patients, and your organization's needs and practices (e.g., health record alerts, pre-surgery scheduling, pre-op paperwork), to determine what will work best.



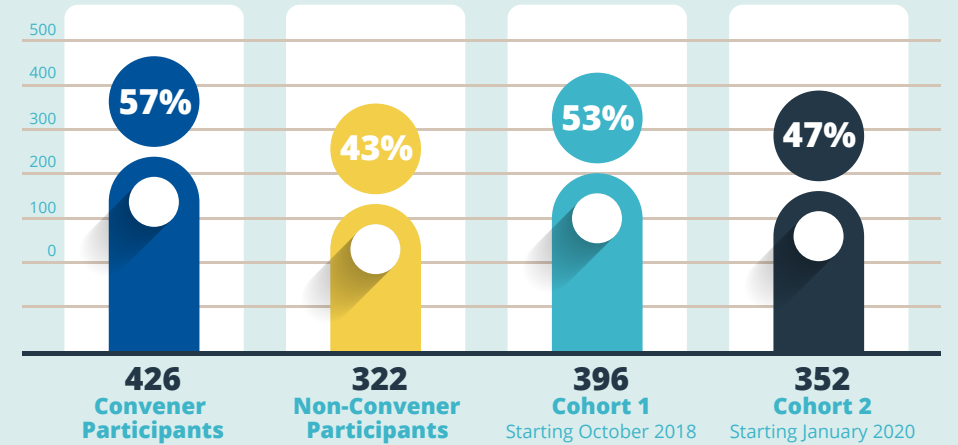
**Opportunity:** Coordinating with specialty care providers is on the rise, and Participants are changing their processes as a result. How can you update your own processes to improve care and decrease readmissions along the way?

**97%** use shared decision-making— a 62% improvement from MY1&2

**53%** share with patients CMS hospital quality star rating information and clinical program information to support patient education and informed decision-making about patient care

## Check Out Who's Here!

748 BPCI Advanced Participants



## Use of Data

**Success:** Nearly every Participant is using data to improve performance and care redesign.

**23%** are using real-time data

**48%** are supplementing their data from sources like BPCI Advanced reports, CMS data, Milliman analytics, and SNF data

**Opportunity:** How can you leverage BPCI Advanced data and other data? What would it take to start using real-time data? Then take the first step (or two)!

## Quality Improvement

**Success:** Just about all Participants employ a quality improvement (QI) method or tool. Some have even come up with their own. Very cool!

**67%** of Participants with a custom QI method or tool are Non-Convener

Failure Mode Effect Analysis

Lean Six Sigma

Custom QI

TRIM  
Teams, Refocus, Imagine, Measure

Kaizen

PDSA  
Plan-Do-Study-Act

IHI Resources