



Value-based Care Chronicle: Guide to Improving Performance

March 2024

Welcome to Your Monthly Guide to Elevating Performance in VBC Contracts!

In the dynamic landscape of healthcare, the pursuit of quality care is crucial. This newsletter is designed to be your trusted companion on this journey, offering valuable insights, strategies, and updates to empower you in enhancing quality measure performance within the realm of value-based contracts.

Whether you're a healthcare professional, administrator, or industry stakeholder, our goal is to provide you with actionable information that propels your organization towards improved quality outcomes.

Stay tuned for our next edition as we continue to explore key value-based initiatives, including patient experience.

For Providers

March 30th marks an important occasion in the world of healthcare -- National Doctors' Day.

On this day, we celebrate and honor the dedication, skill, and unwavering commitment of physicians in providing high-quality healthcare to individuals and communities.

At CHES, we'd like to take a moment to thank all the doctors we support for their invaluable contributions and recognize the sacrifices they've made to ensure the health and well-being of others.



REMINDER: As we strive to provide whole-person care for our patients, remember the importance of scheduling AWWs, breast cancer screenings, and colorectal cancer screenings. Encourage your patients to prioritize their health by staying up to date with these important preventive measures.

Hospice & Palliative Care Patient Discussions

Hospice and palliative care reduce hospitalizations and provide an opportunity for Advance Care Planning, aligning with the goals of value-based care. Documentation of hospice and palliative care also helps with exclusions. Patients with documentation of hospice/palliative care during the measurement year are excluded from all applicable quality measures.

The value of hospice and palliative care are multifold:

1. **For Patient** - trained staff, assistance with DME, family support, respite care, pain management, cost, satisfaction with end-of-life care.
2. **For Provider**- assistance with utilization, family support, symptom management, PCP stays on treatment team if desired.
3. **For ACO** - decreased utilization, collaboration, utilizing health services, decreased Medicare spending for ACOs.

Patients with Medicare Part A can receive hospice care benefits if they meet the following [criteria](#):

- Patient's hospice and regular doctor certify patient is terminally ill.
- Patient accepts palliative care instead of care to cure illness.
- Patient signs statement choosing hospice care instead of other treatments for terminal illness and related conditions.

Who is Appropriate?

<i>Palliative Care</i>	<i>Hospice</i>
<ul style="list-style-type: none"> • A sudden catastrophic illness or new diagnosis of an advanced disease occurs • A chronically ill patient's functionality is declining, or he or she is suffering pain or other difficult symptoms • A patient is suffering from uncontrolled spiritual or psychosocial distress • A patient requires frequent and/or prolonged hospital or ICU stays • A dialysis patient is experiencing a medical crisis • There is a need for assistance with complex decision making, such as advanced directives 	<ul style="list-style-type: none"> • Curative treatment is not an option • The burdens of curative treatment outweigh the benefits • High utilization for symptoms management • Reduction in cognitive function testing scores • Significant weight loss over 3-6 months • A decline in functional status

Primary care doctors play a pivotal role in helping patients navigate the complex decisions surrounding hospice and palliative care, ensuring their care aligns with their values and goals.

HOSPICE AND PALLIATIVE CARE EDUCATION SESSION

This presentation reviews hospice and palliative programs, effective communication strategies, and actions providers can take. [View Slides](#)

NORTH CAROLINA MOST FORM

A Medical Orders for Scope of Treatment (MOST) form is a physician's order that outlines a plan of care respecting the patient's wishes concerning care at life's end. [Download PDF](#)

Advance Care Planning

Advance Care Planning provides a unique opportunity to discuss end-of-life decisions with patients. While these conversations can be difficult, patients want to talk about these decisions before they face end-of-life.

Studies show patients who have these conversations earlier tend to use hospice and palliative care sooner. They have less invasive treatments, reduced hospitalization, and increased patient satisfaction.

An Advance Care Plan is a place to start with your patients at any time in their life. There is no one-size-fits-all approach to these conversations. Providers will approach it differently depending on their comfort level and experiences.

ACP discussions take time. Luckily, this conversation can happen over time, in multiple appointments, and a provider can bill for their contributions. **An ACP conversation is free to the patient when billed with an AWW.** Once the conversation has been started, encourage patients to formalize their wishes through Advance Directives, MOST Form, or Durable Health Care Power of Attorney.

Consider starting these conversations with your patients now!

ADVANCED CARE PLANNING: STARTING THE CONVERSATION



ADVANCED CARE PLANNING: STARTING THE CONVERSATION PT. 2



Advance Care Planning is a worthwhile endeavor that patients desire. Consider starting these conversations with your patients now.

[Read More](#)

ACP encourages patients to give thought to and formalize their wishes, creating a framework to follow when the patient is facing end of life.

[Read More](#)

Coding & Billing
Advance Care
Planning

Podcast Episode:
Documenting End-
of-Life Conversations

Podcast Episode:
ACP Conversations
with Dr. Vass-Eudy

ADVANCED CARE PLANNING

It always seems too early until it's too late



Think

Reflect on what matters most to you and who can make decisions for you when you cannot.



Talk

Discuss your thoughts with healthcare providers, family, and friends.



Plan

Record your wishes by writing them down and share your plan with others.



[Download Advance Care Planning Infographic](#)

Additional Resources

- [2024 PCP Chronic Conditions Desk Reference PDF](#)
- [Understanding the Impact of Medicaid Expansion in North Carolina](#)
- [Cervical Cancer Screenings: Encouraging Patient Participation](#)

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