



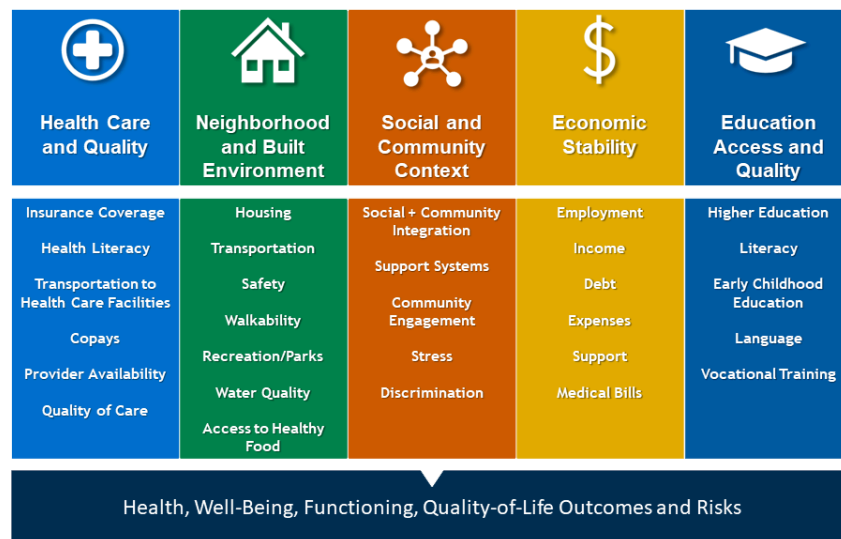
Value-based Care Chronicle: Guide to Improving Performance

April 2025

Social Determinants of Health

Social Determinants of Health (SDOH) -- such as housing, food access, education, and transportation -- have a profound impact on patient outcomes. These non-clinical factors drive as much as 80% of health outcomes, making them essential to address as part of a whole-person care approach.

CMS has increasingly emphasized health equity and SDOH in payment models, including ACO REACH and MSSP. Incorporating SDOH screening and documentation into routine care not only supports compliance but also helps identify at-risk patients and target interventions more effectively.



To help your patients address social drivers of health, try connecting them with local organizations like [Find Help](#), [NC 211](#), [Faith Health](#), and Local Regional Councils.

Coding Corner: SDOH

Social Determinants of Health

2025 HCC SDOH Code Sheet

Integrating SDOH in VBC

Depression Screenings

Depression often goes undetected -- and it's negatively impacting lives and driving up healthcare costs. Primary care providers are in a unique position to change that. With nearly half of depressed patients going undetected, increasing

primary care screening rates can improve early identification and access to treatment.

Preventive Care and Screening: Screening for Depression and Follow-Up Plan:

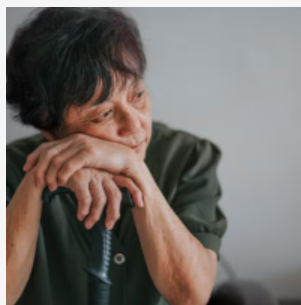
Percentage of patients aged 12 years and older screened for depression on the date of the encounter or up to 14 days prior to the date of the encounter using an age-appropriate standardized depression screening tool AND if positive a follow-up plan is documented on the date of or up to two days after the date of the qualifying encounter.

Best Practices & Approaches:

- Screenings can be done on the encounter day or up to 14 days prior
- Screenings via patient portal are acceptable within 14 days of office visit
- Review and document results with interpretation
- For positive screenings, document follow-up plan or patient denial in the encounter
- Follow-up plan includes documenting a referral, pharmacological intervention, or other treatments
- If screening denied, document in office visit encounter
- Code the depression screening appropriately

ICD-10-CM Major Depressive Episode		
F32.-	Major Depressive Disorder, Single	The 4 th character (-) indicates the severity: FXX. <u>0</u> Mild FXX. <u>1</u> Moderate FXX. <u>2</u> Severe without psychotic features FXX. <u>3</u> Severe with psychotic features FXX. <u>4</u> In Remission (see 5 th digit) FXX. <u>8</u> Other type (must specify) FXX. <u>9</u> Unspecified
F33.-	Major Depressive Disorder, Recurrent	

**CLOSING THE QUALITY GAP:
DEPRESSION SCREENING &
REMISSION**



Quality programs include measures related to both depression screening (prevention) and depression remission (management).

[Read More](#)

**CODING CORNER: MAJOR
DEPRESSIVE DISORDER
DOCUMENTATION & CODING**

**HCC CODING: MAJOR DEPRESSIVE
DISORDER - SPECIFICITY MAKES A
DIFFERENCE**



Diagnosis specificity goes beyond reimbursement. Supporting documentation and a specified diagnosis lets the entire care team know the patient's acuity.

[Read More](#)

2025 DEPRESSION SCREENING FLYER



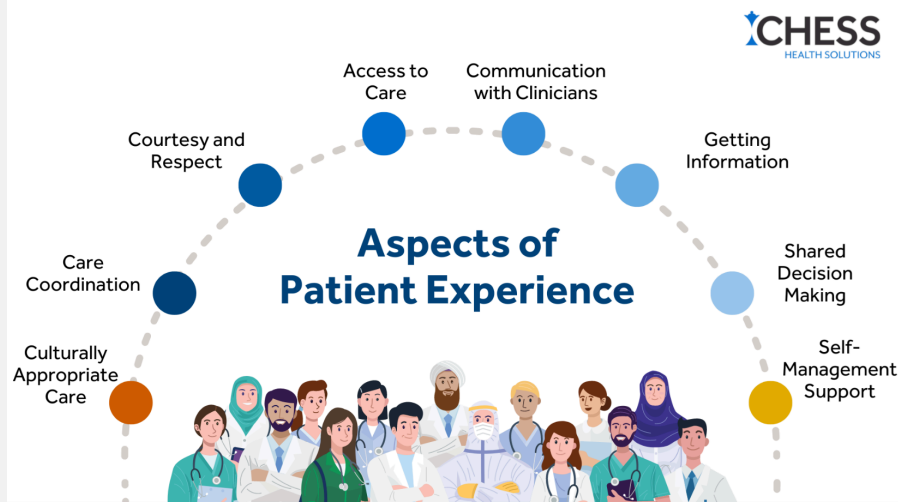
For risk adjustment purposes, providers must document major depressive disorder with the severity, and/or clinical status when relevant.

[Read More](#)

Increasing the rates of depression screening in primary care settings can significantly improve identification in both adolescents and adults.

[Read More](#)

Patient Experience



What is Patient Experience?

Patient experience (PEX) encompasses all patient interactions with a healthcare system, including care from health plans and from doctors, nurses, hospital staff, physician practices, and other healthcare facilities.

How is PEX Measured?

CMS uses Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys to measure patient experience. In addition to CAHPS, the Health Outcomes Survey (HOS) gathers patient experience data in Medicare Advantage programs.

Why Does Patient Experience Matter?

Improving PEX improves health. Patients who feel heard and experience positive care have better health outcomes and are more likely to adhere to treatment plans.

How can PEX be Improved?

- Identify PEX champion(s) in your organization
- Establish and prioritize PEX goals
- Consistently measure, monitor, and communicate PEX performance
- Conduct service excellence training for new hires and routinely for all employees

- Establish PEX workgroups to review data and quality improvement initiatives
- Conduct PDSAs on lower performing measures
- Use available resources from CAHPS and HOS developers, quality reference guides, and tools from payers
- Implement strategies that address PEX during office visits with a focus on workflows

[The Patient Experience and Value-based Care](#)
[Closing the Quality Gap: Patient Experience](#)
[What is Patient Experience & How is it Measured](#)
[MTV Podcast: The Value of Patient Experience](#)

PATIENT EDUCATION POINTER OF THE MONTH

Motivational Interviewing

Motivational Interviewing (MI) puts behavior change in the hands of the patient, reducing risky behaviors and promoting healthy behaviors. It is a collaborative, goal-oriented style of communication that emphasizes partnership and compassion.

Guiding principles of MI:

- Resist the "righting reflex" or urge to correct
- Use active listening to engage with patient
- Understand patient's motivations for change
- Ask open-ended questions
- Honor patient's values and freedom to choose
- Partnership-like collaboration
- Do not assume role of the expert

Structuring conversations using OARS will put behavior change goals in the hands of the patient, leading to successful MI. To learn more about this effective style of communication tune into the [Move to Value Podcast](#) or visit <https://www.chesshealthsolutions.com/2023/05/23/motivational-interviewing-partnering-with-patients/>.

Additional Resources

- [Updated: Cracking the Statin Intolerance Code](#)
- [Leveraging Technology to Reduce Utilization in VBC](#)
- [10 Tips for Fostering Collaboration in Value](#)

Past VBC Chronicle Editions

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