



Standards of Excellence 2010: Fact Sheet

May 5, 2010

What is Standards of Excellence (SOE)?

SOE is a CAPG Board initiative in its fourth year, designed to assess and report the key features and capabilities of accountable, coordinated healthcare organizations to bring value in *both* quality and affordability to *both* individual patients and large populations. The 2010 survey instrument and reports are posted on www.capg.org.

Who should be interested?

CAPG's Board believes that three core audiences need current, reliable information to make crucial choices in these challenging times.

1. Purchasers, both individual and corporate, need to spend resources carefully based upon objective criteria.
2. Government needs to know what actually works in order to support sensible policy decisions and sustainable reform, particularly with the ACO concept.
3. Our member groups welcome the stimulus of best practices which have been demonstrated to work in California...and we raise the bar every year.

What, specifically, does SOE assess?

SOE tabulates medical group infrastructure in 4 domains, each of them influencing a different aspect of care:

1. **Care Management**—inpatient and outpatient systems to support our physicians and patients to achieve reliability, safety, and affordability
2. **Health IT**—the essential tools to offer timely decision support, consistency in preventive and chronic care, and feedback to doctors for improvement
3. **Accountability and Transparency**—our willingness to measure and report our work in public, plus comply with stringent fiscal responsibility regulations of the State of California.
4. **Patient Centered Care**—features to accommodate individualized patient needs and preferences, embracing our responsible role in a culturally diverse community

Who Participated?

- Participation is voluntary. 80 CAPG groups caring for 10.8 million Californians in coordinated care format (90% of our HMO covered lives) participated in 2010.
- Over 90% of groups requested transparency: Their names and performance are posted on the CAPG website www.capg.org.

How is SOE Scored?

- Each Domain contains multiple questions with a maximum potential of points.
- Groups which surpass a recognition threshold, determined by a peer group of medical directors, earn a “Star” for that domain. The maximum achievable number of stars is four.
- “Drill down” reports are provided to each participating group for internal use.

Who Performed Well in 2010?

- 25 organizations, some with multiple subsidiary groups, caring for a population of over 9 million people, qualified for Four Stars—truly **Elite** performance in 2010. That total is up from 20 groups in 2009, despite the fact that the survey has become more demanding in each successive year.
- 14 organizations, some with multiple subsidiaries, qualified for Three Stars: **Exemplary** performance. Multiple Exemplary groups from 2009 moved up in 2010.

Any Trends Worth Noting?

- Annual improvement in each successive year, with tightening of the cluster at the high end, despite more rigorous and scalable questions. Many CAPG groups use SOE as an organizational development “roadmap.”
- Care Management, ethically performed, evidence based, and collegially engaged, is essential to both quality and affordability...and essential to fulfill the promises of a sustainable “medical home” and the potential of Accountable Care Organizations in the reform Act. In response to demands for rational resource use, we increased the prominence and the difficulty of this domain in 2010.
- The Patient Centered Care Domain was new in 2009, and in 2010, we saw a narrowing of the variability among groups and a significant boost in collective performance. We believe these changes also indicate a continuing embrace of patient access, service, and responsiveness in our diverse and demanding modern California.

For further information, please contact:

Wells Shoemaker MD, Medical Director, CAPG, at wshoemaker@capg.org