Patients Before Paperwork Initiative: Putting Patients First by Reducing Administrative Tasks

Presentation Overview

- Overview of Patients Before Paperwork Initiative

- Review of "Putting Patients First" Framework for Identifying and Analyzing Administrative Tasks

- "Putting Patients First" Policy Recommendations

- Reducing Administrative Tasks Action Plan

ACP's Patients Before Paperwork Initiative – began in 2015

- ✓ **Identify and prioritize** which complexities are of the top concern for ACP members and their patients.

- ✓ **Educate** ACP members, other physicians, consumer advocates, and policy makers on what makes up administrative complexities, including the intent of the requirement and how the complexity impacts patients and physicians.

- ✓ **Implement** the most effective advocacy, stakeholder engagement, and practice support approaches to help mitigate or eliminate the top priority complexities and to help ACP members (and other physicians) address those complexities that cannot be eliminated.

- ✓ **Achieve results** that reduce physician burn-out, help restore the joy of practice, and reinvigorate the patient-physician relationship.

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Patients Before Paperwork

An ACP initiative to reinvigorate the patient-physician relationship by challenging unnecessary practice burdens.

ACP has long identified reducing administrative complexities or burdens as a priority. Ongoing actions to achieve this goal have included developing and maintaining related policy, participating in various efforts to work to alleviate specific regulatory and insurance requirements, and eliminating other unessential tasks that detract from patient care and contribute to physician "burn-out."

In March 2017, ACP published a foundational set of policy recommendations on reducing excessive administrative tasks. "Putting Patients First by Reducing Administrative Tasks in Health Care: A Position Paper of the American College of Physicians ⤢" provides a cohesive framework for identifying and evaluating administrative tasks and outlines detailed recommendations to reduce excessive administrative tasks across the health care system.

Additionally, in October 2017, ACP published a paper titled "Promoting Transparency and Alignment in Medicare Advantage 📄." This paper calls on Medicare Advantage plans to increase transparency and align their processes, policies, and procedures in order to reduce excessive and burdensome administrative tasks.

https://www.acponline.org/advocacy/where-we-stand/patients-before-paperwork

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Patients Before Paperwork Initiative

Annals of Internal Medicine®

POSITION PAPERS | 28 MARCH 2017

Putting Patients First by Reducing Administrative Tasks in Health Care: A Position Paper of the American College of Physicians FREE

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Article, Author, and Disclosure Information

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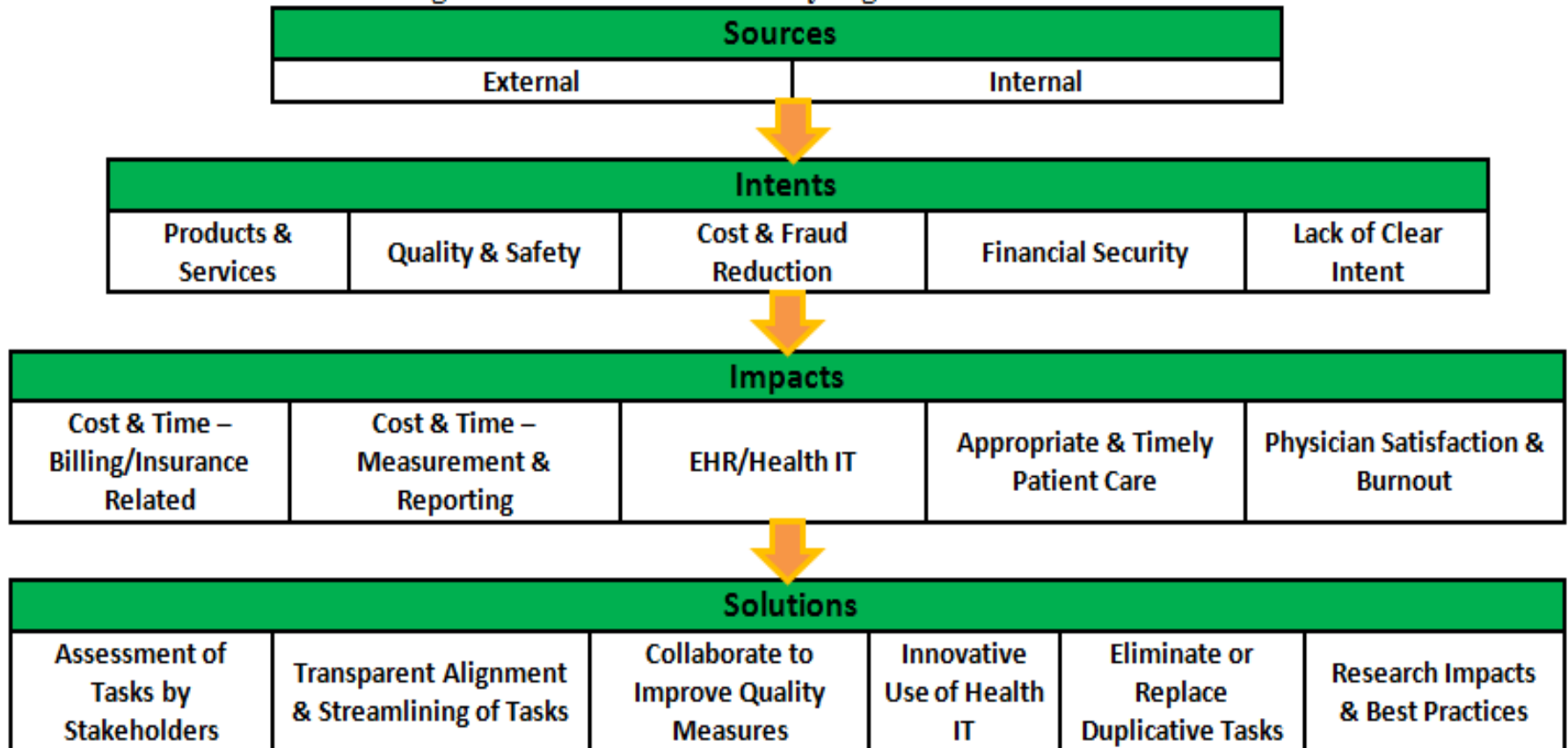References
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Abstract

This American College of Physicians (ACP) position paper, initiated and written by ACP's Medical Practice and Quality Committee and approved by the Board of Regents on 21 January 2017, reports policy recommendations to address the issue of administrative tasks to mitigate or eliminate their adverse effects on physicians, their patients, and the health care system as a whole. The paper outlines a cohesive framework for analyzing administrative tasks through several lenses to better understand any given task that a clinician and his or her staff may be required to perform. In addition, a scoping literature review and environmental scan were done to assess the effects on physician time, practice and system cost, and patient care due to the increase in administrative tasks. The findings from the scoping review, in addition to the framework, provide the backbone of detailed policy recommendations from the ACP to external stakeholders (such as payers, governmental oversight organizations, and vendors) regarding how any given administrative requirement, regulation, or program should be assessed, then potentially revised or removed entirely.

The American College of Physicians (ACP) has long identified reducing administrative tasks as an important objective, maintaining significant policy and participating in many efforts with this goal in mind, including developing the "Patients Before Paperwork" initiative in 2015. The growing number of administrative tasks imposed on physicians, their practices, and their patients adds unnecessary costs to the U.S. health care system, individual physician practices, and the patients themselves. Excessive administrative tasks also divert time and focus from more clinically important activities of physicians and their staffs, such as providing actual care to patients and improving quality, and may prevent patients from receiving timely and appropriate care or treatment. In

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Recent PB4P work includes: ACP Position Paper, *Putting Patients First by Reducing Administrative Tasks in Health Care,* outlining cohesive framework for identifying/evaluating administrative tasks as well as detailed policy recommendations to reduce excessive administrative tasks across the health care system.

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"Putting Patients First"
Framework for Analyzing Administrative Tasks

Figure 1: Framework for Analyzing Administrative Tasks

Sources	
External	Internal

Intents				
Products & Services	Quality & Safety	Cost & Fraud Reduction	Financial Security	Lack of Clear Intent

Impacts				
Cost & Time – Billing/Insurance Related	Cost & Time – Measurement & Reporting	EHR/Health IT	Appropriate & Timely Patient Care	Physician Satisfaction & Burnout

Solutions					
Assessment of Tasks by Stakeholders	Transparent Alignment & Streamlining of Tasks	Collaborate to Improve Quality Measures	Innovative Use of Health IT	Eliminate or Replace Duplicative Tasks	Research Impacts & Best Practices

"Putting Patients First"
External Sources of Administrative Tasks

- Public and Private Payers
- Government Entities and Oversight
- Oversight by Private Entities
- Vendors and Suppliers
- Other Healthcare Organizations
- Measurement of Patient Experience and Evolving Consumer Experience

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Internal Sources of Administrative Tasks

- Inefficient Workflow

- Lack of Effective Team-based Care

- Inability to use Technology Effectively and Efficiently

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Intents of Administrative Tasks

- Provision of Payment

- Ensuring Care is High-Quality & Safe

- Reduction of Excess Utilization, Fraud & Abuse

- Ensuring Financial Security & Profit for the Entity

- Lacking Clear Intent

"Putting Patients First" Impacts of Administrative Tasks

- Billing & Insurance-Related Activities
- Measurement & Reporting Impacts
- EHR/Health IT Impacts
- Impact on Clinical & Patient Care
- Impact on Physician Satisfaction - *Burnout*

# "Putting Patients First" Solutions

ACP Policy Recommendations to Reduce Administrative Tasks:

1. Stakeholders who develop or implement administrative tasks should provide financial, time, and quality of care impact statements for public review and comment.

2. Tasks that cannot be eliminated must be regularly reviewed, revised, aligned and/or streamlined, with the goal of reducing burden.

3. Stakeholders should collaborate to aim for performance measures that minimize unnecessary burden, maximize patient- and family-centeredness, and integrate measurement of and reporting on performance with quality improvement and care delivery.

4. Stakeholders should collaborate in making better use of existing health IT, as well as develop more innovative approaches.

5. As the US health care system evolves to focus on value, stakeholders should review and consider streamlining or eliminating duplicative administrative tasks.

6. Rigorous research is needed on the impact of administrative tasks on our health care system.

7. Research on and dissemination of evidence-based best practices to help physicians reduce administrative burden within their practices and organizations.

"Putting Patients First"
Categorizing Administrative Tasks

Figure 2: Taxonomy for Categorizing Administrative Tasks as Worthwhile and Should Remain in Place, or Tasks that are Burdensome and Should Be Revised or Eliminated Entirely
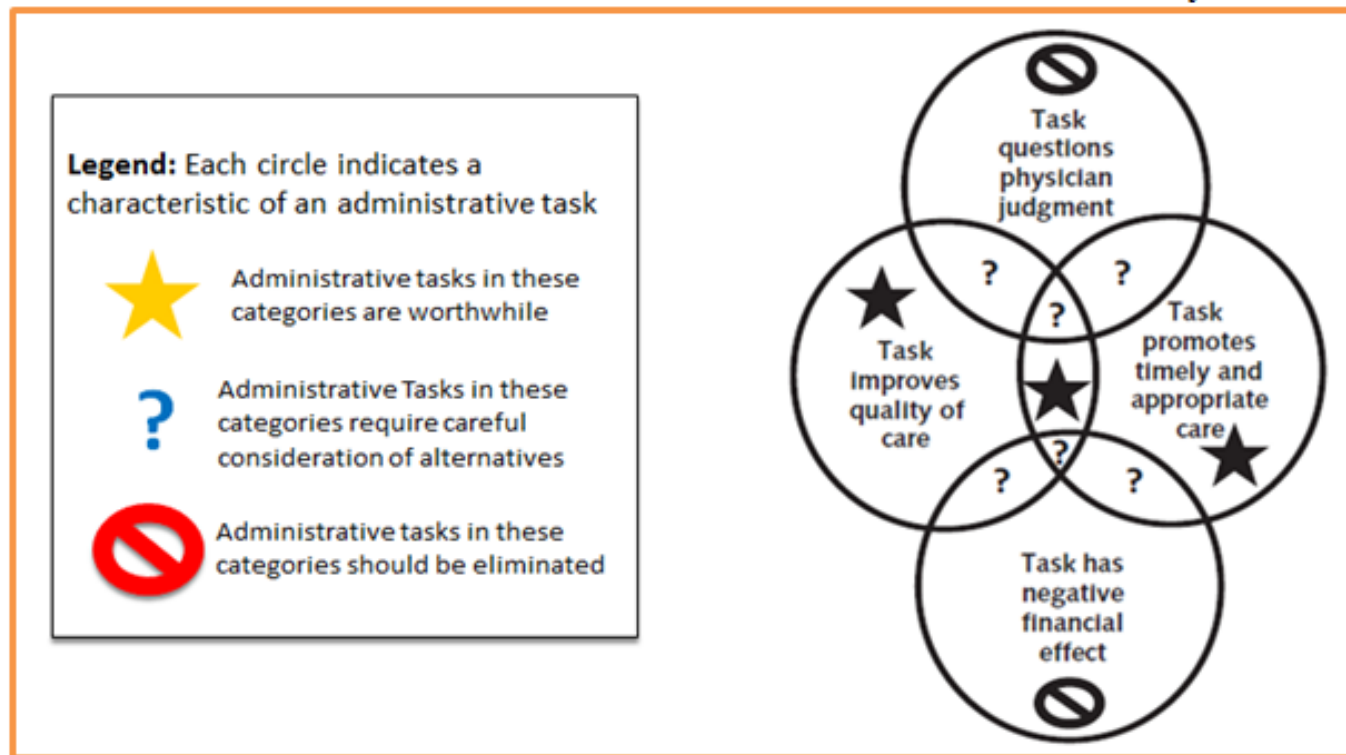
Reducing Administrative Tasks Action Plan

Reducing Administrative Tasks Action Plan: ACP developed a post-publication work plan to operationalize the framework and recommendations outlined in the policy paper

Further Policy Development (Published Oct 2): _Promoting Transparency and Alignment in Medicare Advantage_ – ACP policy recommendations to promote transparency and align MA policies to decrease administrative burdens associated with participating in MA

Comments to Regulatory and Legislative Groups:
- Comments to CMS on 2018 QPP Proposed Rule
- Comments to CMS on 2018 PFS Proposed Rule
- Feedback to Ways and Means Subcommittee on Health regarding Medicare Red Tape Relief Project

Reducing Administrative Tasks Action Plan cont.

Ongoing Outreach to External Sources of Administrative Tasks Identified in the Paper:

- Initial round of outreach letters sent to: CMS, ONC, AHIP, BCBSA, EHRA, MDMA, MedPAC

- Meetings held with stakeholders to discuss policy and establish next steps for future collaboration – continue to move forward with next steps with these groups

Administrative Tasks and Best Practices Data Collection Tool

Resources for Website Under Development:

- **Individual Advocacy Letters:** Letter templates for individual members to contact the External Stakeholders identified as sources of administrative burden.

- **PowerPoint Presentations and Talking Points:** To be used for chapter presentations and other educational opportunities to educate members and provide guidance on how to communicate ACP's policy recommendations and framework for reducing administrative burdens

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Reducing Administrative Tasks Action Plan cont.

Administrative Tasks and Best Practices Data Collection Tool:

- ACP members enter either an administrative task or best practice with the option to return and add multiple entries – these entries will be added to the Administrative Tasks and Best Practices Library (hosted on ACP Online)

- Resource for physicians to communicate administrative pain points with staff and share and review best practices to address these issues

- It will also serve as a tool for staff to advocate and provide specific examples to the external sources of these tasks.

Administrative Tasks and Best Practices Survey

We at ACP thank you in advance for helping us collect information from our members on the administrative tasks you are facing and also best practices to deal with those tasks. We recognize that completing online surveys is one more administrative task for you to perform and we appreciate your willingness to help us!

Tell us about yourself

Welcome back

Now that you've told us a bit about yourself and your practice environment, please submit an:
ADMINISTRATIVE TASK
or
BEST PRACTICE

Q.2 How would you categorize this administrative task?

Choose one or two
- Clinical documentation requirements
- EHR functionality-related tasks
- Billing and insurance-related tasks
- Quality measure reporting
- Prior authorization tasks
- Patient referral paperwork
- Durable medical equipment paperwork
- FMLA paperwork
- Other prescription-related paperwork

Other: _____