Patients Before Paperwork Initiative

Reinvigorating the patient-physician relationship by challenging unnecessary and excessive administrative burdens

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

As part of the Patients Before Paperwork iniative, ACP developed a position paper that provides a framework for identifying and evaluating administrative tasks and outlines detailed policy recommendations to reduce excessive administrative tasks across the health care system.

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

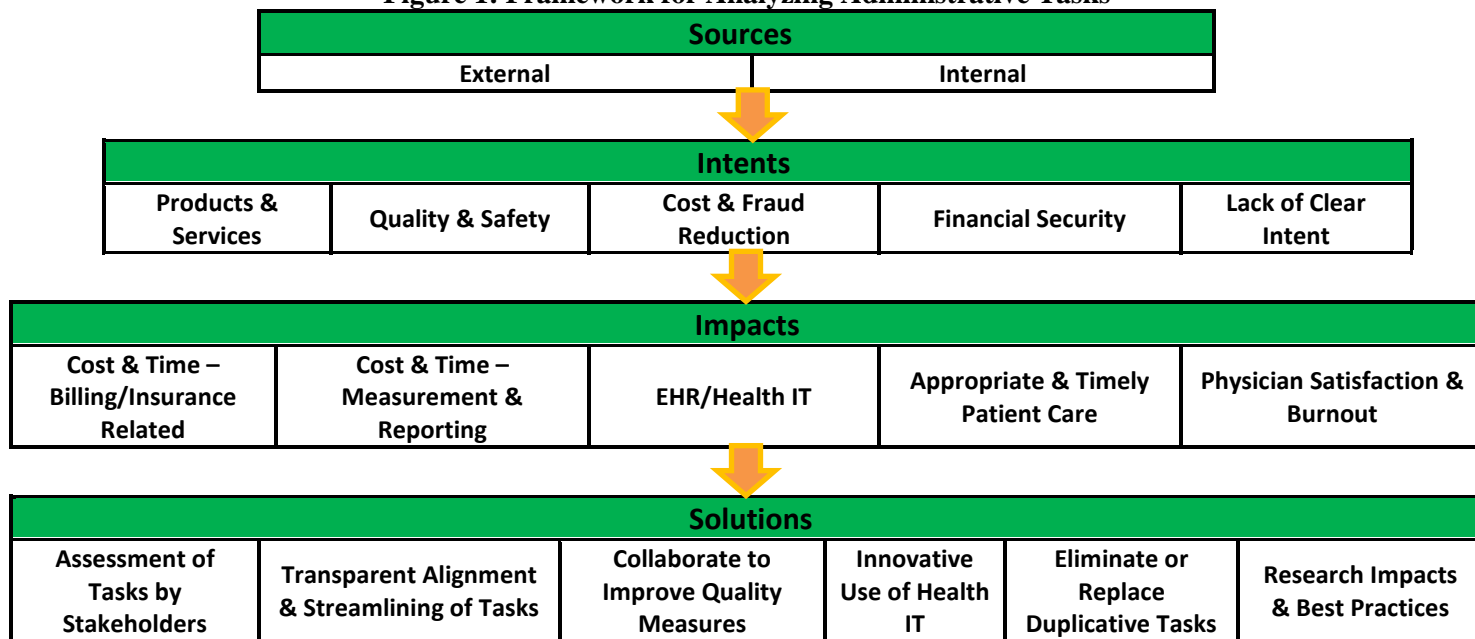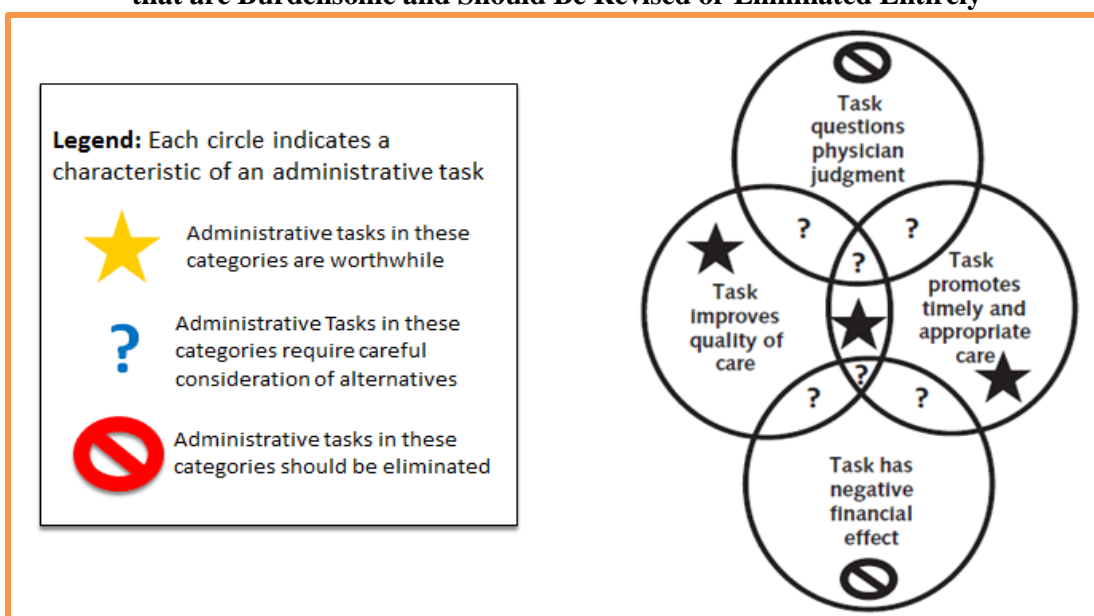| Solutions					
Assessment of Tasks by Stakeholders	Transparent Alignment & Streamlining of Tasks	Collaborate to Improve Quality Measures	Innovative Use of Health IT	Eliminate or Replace Duplicative Tasks	Research Impacts & Best Practices

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

Policy Recommendations

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.

ACP's Reducing Administrative Tasks Action Plan

The College has developed an action plan to operationalize and promote the policy recommendations described in the paper:

- **Medicare Advantage (MA) Policy Development:** *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
- **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:** Members can enter either an administrative task or a best practice (i.e., approach to dealing with an administrative task—this could be one you are using already or a new idea). This tool ultimately will serve as a means for physicians to communicate administrative pain points with ACP staff, share best practices and innovative ideas with each other, and help inform the creation of additional tools and services.
- **Collaborations with Other Groups:** Staff will align with ACP's broader efforts to promote physician wellness as well as align with external stakeholders actively working on reducing, streamlining, and eliminating excessive administrative tasks
- **Resources for Website Under Development:** The College has put together a list of resources to help individual members on practice-specific sources of administrative burden:
    - **Individual Advocacy Letters:** Letter templates for individual members to contact the external stakeholders they have identified as sources of administrative burden
    - **PowerPoint Presentations:** These can be used for chapter presentations and other educational opportunities
    - **Current ACP Practice Resources:** Practice Advisor®, Physician & Practice Timeline®, AmericanEHR, Medical Coding Resources, High-Value Care Coordination Resources, etc.

For more information, check out the following links:

- **Patients Before Paperwork Initiative Website:** https://www.acponline.org/advocacy/where-we-stand/patients-before-paperwork
- **Contact us at** policy-regs@acponline.org