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.

[https://www.acponline.org/advocacy/where-we-stand/patients-before-paperwork](https://www.acronline.org/advocacy/where-we-stand/patients-before-paperwork)
Patients Before Paperwork Initiative

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.
“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

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“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
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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*
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

Legend: Each circle indicates a characteristic of an administrative task

- Administrative tasks in these categories are worthwhile
- Administrative tasks in these categories require careful consideration of alternatives
- Administrative tasks in these categories should be eliminated
- Task questions physician judgment
- Task promotes timely and appropriate care
- Task has negative financial effect
- Task improves quality of care
- Task has negative financial effect
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
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.