

Value Transformation Framework

WHAT

Is the Value Transformation Framework?

For health centers, **Value Transformation** refers to changes undertaken by the organization to achieve value-based goals. The value-based “Quadruple Aim” goals are:



Improved health outcomes



Improved patient experience



Improved staff experience



Reduced costs

The **Value Transformation Framework**, developed by NACHC’s Quality Center, gathers and organizes evidence-based and promising practices to transform a health center’s infrastructure, people, and care delivery systems toward achievement of the Quadruple Aim goals.

WHY

Is This Framework Important for Health Centers Now?

The transition towards value-based care requires health centers to simultaneously focus on improving health outcomes, improving patient and staff experience, and reducing costs as a business imperative. One of the greatest threats to health centers’ advancement toward value-based care is not the lack of solutions but, rather, the lack of a framework that organizes proven and promising solutions into a tangible set of action steps. Health centers, and the staff working within the centers, have reached a point of potentially diminished return given the overwhelming volume of information, recommendations and competing improvement efforts.

Leadership and staff need a succinct, evidenced-based framework to create action plans towards value transformation.

The **Value Transformation Framework** addresses these challenges by translating research, proven solutions and promising practices in three domains (**infrastructure**, **care delivery**, and **people**) into manageable steps health centers can apply in advancing the Quadruple Aim.

Elements of the Value Transformation Framework

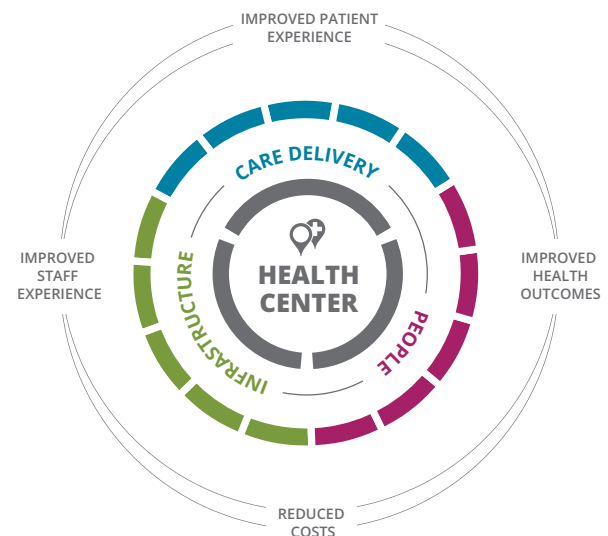
Domain: An organizational area that can be enhanced to positively influence transformation goals. The Value Transformation Framework focuses on the key domains of: infrastructure, care delivery, and people.

Change Areas: Sub-categories within each domain that, if addressed, contribute toward Quadruple Aim goals. Each change area of the Value Transformation Framework may have multiple Action Guides.

Action Guides: Concrete, recommended actions to advance a specific Change Area.

Tools and resources: Additional resources to support changes.

Value Transformation Framework resources are available for download in the Quality Center @ bit.ly/nachcqualitycenter








WHAT






Are the Domains and Change Areas of the Value Transformation Framework?

The **Value Transformation Framework** translates evidence and guides action across three organizational domains:






► Care Delivery

-  **Population Health Management** - The systematic process of utilizing data on patient populations to target interventions for better health outcomes at lower cost, with a better care experience.
-  **Patient-Centered Medical Home (PCMH)** - A model of care that transforms the delivery of primary care into a comprehensive system where patients are more effectively managed and more actively engaged.
-  **Evidence-Based Care** - The decision making process for patient care that integrates clinical expertise and best-practice research with patient values and self-care motivators.
-  **Care Management** - A way to manage high-risk and other subgroups of patients with more targeted services, when and how they need it.
-  **Social Determinants of Health (SDOH)** - The circumstances that influence a person's health status and the care they receive—based on factors such as where a person is born, grows up, lives, and works.

► Infrastructure

-  **Improvement Strategy** - The process of measuring and communicating information about the quality, value, and outcomes of the health care experience and using this information to drive improved performance.
-  **Health Information Technology (HIT)** - Leveraging health information technology to track, improve, and manage health outcomes and costs.
-  **Policy** - Decisions, plans, and actions that guide efforts toward improved health outcomes, improved patient and staff experience, and reduced costs.
-  **Payment** - Value-based and sustainable payment methods and models.
-  **Cost** - The direct and indirect expense of delivering comprehensive primary care to health center patients as well as consideration of the total cost of care for attributed patients.

► People

-  **Patients** - Incorporating the patient perspective into governance, care system design, and individual care.
-  **Care Teams** - Groups of staff with different skills who work together to deliver and improve care, offering a wider range of services more efficiently than a provider alone.
-  **Leadership** - How a leader or governing body uses their position, responsibility, and knowledge to lead people, care delivery processes, and infrastructure to reach transformational goals.
-  **Workforce** - The staff, trained and engaged, to support the health center's mission and goals.
-  **Partnerships** - The collaborations and active relationships made by the health center in pursuit of the Quadruple Aim.