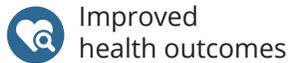


Value Transformation Framework

WHAT

Is the Value Transformation Framework?

The **Value Transformation Framework** is an organizing approach to help community health centers undertake systems change to achieve greater value - defined as the Quadruple Aim:



Improved health outcomes



Improved patient experience



Improved staff experience



Reduced costs

The Framework gathers and translates research, proven solutions, and promising practices across three domains (infrastructure, care delivery, and people) into actionable steps health centers can apply to improve health outcomes, patient and provider experience, and lower costs.

WHY

Is This Framework Important for Health Centers Now?

With the transition towards value-based care, health centers have a business imperative to simultaneously focus on improving quality, improving outcomes, and reducing costs. Balancing the complex task of systems change in the face of overwhelming volumes of information, evidence-based recommendations, and promising practices requires the ability for individuals and systems to absorb, synthesize, and translate information into action.

Leadership and staff need a succinct, evidenced-based approach to create action plans towards value transformation. This need for a guiding organizational framework drove the development of the **Value Transformation Framework**.

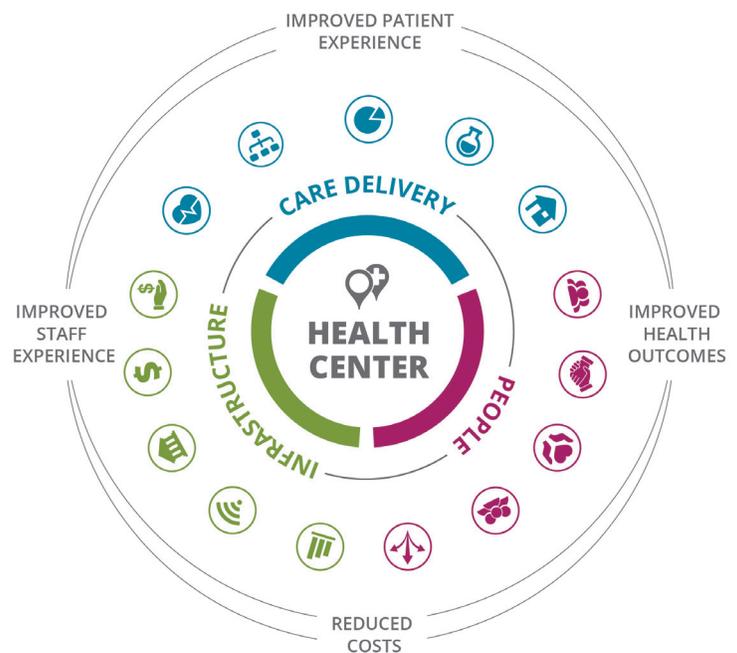
Elements of the Value Transformation Framework

Domains: Organizational areas 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: 15 focus areas for transformation, each with defined action steps for improvement. Each change area of the Value Transformation Framework may have multiple Action Guides.

Action Guides: Concise, evidence-based documents that recommend action steps to advance each change area.

Tools and resources: Additional resources to help health centers implement steps listed in the Action Guides.

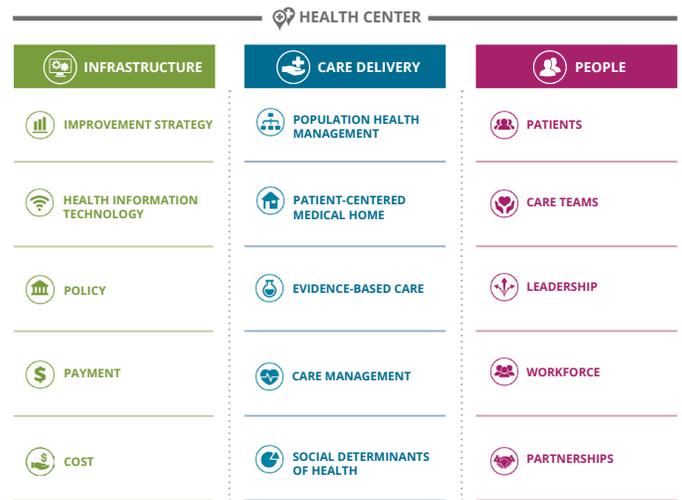


Learn more about the **Value Transformation Framework** and download Action Guides at bit.ly/nachcqualitycenter.

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:



► 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.

► Care Delivery



Population Health Management - The systematic process of utilizing data on patient populations to target interventions for better health outcomes, with a better care experience, at a lower cost.



Patient-Centered Medical Home (PCMH) - A model of care that transforms the delivery of primary care into a comprehensive, patient-centered system focused on high quality, accessible, and coordinated care.



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 - An approach to managing high-risk and other subgroups of patients with more targeted services, when and how they need them.



Social Determinants of Health (SDOH) - The economic and social circumstances that influence health, including the environments in which a person is born, lives, and works.

► 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 health centers in pursuit of the Quadruple Aim.