



Comprehensive Primary Care (CPC) Initiative: Transforming Primary Care in the United States

From 2012-2016, 36 public and private payers partnered with over 2,000 clinicians. As of September 2015, payers invested over \$370 million to transform primary care. 445 practice sites across seven geographic regions participated, impacting the care of about 327,000 Medicare beneficiaries and nearly 3 million patients nationwide. The following is a sample of CPC's legacy moving forward.

Impact on Patients

Patients seeking care at CPC practices had access to highly coordinated care when they needed it. Patients were empowered to take part in decisions and redesign care to meet their needs.

99%

Percentage of CPC practices that expanded availability of **same or next day appointments**

7% → 77%

Increase in percentage of CPC practices **offering communication** with the practice team through email, text messaging, or patient portal

26% → 74%

Increase in percentage of CPC practices that had arrangements with EDs and hospitals to allow for **routine tracking** and follow-up for discharged patients



"They're very timely, very accessible... I can't say it's always been that way, but it certainly has been for the past couple years."

-Patient of a CPC Practice

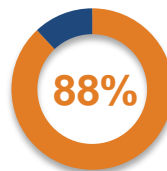
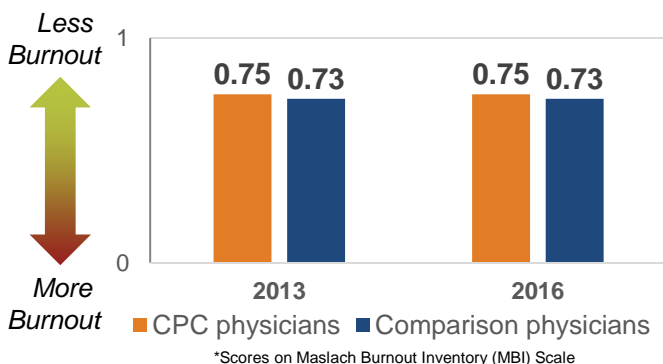
Improving Flexibility and Patient-Centeredness

1. Access to new scheduling, hours, appointment types
2. Changes to front office staffing and waiting areas
3. Enhancing relationships between patients and their practitioners

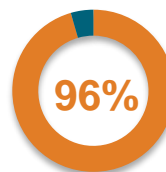
Impact on Clinicians

Despite intensive CPC transformation, there was no increase in physician burnout. Most clinicians would choose to participate again – and many are in Comprehensive Primary Care Plus (CPC+).

Rates of Physician Burnout



Percentage of practices that participated all four years of CPC



Percentage of CPC practices that continued participation in CPC+



"While it hasn't been easy, we have seen the positive results of our efforts in the **improved fulfillment in our professional lives**. We think it's fun to be leaders in healthcare reform and greatly appreciate the opportunity, resources, and direction that CMS has provided."

-CPC Physician, Arkansas Region

Impact on Payer Collaboration

CPC catalyzed payers across the U.S. to align their support of primary care transformation.



90%

Percentage of CPC payers offering data to practices



90%

Percentage of practices reporting payer data was very or somewhat useful



3

Number of CPC regions in which payers collaboratively selected a vendor to streamline all data onto one practice report

“Having [data] across multiple payers makes it more relevant and helps build our confidence in selecting appropriate interventions, identifying trends, and effectively assigning resources.”

-CPC Physician, Colorado Region

“We have built a relationship in our CPC group. We’re kind of like a little family... It helps to make sure we’re all moving down the path together—seeing priorities appropriately.”

-CPC Payer Partner, Arkansas Region



Innovation Spotlight: Oklahoma Field Service Team

- Collaboration between payer partners and CMS learning faculty
- Included representatives from each CPC payer partner
- Payers provide practice liaisons and care management training

Impact on Primary Care Reform

States leveraged CPC as the cornerstone of their primary care reform efforts. Examples include:



Arkansas

CPC was the foundation of the Arkansas Health Care Payment Improvement Initiative, according to payers in the state.



Colorado

Colorado SIM mirrors CPC’s structures and supports, as CPC payers promote integration of physical and behavioral health.



Ohio

CPC was the blueprint for the goal of statewide implementation of PCMH in the State Health Care Innovation Plan.

Learn more about the Comprehensive Primary Care initiative

- Visit the [website](#) for more resources.
- Still have questions? [Email](#) the CPC team.
- Understand CPC’s legacy in the [Comprehensive Primary Care Plus model](#).

“CPC has been more transformative than any prior experience I have been involved with over my 27 year old practice.

-CPC Physician, New York Region