




# Risk Stratification and Longitudinal Care Management Learning and Action Summary


This learning and action summary pulls together resources<sup>1</sup>, videos<sup>2</sup>, and guidance shared during various learning events and organizes content, so that you can easily reference materials as you risk stratify patients in your practice. This guide provides content and resources that complement suggested implementation approaches provided in the [CPC+ Implementation Guide](#).

## Understand the Role of Risk Stratification in CPC+

Action	Resource
<b>Understand the goal of risk stratification in CPC+.</b>	<ul style="list-style-type: none"><li>• Review risk stratification in the Key Concepts section of the <a href="#">CPC+ Implementation Guide</a>.</li><li>• Review Function 2: Care Management in the <a href="#">Care Delivery Resource</a>.</li><li>• Watch the <a href="#">CPC+ Orientation Care Delivery Requirements</a> video, which depicts the changes in care delivery requirements from 2018 to 2019, most of which remain current today. This video can provide practice staff, especially new hires, a basic orientation to the CPC+ Care Delivery Requirements. </li><li>• Read this article by the Colorado Beacon Consortium: <a href="#">Predict, Prioritize, Prevent: Nine things practices should know about risk stratification and panel management</a>.</li></ul>

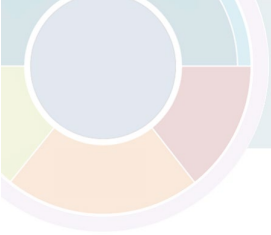
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<sup>1</sup> Some of the resources listed in this summary report, including tools shared by other practices, reside on [CPC+ Connect](#). To directly access these links, log in to your CPC+ Connect account first. If you are not logged in to your CPC+ Connect account and select one of these links, you will be directed to the website login page. Log in to the website, then return to this document and select the link again to open a new window.






<sup>2</sup>  This icon denotes a live video clip and provides alternative text describing video clip contents. Hover over this icon with your cursor to view video descriptions.

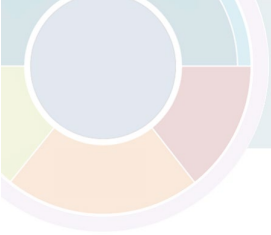
## Select Your Preferred Strategy for Risk Stratification

Action	Resource
<p><b>Understand Two-Step Risk Stratification in CPC+.</b></p> <ul style="list-style-type: none"> <li>Risk Stratification Algorithm</li> <li>Clinical Intuition</li> </ul>	<ul style="list-style-type: none"> <li>Watch the PIA on <a href="#">What is 2 Step Risk Stratification and How Does it Work?</a> to understand the CPC+ two-step risk stratification process, which includes the use of a risk stratification algorithm and clinical intuition. ⓘ</li> <li>Resources shared by practices: <ul style="list-style-type: none"> <li><a href="#">Risk Stratification Action Plan (Crystal Lake Clinic)</a></li> <li><a href="#">Risk Stratification Protocol (Crystal Lake Clinic)</a></li> </ul> </li> </ul>
<p><b>Review available risk stratification methodologies.</b></p>	<ul style="list-style-type: none"> <li>Review example published risk-stratification methodologies: <ul style="list-style-type: none"> <li><a href="#">Hierarchical Condition Category (HCC) (CMS)</a> <ul style="list-style-type: none"> <li>A prospective model used to calculate risk scores for beneficiaries enrolled in Medicare Advantage (MA) plans. HCC uses diagnoses based on face-to-face encounters and modified with Medicaid factors (coefficients) that complement diagnoses.</li> </ul> </li> </ul> </li> </ul>
<p><b>Choose, modify, or create a risk-stratification methodology that best suits your practice.</b></p> <ul style="list-style-type: none"> <li>Choose or develop a risk-stratification method.</li> <li>Examine your population using available data or clinical team qualitative input.</li> </ul>	<ul style="list-style-type: none"> <li>Modify an existing risk-stratification method: <ul style="list-style-type: none"> <li><a href="#">Using the AAFP Model and Clinical Intuition to Create a Dynamic Two-Step Risk Stratification Model</a> ⓘ</li> </ul> </li> <li>Create your own risk-stratification method: <ul style="list-style-type: none"> <li><a href="#">Developing a Two-Step Risk Stratification Algorithm</a> ⓘ</li> <li><a href="#">Two-Step Risk Stratification and Creating an Adult Risk Stratification Tool</a> ⓘ</li> </ul> </li> <li>Review tools shared by practices on CPC+ Connect: <ul style="list-style-type: none"> <li><a href="#">Mercy Family Medicine Adult Risk Stratification Tool</a></li> <li><a href="#">St. Bernard's Clopton Clinic's Four-Stratum Risk Stratification Tool</a></li> <li><a href="#">Village Primary Care's Five-Stratum Risk Stratification Tool</a></li> </ul> </li> </ul>



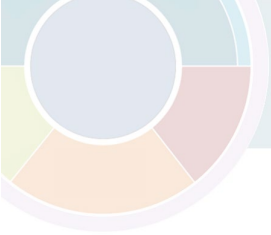
## Risk Stratify Your Patient Population and Identify Patients for Care Management

Action	Resource
<p><b>Use risk stratification to identify patients for care management.</b></p> <ul style="list-style-type: none"><li>• Identify which patients to target</li><li>• Identify care team members to support patients with complex needs</li></ul>	<ul style="list-style-type: none"><li>• Watch the PIA on <a href="#">Using Your Risk Stratification to Target Care Management</a> to learn how to best use your risk stratification process to inform both episodic and longitudinal care management services. </li><li>• Watch the <a href="#">CPC+ Pillars of Success: Identifying Patients for Care Management</a> video. </li><li>• Resources shared by practices:<ul style="list-style-type: none"><li>◦ <a href="#">Risk Management Process (Randy D. Walker MD)</a></li><li>◦ <a href="#">Risk Management Tool (Randy D. Walker MD)</a></li></ul></li></ul>
<p><b>Use risk stratification to provide targeted longitudinal and episodic care management.</b></p> <ul style="list-style-type: none"><li>• Identify which patients to target</li></ul>	<ul style="list-style-type: none"><li>• Watch the PIA on <a href="#">Using Risk Stratification to Prioritize Care Management Services</a> to learn how to best use your risk stratification process to create and execute a consistent risk stratification process that targets high-risk populations. </li><li>• Watch the <a href="#">CPC+ Pillars of Success: Engaging Patients and Caregivers in Longitudinal Care Management</a> video. </li><li>• Watch the <a href="#">CPC+ Pillars of Success: Episodic Care Management</a> video. </li><li>• Read <a href="#">CPC+ Spotlight 1: Using Risk Stratification to Target Care Management Resources</a>.</li></ul>



## Develop Workflows and Strategies to Address the Needs of High-Risk Patients

Action	Resource
<p><b>Implement targeted, relationship- based longitudinal care management.</b></p> <ul style="list-style-type: none"><li>• Build long-term patient relationships.</li><li>• Build your care team and prepare your staff for care management.</li><li>• Identify high-risk patients and proactively monitor and coordinate care.</li><li>• Meet the needs of high-risk patients.</li><li>• Set goals with the patient and develop collaborative plans.</li></ul>	<ul style="list-style-type: none"><li>• Build a relationship with your patient population:<ul style="list-style-type: none"><li>○ <a href="#">Steps for Partnering with Patients and Caregivers</a> ⓘ</li><li>○ <a href="#">Determine the Frequency of Patient Interactions and Follow-ups</a> ⓘ</li></ul></li><li>• Build your care team and include your care manager:<ul style="list-style-type: none"><li>○ <a href="#">The Roles of the Care Team and Care Manager</a> ⓘ</li><li>○ <a href="#">Important Care Manager Skills and Responsibilities for Longitudinal Care Management</a> ⓘ</li></ul></li><li>• Address the needs of high-risk patients:<ul style="list-style-type: none"><li>○ <a href="#">Use Your Risk Score to Drive Your Care Management Approach</a> ⓘ</li><li>○ <a href="#">Target High-Risk Patients for Longitudinal Care Management</a> ⓘ</li><li>○ <a href="#">Identify High-Risk Patients and Assess Patient Needs and Patient Activation</a> ⓘ</li></ul></li><li>• Develop collaborative care plans:<ul style="list-style-type: none"><li>○ <a href="#">Use Health IT to Develop Care Plans and Enhance Longitudinal Care Management</a> ⓘ</li><li>○ <a href="#">Use Motivational Interviewing to Identify Patient Progress and Develop Care Plans with the Patient</a> ⓘ</li></ul></li><li>• Watch the <a href="#">Personalized Care Planning</a> video. ⓘ</li><li>• Review tools shared by practices on CPC+ Connect:<ul style="list-style-type: none"><li>○ <a href="#">Traverse Bay Internal Medicine's Patient-Oriented Action Plan</a></li><li>○ <a href="#">Advancing Longitudinal Care Management Services Snapshot</a></li><li>○ <a href="#">Expanding Care Management Services in a Small Rural Snapshot</a></li><li>○ <a href="#">Joint Venture for Care Management Services Snapshot</a></li><li>○ <a href="#">Centralized Quality Team Snapshot</a></li></ul></li></ul>



## Monitor and Refine Your Risk Stratification Process

Action	Resource
<p><b>Refine your risk stratification process.</b></p> <ul style="list-style-type: none"><li>• Evaluate results</li><li>• Define the process and frequency</li><li>• Manage effectiveness</li><li>• Monitor and refine methodology</li></ul>	<ul style="list-style-type: none"><li>• Watch the PIA on <a href="#">Risk Stratification: Refining Your Process Over Time</a> to learn key considerations in monitoring and adjusting your chosen risk stratification methodology over time. ⓘ</li><li>• Use data to proactively monitor your progress:<ul style="list-style-type: none"><li>○ <a href="#">Use Your Electronic Health Record (EHR) to Track Progress on Patients Who Are Risk Stratified and Receiving Longitudinal Care Management</a> ⓘ</li><li>○ <a href="#">Use Data to Determine if Your Care Management Approach is Working</a> ⓘ</li></ul></li><li>• Document risk scores and track progress:<ul style="list-style-type: none"><li>○ <a href="#">Using EHR Flowsheets and Standardized Care Plans to Manage High-Risk Patients</a> ⓘ</li></ul></li></ul>

## Network with Practices Like Yours

Action	Resource
<p><b>Collaborate with other practices implementing and modifying their risk stratification strategies.</b></p> <ul style="list-style-type: none"><li>○ Join discussions in affinity groups with practices that share your same health IT vendor to find information on how to optimize application of your EHR.</li></ul>	<ul style="list-style-type: none"><li>• Join in on the conversation and share best practices and resources on CPC+ Connect:<ul style="list-style-type: none"><li>○ <a href="#">CPC+ Connect</a></li></ul></li><li>• Explore the frequently asked questions (FAQs), called “Articles,” available on <a href="#">CPC+ Connect</a>.<ul style="list-style-type: none"><li>○ Search for FAQs using the CPC+ Connect universal search bar or scan the Articles tabs in the Topics pages.</li></ul></li></ul>

## Resource Quick Access List

This section of the resource and action guide provides a summary list of resources and links.

Resource Category	Resource Type	Link
<p><b>National Webinars</b></p> <p>CPC+ national webinars are one-hour learning events that deliver content on specific CPC+ change concepts. Links to national webinars that relate to risk stratification are listed on the right.</p>	<p><b>2017 Care Management Webinar</b></p>	<p><a href="#">Care Management Webinar</a> ⓘ</p>
<p><b>Learning Products</b></p> <p>CPC+ learning products include on-demand videos and podcasts. Links to learning products that relate to risk stratification are listed on the right.</p>	<p><b>Learning Products</b></p>	<p><a href="#">CPC+ Orientation Care Delivery Requirements Video</a> ⓘ</p> <p><a href="#">CPC+ Pillars of Success: Identifying Patients for Care Management Video</a> ⓘ</p> <p><a href="#">CPC+ Pillars of Success: Engaging Patients and Caregivers in Longitudinal Care Management Video</a> ⓘ</p> <p><a href="#">CPC+ Pillars of Success: Episodic Care Management Video</a> ⓘ</p> <p><a href="#">Personalized Care Planning Video</a> ⓘ</p>
<p><b>Practices in Action (PIA) Webinars</b></p> <p>PIA webinars are weekly 30-minute learning events that deliver content on specific CPC+ topics and on small tests of change. Links to each PIA webinar on risk stratification are listed on the right.</p>	<p><b>PIA #1</b></p>	<p><a href="#">What is 2-Step Risk Stratification and How Does it Work?</a> ⓘ</p>
	<p><b>PIA#2</b></p>	<p><a href="#">Using Your Risk Stratification to Target Care Management</a> ⓘ</p>
	<p><b>PIA #3</b></p>	<p><a href="#">Risk Stratification: Refining Your Process Over Time</a> ⓘ</p>
	<p><b>PIA #13</b></p>	<p><a href="#">Skills for Care Management</a> ⓘ</p>
	<p><b>PIA #16</b></p>	<p><a href="#">Using Risk Stratification to Prioritize Care Management Services</a> ⓘ</p>
	<p><b>PIA #36</b></p>	<p><a href="#">Assessing and Refining CM through the use of Data</a> ⓘ</p>
<p><b>Action Group (AG) Webinars</b></p> <p>Action Groups provide a deeper dive into specific CPC+ change concepts and change tactics. Action Groups are three sessions long, span a period of six weeks, and provide an environment for practices to learn, collaborate, and implement small tests of change over time. Links to each session on risk stratification are listed on the right.</p>	<p><b>Action Group 1 (AG001) Risk Stratification &amp; Longitudinal Care Management:</b></p>	<p><a href="#">AG001 Session 1</a> ⓘ</p> <p><a href="#">AG001 Session 2</a> ⓘ</p> <p><a href="#">AG001 Session 3</a> ⓘ</p>
	<p><b>Action Group 2 (AG002) Risk Stratification &amp; Longitudinal Care Management:</b></p>	<p><a href="#">AG002 Session 1</a> ⓘ</p> <p><a href="#">AG002 Session 2</a> ⓘ</p> <p><a href="#">AG002 Session 3</a> ⓘ</p>



Resource Category	Resource Type	Link
<p><b>National Meeting 2018</b></p> <p>The 2018 National Meeting focused on the theme of Advancing Patient-Centered Care. Breakout sessions focused on population health improvement and health equity, burden reduction, safer care and person and family engagement, among other topics.</p>	<p><b>Session 2C: What is Critical in Care Management:</b></p>	<p><a href="#">Session 2C Recording</a> ⓘ</p>
<p><b>Practice Spotlights</b></p> <p>Practice spotlights highlight the work of CPC+ practices that are doing successful work in a specific change concept. The following spotlights are for risk stratification.</p>	<p><b>CPC+ Spotlights</b></p>	<p><a href="#">CPC+ Spotlight 1: Using Risk Stratification to Target Care Management Resources</a></p>
<p><b>Resources Shared by CPC+ Practices</b></p> <p>The following templates, guides, and resources on risk stratification were developed by practices and shared on CPC+ Connect.</p>	<p><b>Risk Stratification Tools and Algorithms:</b></p>	<p><a href="#">Mercy Family Medicine Adult Risk Stratification Tool</a></p> <p><a href="#">St. Bernard's Clopton Clinic's Four-Stratum Risk Stratification Tool</a></p> <p><a href="#">Village Primary Care's Five-Stratum Risk Stratification Tool</a></p> <p><a href="#">Risk Management Tool (Randy D. Walker MD)</a></p>
	<p><b>Risk Stratification Workflows and Protocols:</b></p>	<p><a href="#">Risk Stratification Action Plan (Crystal Lake Clinic)</a></p> <p><a href="#">Risk Stratification Protocol (Crystal Lake Clinic)</a></p> <p><a href="#">Risk Management Process (Randy D. Walker MD)</a></p>
	<p><b>Longitudinal Care Management:</b></p>	<p><a href="#">Traverse Bay Internal Medicine's Patient-Oriented Action Plan</a></p>