

Public Comments on the *Roadmap for Strengthening and Sustaining Primary Care* Submitted Through OHS Provider Listening Sessions

As part of ongoing activities to engage stakeholders in the development of the *Roadmap for Strengthening and Sustaining Primary Care* (“*Roadmap*”), the Office of Health Strategy (OHS) held listening sessions with representatives from the following provider organizations and professional associations to solicit feedback on the draft Roadmap following its release for public comment:

Connecticut Advanced Practice Registered Nurses Society	Connecticut State Medical Society - IPA
Connecticut Chapter of the Academy of Family Physicians	Hartford Healthcare
Connecticut Chapter of the American Academy of Pediatrics	Medical Professional Services
Connecticut Chapter of the American College of Physicians	Northeast Medical Group
Community Health Center Association of Connecticut	SoNE Health
Community Health Center Inc.	

Stakeholder Feedback on the Roadmap

Overall

All groups expressed support for the Roadmap as a strategy to strengthen primary care, acknowledging its alignment with the National Academies of Sciences, Engineering, and Medicine publication, “Implementing High-Quality Primary Care: Rebuilding the Foundation of Health Care.” Stakeholders were pleased with the final version of the 11 core practice team functions, noting they build on the tenants of NCQA’s Patient Centered Medical Home concepts and balance expectations for both large and small practices. Stakeholders supported the prospective payment model as a more flexible payment option and noted appreciation for how OHS approached practice coaching and the different resources that can be used. Stakeholders did, however, request more implementation details specific to the core practice team functions and prospective payment model parameters.

Stakeholders expressed concern about the level of commercial payer engagement and support, and that without commercial payer commitment, implementation of the Roadmap would not be possible. In addition, some stakeholders expressed concern for the capacity of small primary care practices and the need to strongly support these practices in their implementation of the Roadmap.

Stakeholders discussed the current challenges of the primary care workforce in Connecticut, which is an essential prerequisite for the overall success of the Roadmap. Some stakeholders shared their disappointment that a parallel workforce development strategy was not addressed in the Roadmap.

Specific Recommendations for Roadmap Strategies

Stakeholders offered some specific recommendations relative to the Roadmap strategies, to include the following:

- Provide more guidance on the services/procedure codes to include in the primary care prospective payment.
- Define what is meant by “substantial” quality performance incentive payments.
- Give smaller practices more time to master the core practice team functions.
- Provide an operational definition of “embedded” relative to core function #4 given the shortage of health care workers in Connecticut, with consideration for virtual team member participation.
- Provide additional details on the payment model parameters to guide payer implementation and minimize different payer interpretations.

Some stakeholders raised issues related to health information technology (e.g., electronic health record interoperability) and health information exchange (e.g., Connie), and requested clarification for how they relate to the Roadmap.