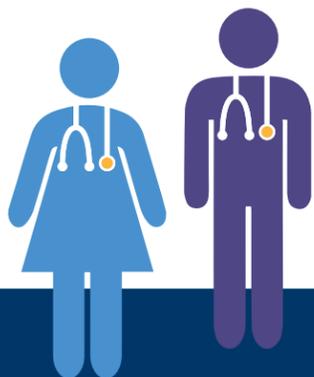


“By providing resources to our community practices, we are able to meet the changing regulatory and clinical expectations of the market. Our relationship with NEQCA and Tufts Medical Center has been crucial in allowing us to make the transition to electronic health records and in the paradigm shift from not just thinking about the patient in front of us right now, but our practice as a whole. The current changes in medicine are impossible for solo physicians and small practices to survive without a strong network.”

THEODORE T. HERWIG, MD, PC Cape Physicians LLC



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About NEQCA

About NEQCA

# NEW ENGLAND QUALITY CARE ALLIANCE



NEQCA is a partnership of community and academic physicians dedicated to providing comprehensive, innovative, high quality and affordable health care that brings value to their patients and the community. Our work expands the teaching and research mission of Tufts Medical Center.

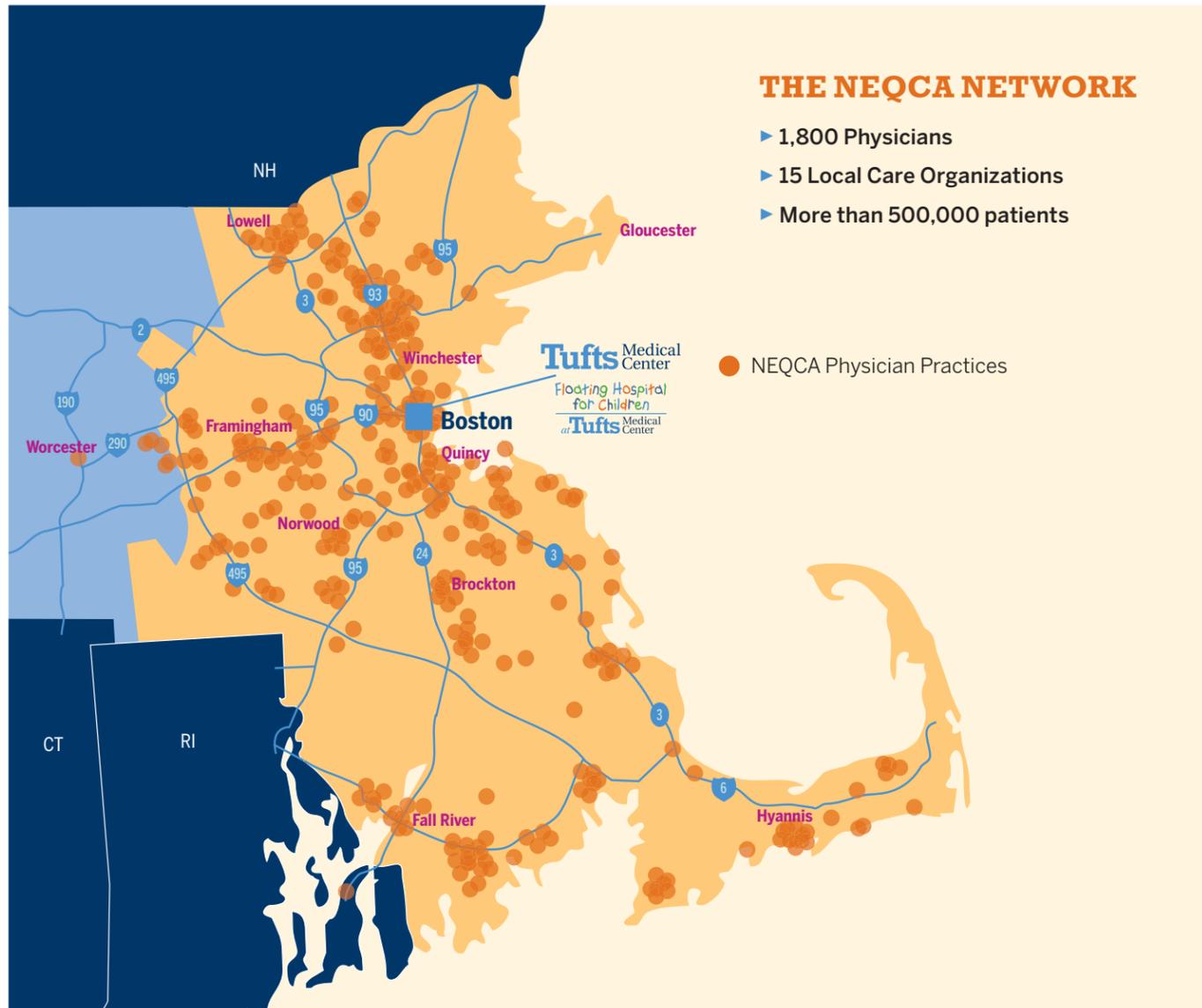
## WHO IS NEQCA?

- ▶ We are more than 1,800 physicians across eastern Massachusetts from Lawrence to Cape Cod, from Boston to I-495, caring for more than 500,000 patients.
- ▶ The NEQCA network, founded in 2005 by Tufts Medical Center and Primary Care, LLC as a non-profit corporation, includes solo and group practices, Independent Practice Associations (IPAs), Physician Hospital Organizations, and academic and community physicians. NEQCA physicians are organized into groups called Local Care Organizations (LCOs). LCO physicians are on staff at community hospitals throughout eastern Massachusetts, keeping local care at local hospitals while working with and referring to NEQCA colleagues at Tufts Medical Center and Floating Hospital for Children for tertiary care needs.
- ▶ NEQCA is committed to supporting a full-range of independent physician practices (more than 75% of our network is comprised of 1–2 physician practices) to ensure their success. We have the ability to work with different size/style community practices and effectively drive and build their population health capabilities.
- ▶ NEQCA helps practices manage change by implementing programs that make it easier for physicians to succeed. The development of specific programs such as our Electronic Health Record and Support, Medical Home Program (inclusive of Patient Centered Medical Home, Meaningful Use, Care Management), and Pharmacy and Quality Improvement, position our physicians for health reform transitions.

“NEQCA is the regional network where the doctor still matters.”

MICHELE CRAGE, MD  
 President,  
 Highland Healthcare Associates, Inc.  
 Chair, NEQCA Board of Trustees





### THE NEQCA NETWORK

- ▶ 1,800 Physicians
- ▶ 15 Local Care Organizations
- ▶ More than 500,000 patients

● NEQCA Physician Practices

### THE BENEFITS OF BEING A MEMBER OF NEQCA

NEQCA provides an opportunity for physicians to work together to improve and respond most effectively to changes in the delivery of care, while maintaining control of their practices.

In collaboration with our physicians, NEQCA develops programs and resources to ensure network physicians thrive in their practices, while the more than 500,000 patients they treat receive optimal care.

Exciting initiatives such as NEQCA's Medical Home Program are enabling NEQCA physicians to identify patients in the earlier stages of disease and those who are at risk, reducing later burdens on the healthcare system, reducing costs, and ensuring better outcomes for our network's patients.

NEQCA physicians work together to promote best practices and are demonstrating progress in eliminating redundancy and waste. Year over year, NEQCA physicians improve on quality performance measures that impact premature morbidity and mortality.

#### Programs

- ▶ Medical Home
- ▶ Quality Improvement
- ▶ Practice Quality Associates
- ▶ Pharmaceutical Care & Cost Management
- ▶ Care Management
- ▶ Health Care Information Services

#### Services

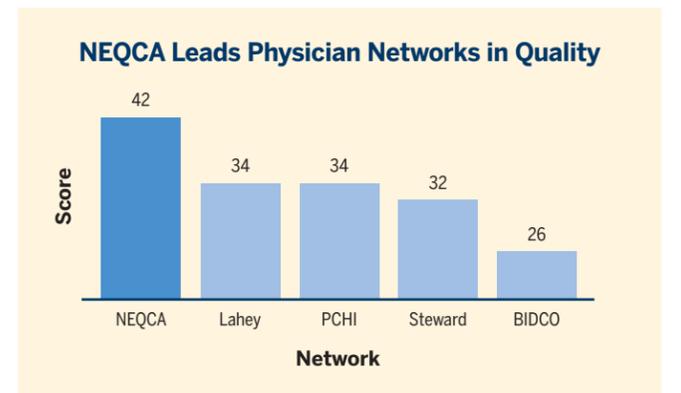
- ▶ Contracting and Payor Relations
- ▶ Informatics
- ▶ Network Relations
- ▶ Practice Management Services

### INNOVATION

- ▶ NEQCA's Medical Home Program has focused on a patient-centered approach at practices and achieving Patient Centered Medical Home (PCMH) Recognition through the National Committee for Quality Assurance. More than half of NEQCA primary care physicians in the network are in practices that have achieved Level II or Level III PCMH recognition.
- ▶ Through its Performance Improvement Program, NEQCA reinvests more than half of a million dollars a year in Performance Improvement Grants across the network to encourage improvement in patient care and experience.
- ▶ Since 2011, NEQCA has received five grants worth more than \$3 million to support innovation and local-led change.
- ▶ NEQCA's Medication Prior Authorization Support Program seeks to alleviate the administrative burden associated with the prior authorization submission process.
- ▶ NEQCA has increased provider and patient/family satisfaction and decreased ED and inpatient utilization by integrating pediatric behavioral health social workers into pediatric practices.
- ▶ We are building a Health Information Exchange (HIE) to further electronically connect our practices to the clinical information they need, and provide a more complete picture of the patient record. This will provide a more complete tool for future population, patient engagement and a path towards meeting consumer needs; also will help to minimize future practice administrative complexities.

▶ NEQCA doctors have reinvested savings from risk-based insurance contracts back into their practices and network infrastructure to fund innovations that will improve patient experience, quality of care, and lower costs; we have been able to do this and keep total cost of care near statewide average.

- Demonstrated year over year improvements in BCBS AQC Gate Score from 2008-2013, aggressively managing Total Medical Expenses (TME) under budget every year of the AQC contract.



Source: MHQP HEDIS Quality Peer Group Score All Measures 2012 (Latest Data Available)

## WE WORK TOGETHER

NEQCA physicians proudly refer to their colleagues at Tufts Medical Center and Floating Hospital for Children when complex (tertiary and quaternary) care is required.

