



## PBGH Care Excellence Award

*Proven quality, access, experience and outcomes.*

The PBGH Care Excellence Award sets the gold standard in health care by rigorously evaluating and identifying top-tier primary care teams based on an employer and purchaser defined set of standards and shared quality metrics.

Our mission is simple yet transformative: to make it easy for employers and purchasers to identify and partner with the highest quality primary care clinics in any region.

## A Shared Standard

Created over the course of three years with input from employers, clinicians and technical experts, this program utilizes the PBGH Advanced Primary Care Shared Standards to identify the best care for employees and their families.

The PBGH Care Excellence Award recognizes the best care teams and practices for the exceptional care they provide and allows employers, employees and health plans to know who meets these high standards.

This program also enables providers to be part of the PBGH System of Excellence — a national group of vetted clinics that have received the PBGH Care Excellence Award. Premier employers, purchasers and health plans use the System of Excellence to identify and contract with the nation's best providers by region.



## Attributes of Advanced Primary Care



### *Person- and family-centered*

Care is designed around the needs and priorities of patients and families, encourages patient and family participation in improvement efforts and incorporates feedback. Patients share preferences and goals of treatment, engage in shared decision-making with their care team and should be made to feel their choices are respected and integrated into care plans.



### *Relationship-based*

Patients choose a primary care provider who best meets their needs. Patients consistently communicate with and receive care from their selected primary care provider and supporting care team members, who work collaboratively with the patient, their family and their extended care team to build trusting relationships.



### *Accessible*

Patients get the right care at the right time with a care team that is familiar with their needs. Accessible care includes same-day care for urgent needs through in-person and virtual services with their care team, care provider availability after appointment hours, secure messaging with the team and an online medical record.



### *Comprehensive*

Patients receive screening and care for behavioral and social needs integrated into their primary care team, as well as common procedures by their primary care team instead of scheduling a separate appointment with a specialist. Patients' care needs are proactively identified by care teams that reach out for anticipated care needs and offer additional support for those patients at high or rising risk.



### *Team-based*

Patients know and receive care from a primary care provider who is supported by members of an interdisciplinary care team, such as a medical assistant, nurse, pharmacist, psychiatrist, health coach or community health worker. Under the direction of the primary care provider, care team members communicate and coordinate across the team to address patients' needs and provide care appropriate to their training and expertise.



### *Integrated*

Patients' physical, mental and social needs are communicated across their primary care team and with other care providers and settings. Health information and care activities outside of the primary care team are integrated into patients' care plans.



### *Coordinated*

Patients are guided through care transitions between hospitals, emergency care, specialty care and their primary care teams. Patients can navigate across settings with established referral pathways to high-value specialist providers, with which the primary care team exchanges information and coordinates care.



### *Equitable*

Patients receive and experience care services and health outcomes that do not vary in quality or access due to personal characteristics, such as gender, race, ethnicity, language, socioeconomic status or sexual orientation/gender identity. Primary care teams proactively monitor their care to identify, eliminate and prevent care and health disparities.

---

## The Benefits of Participation

Being recognized as a PGBH Care Excellence clinic is more than just a title; it's an acknowledgment of your dedication to providing top-tier care. This recognition widens your visibility among large employers looking to contract directly with quality care teams. It's also an opportunity to be distinguished within networks of health plans that license the PGBH Care Excellence Program.

The commitment from purchasers who use this recognition is to increase reimbursement for primary care so practices have the resources needed to sustain high-quality care. Opportunities also exist to work with other peers to share best practices, learn together and help drive system transformation.

Becoming a Care Excellence Award recipient not only elevates the status of your practice but also offers a range of other benefits.

### Key Benefits

- **Enhanced Visibility:** Become more prominent among employers and health plans, leading to better collaboration opportunities and being more easily discoverable to employers and health plans.
- **Contracting Advantages:** Stay ahead by being on the priority list for future collaborations and better contract terms, including with specific health plan networks.
- **Direct Access to Employers:** Bypass traditional bottlenecks, directly contracting with employers and health plans, leveraging the PGBH System of Excellence to make your practice a top choice.
- **Peer Networking:** Share and learn with other high performing care teams to continually elevate care.
- **Strengthened Reputation:** Stand out as a trailblazer in primary care, fortifying your legacy in the medical community.

Joining the PGBH Care Excellence Program means aligning with a benchmark of quality. Take this step, not just for recognition but for enhancing patient care and expanding your horizons.

---

## Becoming a Care Excellence Clinic

While your expertise is evident, the PGBH Care Excellence Award for advanced primary care provides a platform to further showcase your success. The assessment process takes about three months.

Initial vetting is based on a review of data and information provided by the clinic, followed by a half day site visit which includes interviewing personnel in key roles.

Upon meeting the criteria, celebrate your excellence with the PGBH Care Excellence Award, a mark of distinction in primary care that can be displayed on your website and other marketing materials. There are three levels of award based on metrics and demonstrated dedication to the advanced primary care shared standards.



This award is communicated to employers and health plans, and highlights your practice for contracting opportunities and advantages.



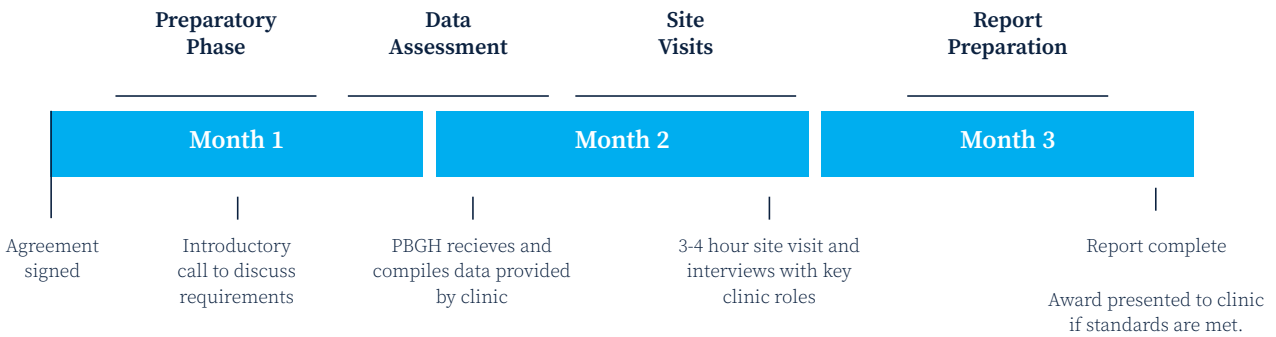
## What is Measured?

Practices are assessed on both how well they meet the defined attributes of advanced primary care, that is primarily assessed through the site visit, as well as on the following measure set defined by PBGH.

Quality Domain	Measure	NQF ID	Population
Health Outcomes & Prevention	Asthma Medication Ratio (AMR)	1800	Pediatric/Adult
	Breast Cancer Screening (BCS-E)	2372	Adult
	Childhood Immunization Status Combo 10 (CIS)*	0038	Pediatric
	Colorectal Cancer Screening (CCS)*	0034	Adult
	Controlling High Blood Pressure (CBP)*	0018	Adult
	Glycemic Status Assessment (GSD) HbA1c Poor Control (>9%)*	0059	Adult
	Glycemic Status Assessment (GSD) HbA1c (<8%)*	0575	Adult
	Immunizations for Adolescents (Combo 2) (IMA)	1407	Pediatric
Patient Reported Outcomes	Depression Screening and Follow-Up for Adolescents and Adults (DSF)	-	Pediatric/Adult
	Depression Remission or Response for Adolescents and Adults (DRR-E)**	-	Pediatric/Adult
Patient Safety	New measure to be added post testing in 2025		
Patient Experience	Patient Experience (CG-CAHPS)	0005	Pediatric/Adult
High Value Care	Emergency Department Visits	-	Pediatric/Adult
	Inpatient/Acute Hospital Utilization	-	Pediatric/Adult
	Total Cost of Care	1604	Pediatric/Adult

## What is the timeline?

The process takes about three months and includes data collection and a half-day site assessment which includes interviews with clinic personnel in key roles.



**For more information on how to apply for the PBGH Care Excellence Award, contact:**

**Raymond Tsai, M.D. M.S.**  
[rtsai@pbgh.org](mailto:rtsai@pbgh.org)

## About PBGH

Purchaser Business Group on Health (PBGH) is a nonprofit coalition representing nearly 40 private employers and public entities across the U.S. that collectively spend \$350 billion annually purchasing health care services for more than 21 million Americans and their families. Our initiatives are designed to test innovative methods and scale successful approaches that lower health care costs and increase quality across the U.S.