

AMERICAN MEDICAL ASSOCIATION HOUSE OF DELEGATES

Resolution: TBD
(A-16)

Introduced by: Colorado Medical Society

Subject: Provider experience as a metric for determining overall performance by ACOs and other payment models

Referred to:

Whereas the Colorado Medical Society has long supported the concept of the 'Triple Aim'; and,

Whereas Physician Wellbeing and Success has been one of the five goals of Colorado Medical Society since 2011; and,

Whereas a Physicians Foundation survey documented that almost 60% of US physicians would not choose medicine if they had their careers to do over again; and,

Whereas our AMA's 2013 Rand Corporation study documented the factors affecting physician workplace satisfaction and their implications on quality care; and,

Whereas burnout and satisfaction with work-life balance in the US physician population worsened from 2011 to 2014 according to a Mayo Clinic study published earlier this year; and,

Whereas more than half of US physicians are currently experiencing one or more symptoms of burnout; and,

Whereas there is extensive evidence that burnout among physicians has effects on quality of care, patient satisfaction, patient safety, among others; and,

Whereas the Colorado Medical Society has designated the resolution of payer issues, most particularly those that create barriers to the provision of good patient care and serve as a leading source of physician workplace dissatisfaction and burnout, as a high priority for the remainder of the decade; and,

Whereas one of our AMA's three strategic priorities is to work with physicians to advance initiatives that enhance practice efficiency, professional satisfaction, and improve care delivery; and,

Whereas physician employers are being encouraged to improve the efficiency and support in the practice environment to increase workplace satisfaction; and,

Whereas there is an urgent need for systematic application of evidenced-based interventions addressing the drivers of health care professional burnout; and,

Whereas these interventions must address contributing factors in the practice environment and focus on helping health care professionals care for themselves; and,

Whereas the 'Triple Aim' was developed by the Institute for Healthcare Improvement to (1) Improve the patient experience of care; (2) Improve the health outcomes of populations; and, (3) Reduce the per capita cost of health care; and,

Whereas the Triple Aim is a guiding concept in many of today's initiatives to improve health care; and,

Whereas the ability to achieve the Triple Aim is jeopardized by the burnout of physicians and other health care professionals; therefore be it

Resolved that our AMA urge federal CMS to include provider experience as a metric for determining overall performance by ACOs and other payment models based on MACRA, and be it further

Resolved that our AMA study the benefits of adding a fourth dimension to the 'Triple Aim' as a matter of federal health care policy that would include improving the work-life of health care professionals and be it further

Resolved that our AMA report its findings to the House of Delegates in November 2016.