

# Shared Commitments

Triad HealthCare Network started with a commitment to find a better way to care for patients in an increasingly complex health care world. In our vision of a better way, **physicians are empowered to provide high quality, cost-effective care** with Triad HealthCare Network providing them the tools and support needed to provide that care. Our goals have not changed but a lot else has.

We have evolved from a Clinically Integrated Network into **one of only eighteen Next Generation Accountable Care Organizations in the country**. We have gone from no risk contracting with quality bonuses to at-risk contracting with our insurers. Each year, our quality targets are harder to achieve and our financial risks increase. We have come to understand just how difficult it is to **improve the health of our community and simultaneously lower costs**.

While our vision of a better way of patient care has not changed, we recognize that the ways we support each other must change and grow stronger. These **Shared Commitments might disturb our complacency**, but they spring forth from our experience: our best practices have taught us that we need these commitments to each other in order to be successful.

Triad HealthCare Network has begun the journey well, but that is **no guarantee of future success**. Our strength and solace for an uncertain future is found only in our partnership. Therefore we ask that you not only (re)commit to our goal of finding that better way, but also **commit to each other through these Shared Commitments**.

**Together, we make healthcare better.**

	Your Practice Commits to...	THN Commits to...
Quality Performance	Prioritize and pursue high quality outcomes and performance on metrics	Provide you accurate, timely insight through quality performance reporting
	Implement Quality activities that result in improved performance	Co-ordinate THN Quality Improvement activities with your practice
Population Management	Participate in priority population health projects or initiatives	Assist practice by identifying opportunities to improve patient care and metrics
	Coordinate care with THN Care Management for select patients in your practice	Assist your practice and your patients with THN care management services for select patients
Engagement	Practice leadership commits to educate practice staff about relevant THN information and activities	Keep your practice informed of relevant THN activities
	Practice leadership will attend, at minimum, 50% of all business-essential meetings determined by THN	Provide your practice a calendar and list containing all business-essential meetings in advance
Connectivity	Document patient care on a CMS-certified electronic health record	Provide you tools to access clinical data across the patient care continuum
	Provide requested quality and clinical data to THN via EMR connected data warehouse connected or via web portal	Partner with physicians to validate data
Cost and Utilization	Provide cost-effective care as determined by your specialty division	Provide detailed reports for cost and variation by division, practice, and provider
	Refer within network for provided services	Develop and communicate to THN providers an adequate, quality aligned network
Access	Participate in THN-based efforts to improve patient access	Coordinate patient access projects with practices
	Provide 24/7 after-hours telephonic access for medical questions directed to your practice	Be accessible to take in ideas and feedback. Contact us at 1-855-484-6669 with your thoughts.