



The Second Annual WCAS Quality Forum brought together key healthcare stakeholders including clinicians, academics, analysts, investors, and others to present quality data and exchange best practices and processes. Our goal is to provide a forum to exchange ideas, enhance the delivery of care, and create a network of stakeholders who share our ongoing commitment to excellence in patient care. We remain steadfast in our belief that high-quality care and exceptional business practices can and do coexist in clinical delivery

Keynote Speaker



Claudia Zeisberger,
Senior Affiliate
Professor, INSEAD;
Founder, Global
Private Equity
Initiative

*“Operational value creation remains the center piece of every investor pitch. **Investing in quality, satisfaction, growth, and margins are mutually dependent** and increases a company’s value”*

*“PE-backed companies, particularly in healthcare, **will need to be more transparent about sharing quality data.** It’s not a muscle that most private companies have but will need to develop over time”*

Keynote Speaker

*“The **negative headlines indicting PE investment in healthcare are not reflected in data**”*

*“It is crucial to consider the underlying incentives, value proposition, control groups, relevant counterfactual variables, and research design to **evaluate investments critically and impartially**”*



Ryan McDevitt, PhD,
Economist, Duke
University

1 Revitalizing Practices Through Data Insights

Richard Dutton, MD, Chief Quality Officer



- USAP tracks over 20 clinical performance measures and patient satisfaction scores for every case, every day, at every site of service, providing real-time data and feedback to our clinicians, quarterly quality scorecards to hospitals, and quality reports to other internal and external stakeholders
- USAP performs better than peers on complications, pain management, hospital lengths of stay, and patient satisfaction
- Our deep commitment to quality has improved measurable quality performance metrics at every practice that has joined the USAP platform

2 Demonstrating Quality Through Data

Robert Mittl, MD, Chief Quality Officer & Chair, USRS National Physician Leadership Board



- ~95% of advanced imaging interpreted by fellowship trained subspecialized radiologists. This combination of sub-specialization and investment in advanced technology drives higher clinical quality and a better patient experience
- As an example, our breast cancer detection rate is ~8% better than the national standard defined by the Breast Cancer Surveillance Consortium despite a diagnostic recall rate that is >10% better than benchmark
- Earlier cancer detection saves lives while lower recall rates reduce anxiety, stress, and unnecessary costs to the healthcare system

3 A Data-Driven Approach to Quality

Michael Millie, MD, Chief Medical Officer



- HarmonyCares was the best performing Medicare Shared Savings Program (MSSP) Accountable Care Organization (ACO) in savings per beneficiary on the Enhanced Track and second best in savings per beneficiary overall in 2022
- In its first year participating in Medicare Advantage, patients saw a 20% decrease in hospital utilization and ~7% decrease in total cost
- Quality performance metrics account for 85% of the clinician incentive program, and a centralized quality and operations team provides real-time reporting of quality related data

4 Redefining Quality Through a Quadruple Aim Lens

Mona Potter, MD, Co-Founder & Chief Medical Officer



- InStride has delivered outstanding quality outcomes, including an 89% reduction in anxiety following treatment, a 65% transition rate to medication monitoring by a primary care provider (vs. a psychiatrist), <1 business day to outreach, and <1% provider attrition rate
- Our motto is that treatment fails a family, a family does not fail treatment. We have a system that will flag when a child is off track in their treatment progression. If they are off track, we figure out what the cause is and look to see if we can manage it at InStride. If not, we help them identify what they need instead

5 Panel: Understanding Program Director Perspective on Private Equity

Erin Gomez, MD, Program Director, Diagnostic Radiology Residency, Johns Hopkins

Raffi Avedian, MD, Program Director, Department of Orthopedic Surgery, Stanford

Robert Gaiser, MD, Core Program Director, Yale School of Medicine,

- PE is not well understood by both residents and faculty. Program directors worry about credit requirements and internal policies; residents worry about passing board certification. PE is not part of the curriculum. However, they are still reading the abstracts and the headlines about PE
- Residents lack a full understanding of what practice after residency will look like. They have very little exposure outside of academic settings. Education for folks around the pros and cons of good and bad models is crucial