Introduction to the Pathways Guide, May 2016

The **Pathways Guide to CPC** is a resource for practices, payers, and other health care organizations who are working through change efforts similar to those in CPC. The *CPC Key Drivers and Changes* presents a high-level view of the actions required to achieve the CPC aims of improved care, better health for populations, and lower cost. CPC practices have been working through the CPC Milestones to make these changes in their practices, build this capability and deliver comprehensive primary care. CMS, CPC payers, and regional stakeholders have been working together to build the Environment to Support Comprehensive Primary Care (Driver 5).

You can use the *Key Drivers and Changes* as a navigational aid to understand how the CPC practices are delivering care and how CMS, our payer partners, and regional stakeholders are supporting this care delivery. The *Key Drivers and Changes* identifies the key drivers necessary to achieve the CPC aims and the changes in practice delivery required. The radial diagram provides a visual representation of the drivers and changes. It highlights the connections among drivers, changes and change concepts. For each *Change Concept* you will find multiple search terms to explore applicable resources in this portfolio – resources that demonstrate not only "what" should be in place to do this work but also examples of change tactics (the "hows" and examples of this work). The change tactics now include work the CPC practices have undertaken to support the drivers.

Practice change is difficult and complicated. This complexity is reflected in the multiplicity of search terms for each *Change Concept* identified in the *Key Drivers and Changes.*

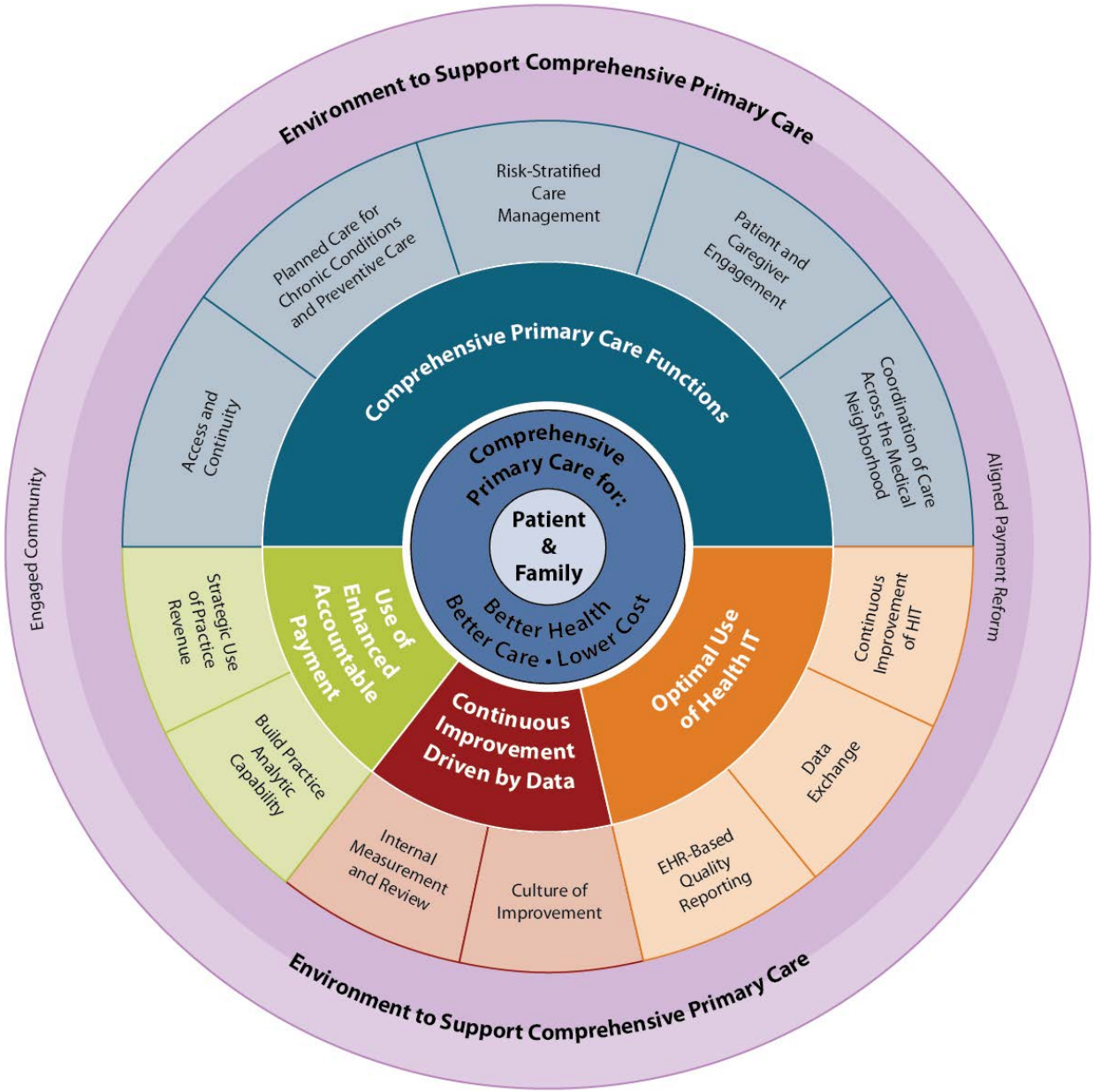
The resources in this Pathways portfolio are the artifacts of real practice learning and change. They include selected web-based presentations through which practices shared their work with each other, miniature case studies (Spotlights) through which practice changes are explored, video discussions, and a variety of tools and resources practices have used as they iteratively test and implement changes in how they deliver care. You will see a diverse set of examples, representing the heterogeneity of practices engaged in CPC. In addition, a summary document outlines the work going on in each region to build the environment to support primary care in each CPC region.

As you use this **Pathways Guide** it will be helpful to understand the relationship between the CPC Milestones and the *Key Drivers and Changes*. The Key Drivers and Changes provide the theory of action for CPC: how properly supported primary care will produce better care, smarter spending and healthier people. The *CPC Milestones* are the corridors of work through which the CPC practices have been developing the capabilities identified in the *Key Drivers and Changes*. CPC practices are accountable to CMS for the Milestones and report progress quarterly through a web portal. In this Guide you will be able to search by the CPC Milestones as well to understand the changes practices are making through each Milestone.

In CPC we are learning with and from the practices, payers, and regional stakeholders about the changes necessary to improve care, achieve better health outcomes, and lower the cost of care. We hope this CPC Pathway's Guide reflects that process and captures some of what has been learned.

CPC Change Package and Key Drivers

The Driver Diagram

The updated "logic model" for the CPC initiative is shown here, followed by the corresponding Change Package. It delineates the concepts and tactics that support the aim of CPC: better health, better care and lower cost.

2015 Revision: The CPC "logic model" now includes a fifth driver to achieve the aims of CPC: the outer ring represents the Environment to Support Comprehensive Primary Care. This driver encompasses both the payment changes in CPC and the multi-stakeholder efforts to create a more integrated medical neighborhood. Other revisions to the Change Package can be found in the tactics, which now capture the work CPC practices are doing.