ACO Journey Map

The ACO Journey Map is a tool to help employers assess an accountable care organization’s (ACO) competencies along a maturity path. It provides employers with a framework to prompt conversations with health plans and ACO providers, and to inform decision-making about an ACO strategy. For complete instructions and definitions of each competency, see the ACO Journey Map Scoring Guide.

### HOW TO SCORE:
- ○ Not Started
- ◐ In Process
- ● Complete

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### CLINICAL GOVERNANCE
- **Clinical Governance**
- **Expectations**
- **Launching 1-3 Years**
  - Providers approve clinical and operational goals and plans
- **Developing 2-5 Years**
  - PCPs and specialists oversee quality and patient experience
- **High Performing 4-8 Years**
  - Accountable for achieving sustained high performance

### NETWORK
- **Network**
- **Expectations**
- **Launching 1-3 Years**
  - Established
- **Developing 2-5 Years**
  - Add high-value PCPs
- **High Performing 4-8 Years**
  - Optimized and refine network

### CARE MODEL
- **Care Model**
- **Expectations**
- **Launching 1-3 Years**
  - Implementing
- **Developing 2-5 Years**
  - Established, integrating behavioral health
- **High Performing 4-8 Years**
  - Optimized and complete

### CARE COORDINATION
- **Care Coordination**
- **Expectations**
- **Launching 1-3 Years**
  - Through health plan or ACO
- **Developing 2-5 Years**
  - Shifting to ACO
- **High Performing 4-8 Years**
  - ACO-driven

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### CONSUMER EXPERIENCE
- **Consumer Experience**
- **Expectations**
- **Launching 1-3 Years**
  - 24/7 access
- **Developing 2-5 Years**
  - Expanded 24/7 and same-day urgent access
- **High Performing 4-8 Years**
  - Consistent 24/7 and urgent access

### TECHNOLOGY & ANALYTICS
- **Technology & Analytics**
- **Expectations**
- **Launching 1-3 Years**
  - Basic, includes records and messaging
- **Developing 2-5 Years**
  - Addition of care plans and content
- **High Performing 4-8 Years**
  - Comprehensive and mobile-enabled

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### FINANCE MODEL
- **Finance Model**
- **Expectations**
- **Launching 1-3 Years**
  - Gain-sharing tied to quality and cost
- **Developing 2-5 Years**
  - Gain- and loss-sharing tied to quality and cost
- **High Performing 4-8 Years**
  - At risk for total cost of care

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