

## Quality Care: Getting More Bang for the Buck

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**national partnership for women & families**




## About Us

- ▶ **National Partnership for Women & Families**
  - ▶ National, non-profit, consumer organization with 40 years experience working on issues important to women and families
- ▶ **Signature Health Initiatives:**
  - ▶ *Campaign for Better Care*
    - Engage patients and consumers in re-design of our health care delivery and payment system, focused on older adults, multiple chronic conditions
    - More than 150 national, state, and local consumer organizations
  - ▶ *Consumer Purchaser Disclosure Project*
    - Leading collaboration of consumer and employer groups focused on improving care and reducing costs through performance measurement and payment
  - ▶ *Consumer Partnership for eHealth (CPeH)*
    - More than 50 consumer organizations advancing health IT in ways that benefit patients and families.

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## Do Advocates and Patients View Health Care with a Value Lens?




- ▶ **National and State-Based Consumer Advocate Perspectives**
- ▶ **General Public/Patient Perspectives**

**Bottom Line: Varying Strategies Needed**

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## Consumer and Patient Engagement Strategies



- ▶ **Listen and Communicate**
  - ▶ Understanding patient concerns and priorities is important
  - ▶ Don't lead with cost, emphasize the components patients value
- ▶ **Provide actionable, compelling information**
  - ▶ Aligning Forces for Quality
  - ▶ Choosing Wisely
- ▶ **Work with trusted messengers**
  - ▶ Consumer groups
  - ▶ Clinicians

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## Legislative and Policy Strategies



- ▶ Ensure patient-centered criteria into program requirements
- ▶ Craft strong regulations that ensure patient and consumer advocate representation in governance and design
- ▶ Develop evaluation metrics that encompass patient and consumer priorities

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## The Goals



- ▶ Patient-centered health care system
- ▶ Quality care, improved outcomes and patient experience
- ▶ Lower costs

**We can't achieve the goals without patients and consumers.**  
**Their unique perspectives and insights are critical to transformation.**

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## Future Action



- ▶ **Support health care quality improvement efforts**
- ▶ **Highlight community work**
  - ▶ New delivery models and quality improvement initiatives: 3,700 hospitals, 500 primary care practices, 23 Pioneer ACOs
- ▶ **Communicate with constituents**
  - ▶ Reinforce key messages
- ▶ **Craft legislation with criteria, governance and evaluation components**
  - ▶ Do the results benefit all stakeholders?

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## For more information



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