Quality Care: Getting More Bang for the Buck

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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.
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**

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
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

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.
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?

For more information

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