

UPDATE for the Community



LETTER FROM THE EXECUTIVE DIRECTOR

Reducing underuse of effective care has been a long-standing goal of the Alliance. Addressing disparities in care, based on race, ethnicity, language or socioeconomic status, is one way to evaluate progress on this goal. This September, we will be releasing our third Disparities in Care report, revealing disparities in patient care based on race, language and ethnicity. As you will soon see, the results illustrate the need for effective improvement strategies and sharing promising practices so we can learn from each other as we address disparities in our state. [Read more from our executive director.](#)

ALLIANCE UPDATES

Alliance to survey 140,000 patients in Washington state on patient experience

Beginning in early September 2015, the Alliance will be undertaking a broad effort to measure and publicly report the experience patients have in their primary care doctor's offices. This is the third time that the Alliance will have undertaken this survey. Over the years that the Alliance has been conducting this survey, we have learned that there is significant interest in patient experience results among providers and patients, as well as employers and health plans. [Learn more.](#)

Save the date for the next Disparities in Care provider meeting on September 11

Primary care medical directors and quality leaders are invited to the next Disparities in Care provider meeting on September 11 from 10-12 p.m. at the Cambia Grove in Seattle. The meeting will include a panel of health plan leaders who will share how their organizations are working to address health inequity. The role of health plans in improving disparities is rapidly evolving, especially in light of health plan accreditation requirements and increased performance-based contracts that are reliant on effective population health management strategies. Participants will leave with a better understanding of health plan priorities and ideas of how provider organizations and health plans can align and

LEARN MORE

Join Us

Would you like to learn more about membership in the Alliance? [Learn more about the value of Alliance membership.](#)

Choosing Wisely

Choosing Wisely is a campaign designed to provide easy-to-understand guides for getting better, safer, more effective care. It is a partnership between the Alliance, The American Board of Internal Medicine (ABIM), the Washington State Medical Association, and others. [Learn more.](#)

Visit the Community Checkup website

The Community Checkup website helps consumers make informed choices by giving them access to a robust and accessible supply of data and resources. [Learn more.](#)

Follow the Alliance on Twitter

We invite you to follow the Alliance on Twitter [@WAHealthCheckup.](#)

Follow the Alliance on LinkedIn

We invite you to follow the Alliance on our [LinkedIn company page.](#)

The Washington Health Alliance

support efforts to collaboratively improve disparities in Washington state. [Register for the meeting](#).

Choosing Wisely Summit in October

Attention health care providers! Bring your quality improvement team to learn more about the Choosing Wisely program and ways local health systems are implementing the recommendations. [Visit the WSMA website to register](#).

When: October 30, 2015, 8:30 a.m.– 4 p.m.

Where: SeaTac Marriott

NEW MEMBERS

This month, we're excited to welcome Kittitas Valley Healthcare to the Alliance. Situated in the heart of Washington, KVH provides care to Kittitas County and surrounding areas. [Learn more](#).

ON THE BLOG

Addressing unequal health care in Washington

We want high quality, affordable health care *for everyone* – whatever their race, ethnicity, financial status, gender or where they live. **But we know that who you are can affect the care that you get.** That's a particular issue for minority communities, where some people not only experience higher rates of disease, but also don't receive all the care they need when they need it the most. We can do better. [Read the blog post](#).

Your Voice Matters: Patient experience with primary care providers in Washington state

Patients are the best source of information about their experience in their primary care provider's office. While ensuring a positive patient experience is an important goal in itself, research has shown that patient experience is related to other aspects of health care quality as well as to the business vitality of a medical practice. Most importantly, a positive patient experience is linked to patients being more likely to follow their doctor's advice and better patient outcomes. It has also been linked to financial performance, increased patient loyalty, improved employee satisfaction and a reduction in malpractice suits. [Read the blog post](#).

New online tool focuses on complication rates

Recently, ProPublica released its Surgeon Scorecard, which used five years of Medicare data to assess complication rates of common elective procedures. Making information on complication rates publicly available is a big win for all of us who are working toward further transparency in health care, while underscoring the important roles patients have to play in finding and seeking out quality care. [Read the blog post](#).

NEWS TO KNOW

[Yelp's hospital reviews are getting real health care data | Wired](#)

[Opinion: Patient engagement is like a Tesla: Hip, cool and desirable | Puget Sound Business Journal](#)

[Opinion: Three health care trends employers need to know |](#)

brings together those who give, get and pay for health care to create a high-quality, affordable system for the people of Washington state.

Consumer Reports: Seattle-area hospitals get low marks for
stopping infections | *The Seattle Times*
