

# UPDATE for the Community



## LETTER FROM THE EXECUTIVE DIRECTOR

Value-based purchasing is industry speak for something we do every day—buy things, services and experiences. In each purchase we weigh cost and quality to determine value. [Read more from our executive director.](#)

## ALLIANCE UPDATES

### Patient experience survey on track to release results in early 2016

The Washington Health Alliance's patient experience survey has been in the field since early September. Over 180,000 surveys were mailed to patients in 14 counties of Washington state. In early October, we completed the first mailing wave and it looks as though more than 50 percent of the medical groups and clinics already have a sufficient survey response rate to be included in the publicly reported results due to be released in early 2016. The second mailing of the survey went out in early October and we are hopeful that this will boost this to 75 percent or more. A few clinic locations have response rates higher than 40 percent, which is excellent for a patient experience survey. At the Alliance, we have received several phone calls from enthusiastic patients wanting to make sure that their completed surveys were received and included in the results. Patient experience is a core component of high-quality health care, and both patients and health care providers are recognizing this. [Learn more about patient experience.](#)

### 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

### Seeking stories on health care variation

## 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*

Unwarranted variation in cost, quality and patient experience continues to be a problem in our state, leading to patients not getting the right care at the right time, and leading to significant cost burden for both patients and purchasers. The Alliance strives to be an objective source of information to help change this problem, but providing data alone is not enough. We need stories to help us show how our health care system can improve in a way that looking at a row of numbers cannot. Do you have a story you would be willing to share? If you do, please contact John Gallagher, Director of Communication and Development, at [jgallagher@wahealthalliance.org](mailto:jgallagher@wahealthalliance.org).

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

## **NEW MEMBERS**

This month, we're excited to welcome Washington Health Benefits Exchange to the Alliance. [Learn more.](#)

## **NEWS TO KNOW**

[What You Pay at Yakima Hospitals Can Differ Greatly from Listed Price | \*Yakima Herald\*](#)

[IV Drug Price Increase Brings 'Price Gouging' to the Forefront | \*RH Reality Check\*](#)

[Health Law Revision Is Approved | \*The New York Times\*](#)

[Hospital Care Unaffected By Quality Payments, GAO Finds | \*Kaiser Health News\*](#)

[Insurers Find Out-Of-Network Bills As Much As 1,400 Percent Higher | \*Kaiser Health News\*](#)

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