



LETTER FROM THE EXECUTIVE DIRECTOR

Dear Participant,

Late last month, the Alliance [released the results of its second patient experience survey](#), which measures patients' experiences with local primary care providers. This initiative, which the Washington Health Alliance has named *Your Voice Matters*, is an important element in understanding the quality of care in our region. The Alliance is the only organization in Washington State to have systematically asked patients about their primary care experience and made comparable results publicly available.

Patient experience refers to what happens to people when they are interacting with the health care system and seeking to have their needs met. Patient experience surveys ask patients *whether or not or how often* certain events happened and not simply the patients' expectations and feelings, which can be highly subjective. Research shows that, in addition to being a factor that is highly valued by patients and their families, patient experience is also correlated with improved clinical outcomes. [Read more](#)

ALLIANCE NEWS

[Alliance Patient Experience Survey Report Available](#)
[Community Checkup Available](#)
[The Alliance Welcomes Five New Members](#)
[Spotlight on Improvement - Group Health](#)
[Board of Directors Update](#)
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Patient Experience Survey Report Available

Your Voice Matters is an initiative of the Alliance to understand patients' experience with their primary

UPCOMING ALLIANCE MEETINGS

Alliance Participants are welcome to attend any Alliance Board, committee or work group meeting, with the exception of Board Retreats. [Click here](#) for the Alliance meeting calendar. RSVP to [Wendy Cox](#)

Board of Directors

3/25, 2:30 - 4:30 pm, [Alliance Office](#)
Building Community Conference Room,
Suite 205

Consumer Engagement Committee

3/12, 10:00am - 12:00pm [Alliance Office](#)

4/9, 10:00 - 11:00am, Teleconference

Health Economics Committee

3/13 meeting cancelled

4/10, 8:30 - 10:30am, [Alliance Office](#)

Quality Improvement Committee

3/13 meeting cancelled

4/10, 2:00 - 4:00pm, [Alliance Office](#)

UPCOMING EVENTS

Upcoming CPIN Webinars

The Clinical Performance Improvement Network (CPIN) webinars are approved for AMA PRA Category 1 Credit™. For information about these webinars and more visit wsma.org/cpin

Optimization of Patients' Health Prior to Surgery

health care providers. While many medical groups take steps periodically to assess their patients' level of satisfaction or experience using a variety of survey tools, this initiative produces publicly available comparable results for 46 medical groups with clinics in 185 locations across a five-county Puget Sound region (King, Kitsap, Pierce, Snohomish, and Thurston counties). This is the only report of its kind in the Puget Sound area. Both medical group and clinic results are available on the Alliance's Community Checkup website www.WAcommunitycheckup.org

Community Checkup Available

The 2013 Community Checkup executive summary and an overview of all county-level results, by payer and by county, are available in PDF format and online. Fully searchable county-level results are available on the [Community Checkup](#) website. [Click here](#) for 2013 Community Checkup Executive Summary (pdf).

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The Alliance Welcomes Five New Members

Thanks to the support of our participating organizations and individuals, the Alliance is able to produce the [Community Checkup](#) and meet many other milestones in transparency, aligning incentives, improving quality, and engaging consumers. Welcome, new members. [Back to top](#)

Eddie Bauer In conjunction with innovative design and exceptional customer service, Eddie Bauer offers premium-quality clothing, accessories and gear for men and women that complement today's modern outdoor lifestyle. [Learn more](#)

Moore & Associates helps executives successfully lead change to create high-performance leaders, teams, and organizations. [Learn more](#)

Physical Therapy Association of WA (PTWA) advances the physical therapy profession in the state of Washington through compassion, accountability, representation and excellence. [Learn more](#)

SwitchPoint's expertise is in strategy and analytics in healthcare. They work with clients across the healthcare industry to help them address critical strategic and operational needs, such as service line strategy, strategic planning, ACO / value-based models, and business development. [Learn more.](#)

Vivus is a biopharmaceutical company commercializing and developing innovative, next-generation therapies to address unmet needs in obesity, sleep apnea, diabetes and sexual health. [Learn More](#) [Back to top](#)

Thomas K. Varghese Jr., MD, MS
Wednesday, March 26, 12:15–1:15pm

Choosing Wisely: Frontline Strategies

Scott Kronlund, MD, MS; Francis Mercado, MD; and Kimberly A. Bell, MD, SFHM, FACP
Wednesday, April 23, 12:15–1:15pm

Engaging Patients in Collaborative Care Plans: Self-Management Support to Increase Quality

Kerry Meyer, ARNP, PhD
Wednesday, May 28, 12:15–1:15pm

Patient Communication

Cynthia G. Ferrucci, MD, FACP
Wednesday, June 25, 12:15–1:15pm

Learn More

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. The website is regularly updated with new information and data; for example, new results for hospital measures from the Leapfrog Group and Hospital Compare. [Learn more.](#)

Follow the Alliance on Twitter

We invite you to follow the Alliance on Twitter [@WAHealthCheckup](#). With more than 850 followers, we're leveraging the power of social media to share important, real-time information about health care. Join the conversation by following the Alliance on Twitter.

For comments about the Update for Alliance Participants or to change your email address email John Gallagher.

The Washington Health Alliance is a partnership involving employers, physicians, hospitals, patients, health plans, and others working together to improve quality and efficiency while reducing the rate of health care cost increases across Washington State.

Spotlight on Improvement

Group Health improved patient care and reduced costs by lowering unnecessary pap-screening tests. [Read Spotlight on Improvement](#)

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Board of Directors Update

The Alliance Board of Directors met on February 25. The Board marked the retirement of founding board member Diane Zahn, and thanked her for her years of service on the Board.

The Board was given an update on the Alliance's efforts on the grant deliverables due to the Office of Financial Management (OFM) for the Data Center grant and on the Alliance's meetings across the State with regional collaboratives. The Alliance met with regional collaborative networks and stakeholders in Spokane, Mount Vernon, Bellingham, Tri-Cities, Yakima, and Wenatchee in January and February. Responses to a readiness survey given to all participants at the meetings were generally encouraging of greater transparency.

The Board also discussed guidelines for Accountable Care Organizations (ACOs) that members of the Purchaser Affinity Group developed to evaluate ACO proposals from delivery systems and/or health plans.

Alliance staff reviewed the patient experience survey and gave an overview of the results (see Executive Director letter above).

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New Resources

Advances

This is a monthly report on the projects and progress of the Robert Wood Johnson Foundation. The February issue includes the article "What Does Building a Culture of Health Mean to You?" [Sign up to Receive Advances](#)

V-BID Center Update

The University of Michigan Center for Value-Based Insurance Design tweets relevant articles from around the country. [Read V-BID Tweets](#) [Back to top](#)

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