

**Washington Health Alliance
Board of Directors**

**MINUTES
February 25, 2014**

Board Members Present: *Dr. Jeff Collins (phone), Dr. Al Fisk, Dr. David Fleming (phone), David Hansen, Tom Hunt, Beth Johnson, Florence Katz, Greg Marchand, Dr. Pete McGough (phone), Larry McNutt, Yvonne Peters, Tom Richards, Ron Sims, Dorothy Teeter, Caroline Whalen, Diane Zahn*

Board Members Absent: *Dr. Mark Adams, Dr. David Grossman, Steve Hill, Rich Maturi, Charissa Raynor*

Guests: *Debbie Huntington (Group Health for Dr. Grossman), Sue Meldazy (Office of Financial Management), Christina McDougall (Office of Financial Management)*

Staff Present: *Andrew Behm, Wendy Cox, Susie Dade, John Gallagher, Teresa Litton, Jennifer Loyd, Mary McWilliams, Mark Pregler, Maria Wood*

Call to Order and Introductions

Caroline Whalen called the meeting to order at 2:35 pm. Ms. Whalen recognized Diane Zahn's service as a Board member and acknowledged that the meeting would be Ms. Zahn's last. She invited Board members to share their thanks with Ms. Zahn and several gave tributes to her contributions to the Alliance.

Consent Calendar

The Board unanimously approved all consent calendar items.

Executive Director's Report

Mary McWilliams commented that the February 25 All Alliance meeting was well attended and gave the Board the opportunity to comment on the Executive Director's report.

Data Center Grant Update

Ms. McWilliams introduced Andrew Behm (Alliance Project Manager), Sue Meldazy (Office of Financial Management, Project Director Health Care Transparency Project) and Christina McDougall (Office of Financial Management, Project Manager Health Care Transparency Project). Each gave a brief summary of his/her professional experience and background.

Ms. McWilliams recapped the status of the Data Center grant deliverables. She also summarized the Alliance's statewide transparency visits to several different locations throughout Washington State in January and February. She covered where the visits were held, the topics covered, and who attended. The Alliance distributed a readiness survey to attendees and Ms. McWilliams reviewed survey results. The survey results indicated the level of readiness for transparency reporting in each location, their concerns, and what they see as uses of the reports. Ms. McWilliams reported that the overall results of the survey and the tone of the meetings were encouraging. She recognized the support of the Washington State Hospital Association (WSHA), Washington State Medical Association (WSMA), and the Office of Financial Management (OFM), who also sponsored the visits. The Board discussed involving more statewide purchaser stakeholders in the Alliance and how Board members can be used as a resource to reach out to purchasers and business organizations.

The Alliance continues to prepare to offer expertise to the Washington state legislature on legislation that will create an All Payer Claims Database (APCD) that makes sense for Washington State. To that end, Alliance executive staff, Alliance Board members, and OFM staff will be traveling to Colorado in March for a site visit to the Center for Improving Value in Health Care (CVIHC) to learn more about best practices and policies for an APCD.

Purchaser Guidelines to Evaluate ACOs

Tom Richards gave an overview of the Purchaser Affinity Group (PAG) work surrounding evaluating Accountable Care Organizations (ACOs). He reported that the PAG created a usable and concise set of

**Washington Health Alliance
Board of Directors**

guidelines to evaluate contracts with providers and/or health plans for ACOs. Susie Dade reiterated that the idea for creating the guidelines was at the request of several purchasers who wanted to prepare to respond to ACO overtures, especially in light of the variation in delivery systems and clinics that use the designation.

Ms. Dade reviewed the ACO guidelines. The guidelines are designed to promote discussion between purchasers and providers while giving purchasers tools to evaluate ACOs. Medical Directors and delivery system leaders at the February QIC reviewed the guidelines, and their comments and additions will be included in the guideline draft.

The Board discussed how both purchasers and plans can support the development of ACOs. The Board also discussed the price differentials for consumers and that it makes sense for purchasers and plans to offer a mix of both ACO and non-ACO providers. The Board also discussed how ACOs can increase quality and cost over time and that more ACOs will evolve if they are supported and encouraged by purchasers and plans.

The Board discussed ideas for disseminating the guidelines to foster discussion between purchasers and delivery systems. The guidelines will be part of eValue8 discussions this summer, as well as relevant Alliance committee meetings and other venues.

Action: Ms. Dade will send the Board the final version of the ACO guideline document.

Patient Experience Survey Results

Ms. Dade reviewed results from the Alliance's patient experience survey, which was sent to patients across the Puget Sound region. She reported that the summary reports are now public. Patient experience is how consumers define quality and is a major driver of health outcomes and behavior. The only way to know what patients are experiencing is to ask them, and often medical groups and clinics are surprised by their results. The Alliance will release the full, detailed patient experience report for individual medical groups and clinics for a fee.

Ms. Dade reviewed when the survey was sent and who received it, how many were sent and how many were returned. She also reviewed how the survey was created and vetted. The Alliance also put a 'rack card' about Choosing Wisely in 83,000 of the 120,000 surveys. Not all recipients received the card so that it could be determined if they statistically affected outcomes. The surveys reported on four measures and include a key driver analysis which helps providers see what measures are driving overall ratings.

Ms. Dade shared the region's strengths and weaknesses determined from survey results. The survey had a robust response rate and included Medicaid patients for the first time. Ms. Dade concluded that the Puget Sound region has work to do to meet their goal of being in the top 10% in the nation for patient satisfaction.

The meeting adjourned to Executive Session at 4:00 pm

Respectfully submitted by Wendy Cox

Caroline Whalen
Chair

Date