Resources to Help Employers Make Purchasing Decisions: What the Washington Health Alliance Can Offer

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Our Mission and Vision

Mission

The Alliance's mission is to build and maintain a strong alliance among purchasers, providers, health plans, consumers and others to promote health and improve the quality and affordability of the health care system by reducing overuse, underuse and misuse of health care services.

5-Year Vision

Physicians, other providers and hospitals in Washington will have achieved top 10% performance in the nation in the delivery of equitable, high quality, evidence-based care and in the reduction of unwarranted variation, resulting in significant reduction in the rate of medical cost trend.

Three Overarching Goals

1. Reduce the price of health care services
2. Reduce the overuse of health care services
3. Reduce underuse of effective health care services

The Alliance's principal strategy is to use performance measurement and reporting to support achievement of these goals and to activate purchaser and consumer engagement.

Examples of the Alliance's Broad Membership



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Performance Reporting Is a Core Competency of the Alliance

- Robust voluntary database with 4 million lives in Washington state.
- Thirty data suppliers (health plans, self-funded purchasers) submit claims data to the Alliance.
- Data dating back to 2004.
- Includes Medicaid population.

The Alliance Benefits You as an Objective Source of Information

- We're a non-partisan, non-profit organization.
- We rely upon national benchmarks wherever possible.
- A valuable resource as a neutral third-party.
- A well-earned reputation as a trusted source for health care performance measurement.

ANSWERING REAL WORLD QUESTIONS

The Alliance Can Help You Answer Employee Questions

- How do I choose a primary care provider?
- How do I find high-value maternity services?
- Should I have a major surgery that my doctor recommended?
- Are there certain procedures that may be overdone in my community?

The Alliance Can Serve as a Resource for Benefit Design Strategies

- How can I incorporate quality measures in health plan contracts?
- How do I shop for a health plan on something other than price?
- How can I structure an Accountable Care Organization?

Understanding Health Care Value

- High-value health care means high-quality care and a positive patient experience at a fair price.
  - Alliance reports address all three components.
- A closer relationship among employer, provider and plan (and potentially consumer) to share financial risk.

The Savvy Shopper

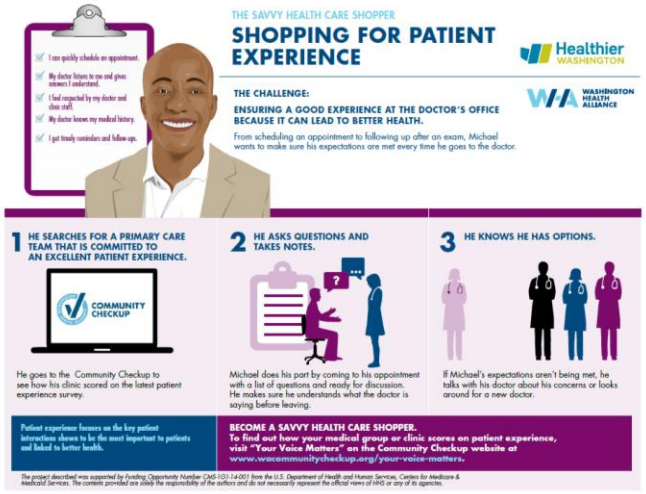
Educational series is a key element of the value-based purchasing effort

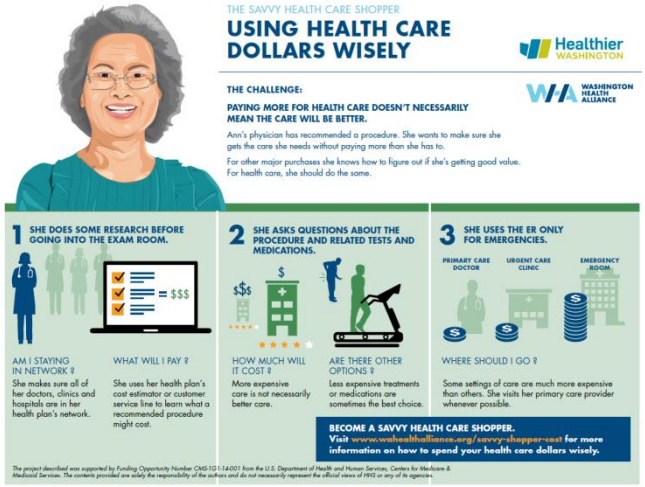
Goals:

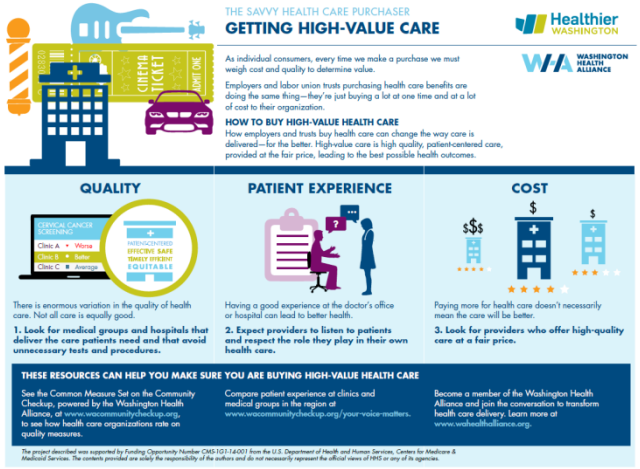
- **Help consumers be better purchasers of care.**
- **Help purchasers educate employees about how to purchase care.**
- **Assist brokers who advise employers about benefit design.**
- **Provide a tool for health plans who are asked by their customers for help.**

Infographics to Educate Consumers









Measuring Health Care in Washington: 2015 Community Checkup



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Component of Value: Quality

- Report card on quality of care at medical groups, clinics and hospitals.
- Most recent version released Dec. 2015; ninth version since 2008.
- Includes statewide Common Measure Set results.
- Results at medical group and clinic level for 14 counties.
- Next report will have medical group and clinic level results for all 39 counties (fall 2016).

Areas of Focus: Common Measure Set

PREVENTION	ACUTE CARE	CHRONIC ILLNESS
Adult Screening(s)	Avoidance of Overuse/ Potentially Avoidable Care	Appropriate Use of Medications
Childhood: early and adolescents	Behavioral Health	Asthma
Immunizations	Cardiac	Depression
Nutrition/ Physical Activity/ Obesity	Readmissions	Diabetes
Oral Health	Obstetrics	Hypertension and Cardiovascular Disease
Tobacco Cessation	Patient Safety	
Unintended Pregnancy	Stroke	
Cross Cutting: Patient Experience		

Key Findings from the Community Checkup

- Variation in performance results by county, medical group, clinic and hospital is a persistent problem in the delivery of health care.
- Washington State has a long way to go to consistently be in the top 10% of national performance in the delivery of high quality care.
- Local successes prove that delivering top quality health care is an achievable goal here in Washington.
- Too many patients in Washington are not receiving the evidence-based care they need to remain healthy and/or manage their health conditions.
- For many measures, there has been little improvement over time.

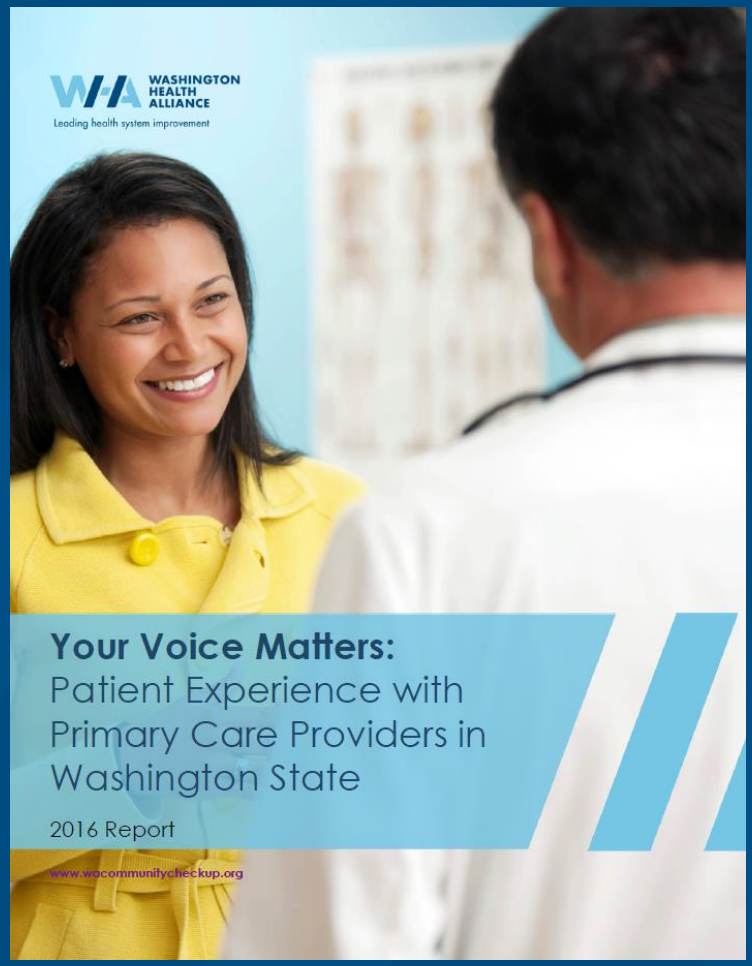
Measuring Health Care in Washington: 2015 Community Checkup



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Your Voice Matters: 2016 Patient Experience Report



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Component of Value: Patient Experience

- Include but go well beyond simple ratings of satisfaction.
- Focus on the critical interactions patients experience during their health care encounters that are linked to improved outcomes.
- Focus on *whether or not* or *how often* certain events or behaviors actually occurred.
- Less subjective than patient satisfaction surveys
- Useful to highlight actionable areas for provider improvement.

Expansion of Patient Experience Survey

	2011	2013	2015	2017
Sample Size	90,000	120,000	181,000	TBD
# of Counties in WA Included in Survey	5	5	14	39
Response Rate	36%	29%	31%	TBD
# of Publicly Reported Medical Groups*	40	46	75	TBD
# of Publicly Reported Clinics*	156	185	266	TBD

The Alliance publicly reports results for primary care groups of four or more providers and where the number of survey responses yields a 0.7 or greater reliability score.

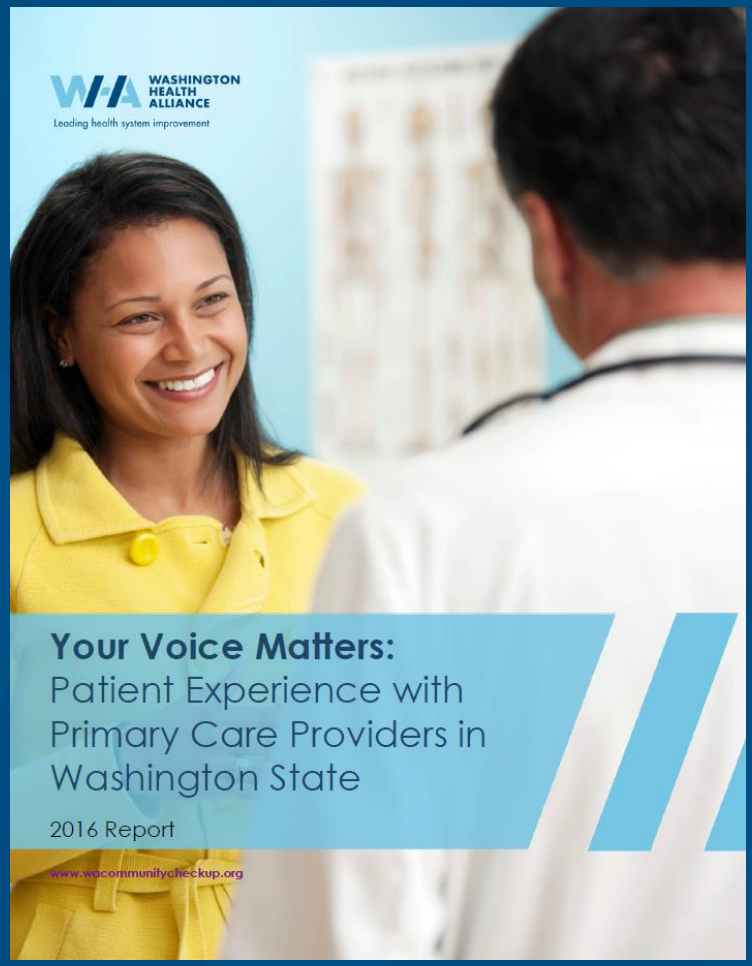
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Patient Experience Report

What does the Patient Experience Survey cover?

- **Ease in getting timely appointments, care and information.**
- **How well providers communicate with patients.**
- **How well providers use information to coordinate care.**
- **Whether office staff personnel are helpful, courteous and respectful.**
- **Patient's overall rating of provider.**

Your Voice Matters: 2016 Patient Experience Report



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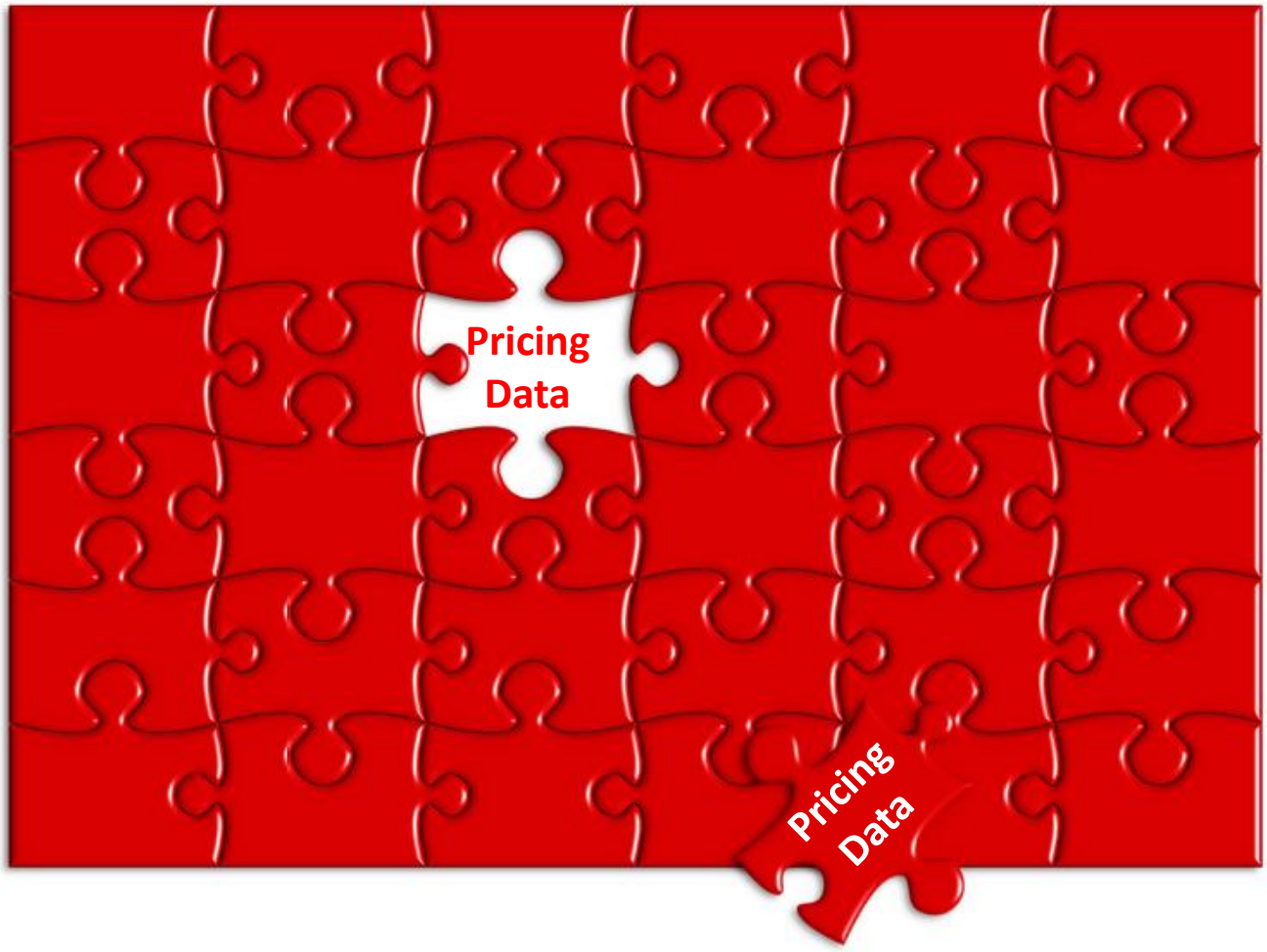
Hospital Sticker Shock: A report on price variation



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Component of Value: Cost



Tremendous Variation in Hospital Prices

- Report using Medicare data reveals the sticker price for common hospitalizations.
- Sticker prices are often the starting point for contract negotiations.
- Also, sticker prices are the out-of-network costs that employees may end up bearing.
- Alliance analysis shows tremendous price variation for common procedures for patients with the same illness burden.

Hospital Sticker Shock: A report on price variation



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The Power of Collaboration



Questions?

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