



HEALTH PLAN INITIATIVES TO IMPROVE QUALITY AND TRANSPARENCY

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THE CONTEXT

- **Health care costs and access are the top concerns for families**
- **Health care is the central issue in labor-management negotiations**
- **Regulatory system is transactional not performance oriented**
- **Legal system provides counter-productive incentives**
- **Health care is not evidence-based**
- **Consumers are in the dark**



THE IOM REPORT RECOMMENDATIONS

- **Collaboration and care coordination**
- **Public reporting**
- **Alignment of payment incentives with safe and effective, high-quality care**



THE “QUALITY” CHALLENGES

- **Clinical research needs to be assessed, organized and disseminated**
- **Limited diffusion of research into practice**
- **Huge geographic disparities**
- **Challenge of medical errors**
- **Few quality improvement mechanisms and assessment processes**



HOW DO WE GET THERE

- **Look at Demand Side**
 - **What do patients/consumers/purchasers/providers need?**

- **Look at Supply Side**
 - **How do they get it?**



THE SOLUTIONS

- **All stakeholders need to commit to transparency, developing consensus on what to measure and publicly reporting it.**
- **We need to support a national effort that consistently translates clinical research into practice and disseminates these results.**
- **We need to convert to an evidence-based, not an opinion-based, health care system.**
- **We need to commit to care coordination through chronic disease management.**



THE SOLUTIONS

- **We need to pay for quality and effectiveness, not for overuse, misuse and underuse.**
- **We need to disclose medical errors, providing essential legal protection to ensure that good deeds are not punished.**
- **We need to reform the malpractice system to enable the conversion from the present culture of blame to the culture of performance.**
- **We need to maintain and enforce current antitrust guidelines.**



HEALTH PLANS ADVANCING THE AGENDA

- **Strategies:**
 - **Evidence-based practice guidelines**
 - **Report cards on performance**
 - **Disease management programs**
 - **Incentives to reward quality**



HEALTH PLANS ADVANCING THE AGENDA

- **Results:**
 - 271 plans reporting on over 50 performance measures
- **Quality has improved**
- **Administrative systems are improving**
- **Partnership to disseminate research**



FTC AND DOJ ADVANCING THE AGENDA

- **Enforcement**
- **Lookbacks**