

National Quality Forum: *Measuring Affordable Care for Consumers*

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NATIONAL
QUALITY FORUM

Presenters

- **Robert Saunders, PhD, *Senior Director of Quality Measurement at the National Quality Forum***
- **Melissa Thomason, *Patient and Family Advisor at Vidant Health, Co-Chair of the Measuring Affordable Care for Consumers Project***

Presentation Overview

- I. Why is it important to assess affordability for patients?
- II. How does this relate to other NQF work on healthcare cost and affordability?
- III. How did this project examine affordability?
- IV. What was learned?
- V. How can the field move forward?

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- I. **Why is it important to assess affordability for patients?**
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Why are we doing this work?

- Rising healthcare costs make up approximately 18% of the nation's economy.
- American families' health insurance premiums increase by almost 130%
- American families' out-of-pocket spending risen by almost 80%

Why are we doing this work?

- As patients and consumers take on higher healthcare costs, they are increasingly shopping around for high quality healthcare that they can afford.
 - » *Where can they go for information they need?*
 - » *How can they interpret the information?*
 - » *What are their best options?*
- Important to center discussions around the patient voice

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This project is part of a portfolio at NQF aimed at improving healthcare affordability.

Setting Goals and Priorities

Developing and Testing Measures

Endorsing Measures

Selecting Measures

Using Measures

NQF AFFORDABILITY PROJECTS

*Developing a MAP
Affordability Family*

*Measuring
Affordability for
Consumers*

*Endorsing
Cost/Resource
Use Measures*

*Establishing
an Episode
Group Criteria*

*Developing
a MAP
Affordability
Family*

*Linking Cost
and Quality
Measures*

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Project's Goal

- The goal of the project was to explore:
 - What healthcare affordability means from the consumer and patient perspective
 - To understand what information patients and consumers need to find affordable care

Measuring Affordable Care Project Overview

- NQF, with support from the Robert Wood Johnson Foundation, brought together key stakeholders :
 - patients, consumers, families,
 - health plans
 - researchers
 - clinicians
 - community health experts

Expert Panel

Co-Chairs

- **Elizabeth Mort, MD, MPH**, Massachusetts General Hospital / Massachusetts General Physician Organization

- **Melissa Thomason**, Patient/Family Advisor, Vidant Health

Panel Members

- **Deborah Dahl, BSE, MBA**, Banner Health
- **Maureen Edige**, Quality and Safety Committee member, Children's Hospital of Colorado
- **Tina Frontera, RN, MHA**, MN Community Measurement
- **Jessica Greene, PhD**, George Washington University
- **Alyssa Keefe, MPP**, California Hospital Association
- **Lisa Latts, MD, MSPH, MBA, FACP**, LML Health Solutions
- **Taylor Lofquist**, Account Manager, Beekeeper Group
- **Marci Nielsen, PhD, MPH**, Patient Centered Primary Care Collaborative
- **Carrie Nelson, MD, MS, FAAFP**, Advocate Physician

Partners

- **Cynthia Rolfe**, Blue Cross and Blue Shield Association
- **Paul Sierzenski, MD, RDMS, FACEP**, Christiana Care Health System
- **Alison Shippy, MPH**, National Partnership for Women & Families
- **Joseph Singer, MD**, HealthCore, Inc.
- **Kris Soegaard**, Minnesota Health Action Group
- **Adam Thompson**, Consultant/Coach
- **Lina Walker, PhD**, AARP
- **Ronald Walters, MD, MBA, MHA, MS**, The University of Texas M. D. Anderson Cancer Center
- **Corey Wilborn**, Individual Consumer

NQF Staff

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- *Lindsey Tighe, MS, Senior Project Manager (through August 2014)*

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Healthcare is just one part of people's daily lives.

Decisions I face in my life



When I use health care



SUPPORT FROM:
Publicly reported quality information

Estimates from hospital or provider group

Health plan resources

Cost transparency tools

Conversations with clinicians

Health insurance exchanges

What was learned?

- Patients and consumers start with out of pocket costs, but also gauge quality, indirect costs, and appropriateness.
- Affordability differs for different types of health decisions
- Patients are challenged in navigating the healthcare system, and they don't have the resources they need for their decisions.

Multiple factors influence people's ability to find affordable care.

Affordability doesn't exist in a vacuum



There are often options to improve your healthcare, but you have to know what questions to ask.



People need healthcare informed tailored to their life and situation.



People's views on affordability varies with the type of healthcare decision.

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Multiple barriers keep people from finding affordable care

- Difficulty navigating the health system
- Confusing and uncoordinated healthcare billing
- Finding prices and costs in advance
- Difficulty obtaining meaningful, usable information about quality
- Finding information tailored to an individual's circumstances and needs

Path Forward

- While the project centered on the patient and consumer perspective, it is clear that sustainable change will require effort from all stakeholders.
- Each group has different actions they can take to improve the affordability of healthcare, and each group has different resources that can undertake to add to the effort.

Path Forward- *Examples where further action could occur*

- Increase resources for clinicians to discuss cost and affordability with their patients.
- Increase the amount of cost and quality information available online.
- Help link patients in similar situations to help people understand options and identify healthcare and community resources.
- Integrate health concepts and health benefits concepts into the curriculum in secondary education and beyond to increase understanding across society.