

Measure Alignment: The Consumer's View

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Why Alignment Matters to Consumers

- It is good for the system and it supports better care. That's good for consumers.
- Consumers are becoming more involved in health care decisions. They need comparative information.

Greater Involvement: Different Forces Driving Change

Consumers taking on more



Greater role for consumers
in new care models

Need for Comparative Information

Alignment ✓

Transparency ✓✓

- Need access to cost and quality information
- Need to be able to compare cost and quality across providers
- Need measures that are meaningful to consumers and families

Value in the Process

- Hear from multi-stakeholder groups
 - Consumers, purchasers (states and employers), as well as plans and providers



- Prioritization & consolidation
 - Goals: Improving quality, care experience, and lowering costs

Getting to Where We Want to Be

- Easier said than done
- Don't stop at first pass
- Need well-defined path for continuous improvement and innovation



Thank You!

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