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



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

Value in the Process

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

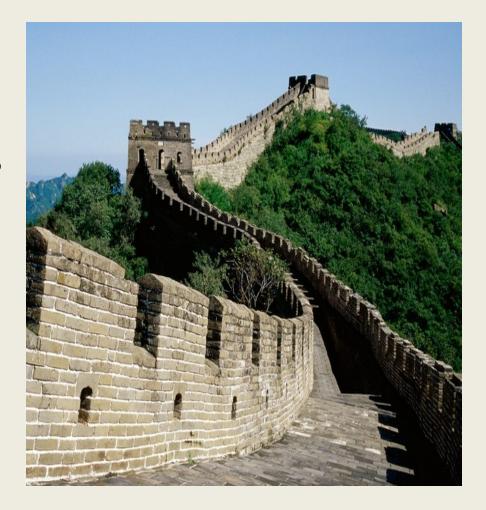


- Prioritization & consolidation
 - Goals: Improving quality,
 care experience, and
 lowering costs



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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