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Addressing Consumer Priorities in Value-Based Care

*Health Care Transformation Task Force Paper Offers Consensus Framework
To Guide Health Care Organizations' Transition to Patient-Centered Care*

WASHINGTON (August 30, 2016) – While a significant movement is underway to transform the U.S. health care system to deliver person-centered and value-based care, these efforts often place a greater emphasis on the “value-based” aspects rather than the “person-centered” aspects of the transformation.

The [Health Care Transformation Task Force](#), a consortium of patients, payers, providers and purchasers working to accelerate the pace of U.S. health care delivery system transformation, commits to close this gap and inspire greater focus on person-centered care with a new multi-stakeholder, consensus-based framework, “[Addressing Consumer Priorities in Value-Based Care: Guiding Principles and Key Questions.](#)”

“It’s one thing to talk the patient-centered talk, but walking the walk is hard work, because it requires rethinking the entire continuum of patient and consumer engagement, from the point of care to governance, and embracing many divergent points of view along the way,” said Jeff Micklos, executive director of the Health Care Transformation Task Force. “What does patient-centered care look like? How do we get there? How will we know when we have arrived? No broadly accepted answers currently exist. We created a framework, rather than a set of step-by-step instructions, because the diversity of the U.S. health care system requires a realistic approach that affords flexibility to address the unique environment of each health care organization and its stakeholders.”

What makes the Task Force’s framework unique is that it reflects seven months of hard-won consensus representing the views of patients *and* providers, as well as payers and purchasers. Task Force members are committed to using this framework as a starting point for their own efforts, and urge others to follow suit.

“This consensus framework can help health systems ensure that consumer priorities remain front and center during all phases of the transformation to a value-based care system,” said Debra L. Ness, president of the National Partnership for Women & Families, a non-profit that promotes fairness in access to quality, affordable health care. “These value-based systems must deliver the person-centered care that people need and want—care that people will embrace and engage in. The only way to accomplish that is to ensure that consumers and patients are genuine partners in design, implementation and governance.”

The framework, organized around six broad principles, provides a rich set of more than 130 questions that systems can use as an agenda for dialog and action:

1. **Principle:** Include patients/consumers as partners in decision-making at all levels of care. For example, are patients/consumers included as integral partners in all aspects of health care decision-making at every level, from system-level reform design to point-of-care decisions?
2. **Principle:** Deliver person-centered care. For example, are patients/consumers and those who support them at the center of the care team?
3. **Principle:** Design alternative payment models (APMs) that benefit consumers. For example, do APMs achieve cost-savings only through improvements in health and health care *and* ensure beneficiary rights and protections?
4. **Principle:** Drive continuous quality improvement. For example, do the health care transformation policies and practices drive continuous quality improvement?
5. **Principle:** Accelerate use of person-centered health information technology. For example, do alternative payment and care delivery models accelerate the effective use of person-centered health information technology?
6. **Principle:** Promote health equity for all. For example, does the health care delivery system and payment reform model promote health equity and seek to reduce disparities in access to care and in health outcomes for all?

“Many challenges remain on the path to a person-centered, value-driven U.S. health care system. New policies, practices, and tools need to be researched, designed, developed, and deployed, and the consumer/patient voices must be at the forefront every step of the way,” said Sue Sherry, deputy director of Community Catalyst, a national non-profit advocacy organization working to build the consumer and community leadership that is required to transform the American health system. “Consumers can have confidence that their voices will be heard if organizations follow this framework.”

A summary and explanation of the framework is also laid out in a *Health Affairs* blog post, “[How Person-Centered Is Your Health Care Organization](#).” Authored by Task Force executive committee members, the post explains that “to realize the goals of payment reform and delivery system transformation ...an authentic partnership with consumers and patients must guide all aspects of delivery reform ... While this concept is straightforward, it is often at odds with deeply entrenched attitudes and today’s dominant paradigm about the role of patients in health care.”

The framework reflects the consensus of the Task Force’s [42 member organizations](#) and individuals, which includes representation from six of the nation’s top 15 health systems and four of the top 25 health insurers, as well as leading national organizations representing employers, patients and their families, and the policy community.

The framework was produced by the Task Force’s Advisory Group for Consumer Priorities, which includes Task Force representatives from the National Partnership for Women & Families, Community Catalyst, the National Health Law Center, Blue Cross Blue Shield of Massachusetts, Trinity Health, Ascension Health, and New Mexico Health Connections. Additional input was provided by representatives from the Institute for Innovation, Press Ganey Associates, American Cancer Society, Cancer Action Network, and Medicare Rights Center.

About Health Care Transformation Task Force

Health Care Transformation Task Force is a unique collaboration of patients, payers, providers and purchasers working to lead a sweeping transformation of the health care system. By transitioning to value-based models that support the Triple Aim of better health, better care and lower costs, the Task Force is committed to accelerating the transformation to value in health care. To learn more, visit www.hcttf.org.