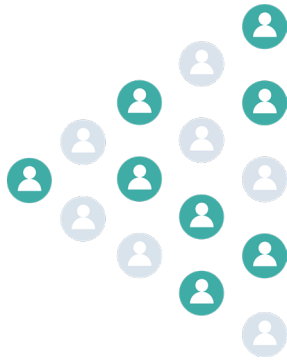


Voice of the Patient: Quality Measurement

Kimberly Kauffman, chair
NAACOS Conference April 12, 2024

Nihil de nobis, sine nobis

IMPACTED POPULATION



EXPECTATION

“Nothing about us,
without us”



REGULATIONS, RULES & POLICIES



Objectives



1. Does the label “consumer” in the context of healthcare improve clinical outcomes or service delivery or both?
1. Do quality measures impact accountability, transparency, health equity or patient trust?
1. How can ACOs adjust their operations based on patients’ perspective and feedback?

Robert Berenson, MD

ABOUT URBAN INSTITUTE

At Urban, we believe that **data and evidence** are essential to shaping a more inclusive, equitable, and just society.

WHAT WE'RE WORKING ON NOW

Racial inequities in health
Social safety net
Community engagement
Charitable giving
Child tax credit
Higher education



Health Policy Center

Understanding how lives and communities can be transformed by sound policies and access to quality health care.



Our Issues For nearly 40 years, our health policy scholars have helped lawmakers understand the scope of the country's health care problems and costs, evaluated how public policies affect lives and communities, and provided insights about payment and service delivery reforms. We understand the myriad factors that can influence a person's health, and our research tools allow us to track and predict trends and outcomes rigorously and accurately. In our work analyzing employer-based coverage, Medicare and Medicaid, the health care safety net, and state and local initiatives to improve population health, we are providing the answers decision makers need to address health problems in Ame

The National Partnership for Women & Families is a nonprofit, nonpartisan advocacy organization dedicated to promoting fairness in the workplace, reproductive health and rights, access to quality, affordable health care and policies that help all people meet the dual demands of work and family.

More information is available at www.NationalPartnership.org.



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Director for Health System Transformation



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Speaker Bio



Tori is responsible for the strategy and operations of Trinity's National alternative payment models including being the ACO executive for the Trinity Integrated Care MSSP, one of the nation's largest ACOs. Within the ACO, she is accountable for performance quality reporting, network management, and ACO governance. Ms. Bratcher works collaboratively with system and local physician and business unit leaders to drive population health and clinical integration success with the providers and practices across the system.

Prior to her role at Trinity, she was the executive director of population health operations at Indiana University Health where she managed a portfolio of risk contracts and the teams that drove population health success. Ms. Bratcher graduated with a master's in health administration from University of Illinois Chicago and bachelor's in biology & pre-med from Indiana Wesleyan University. She is a former NAACOs Education Committee member and currently serves on the Policy Committee.

Trinity Health is one of the largest Catholic health care systems in the nation

\$21.6B

In Revenue

27

States

1.6M

Attributed Lives

\$1.5B

Community Benefit Ministry

121K

Colleagues

8.2K

Medical Group
Physicians and
Providers

28K

Affiliated Physicians

101

Hospitals*

17

Clinically Integrated
Networks

126

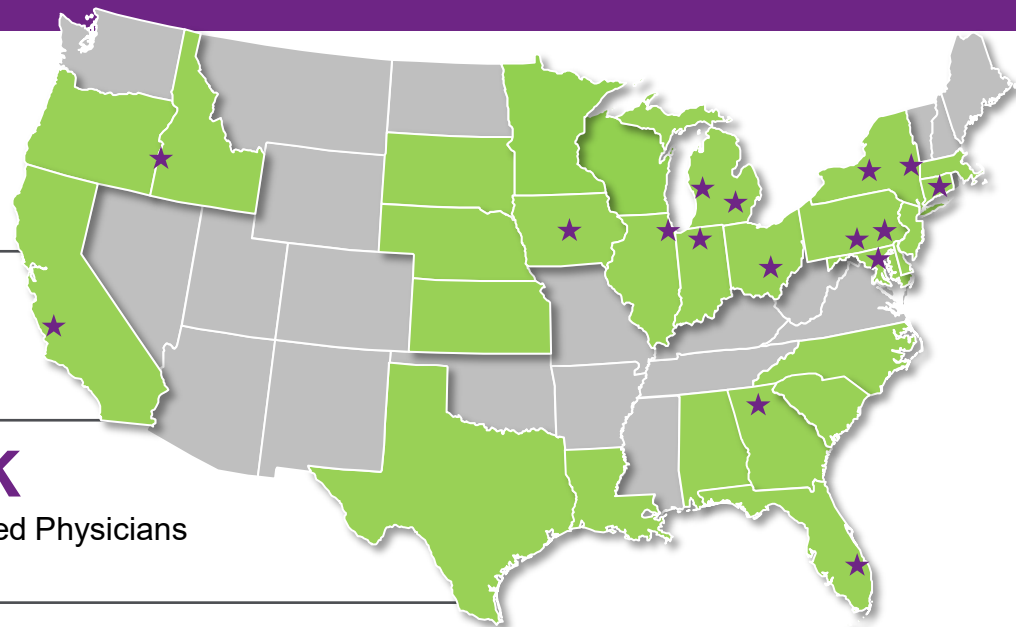
Continuing
Care Locations*

23

PACE Center
Locations*

136

Urgent Care
Locations*



FY23 data unless noted, *Owned, managed or in JOAs or JVs.

Panel Presentations



We are going beyond the standard requirement of ACOs to engage beneficiaries to create value

1. Engage existing Patient Family Advisory Councils
2. Leverage Real-time patient feedback process from health system and practices
3. Create “ACO Patient Advisory Group”

WHY?
WHAT?
HOW?

Panel Discussion

Audience Q&A

Tips:

- Use the microphone
- Use Whova question function for this session
- Hand deliver a slip of paper to panel
- Provide feedback to NAACOS

