

The Better Care Plan for Continuously Improving America's Healthcare System

The Better Care Health Policy Group

30th Annual Princeton Conference
*Reshaping the Healthcare System in
Post-Pandemic Era*
Boston, MA - October 3, 2023

Who We Are

**George
Halvorson**

Richard Scheffler

John Toussaint

Jon Kingsdale

Alysson Schwartz

**Peter
Wadsworth**

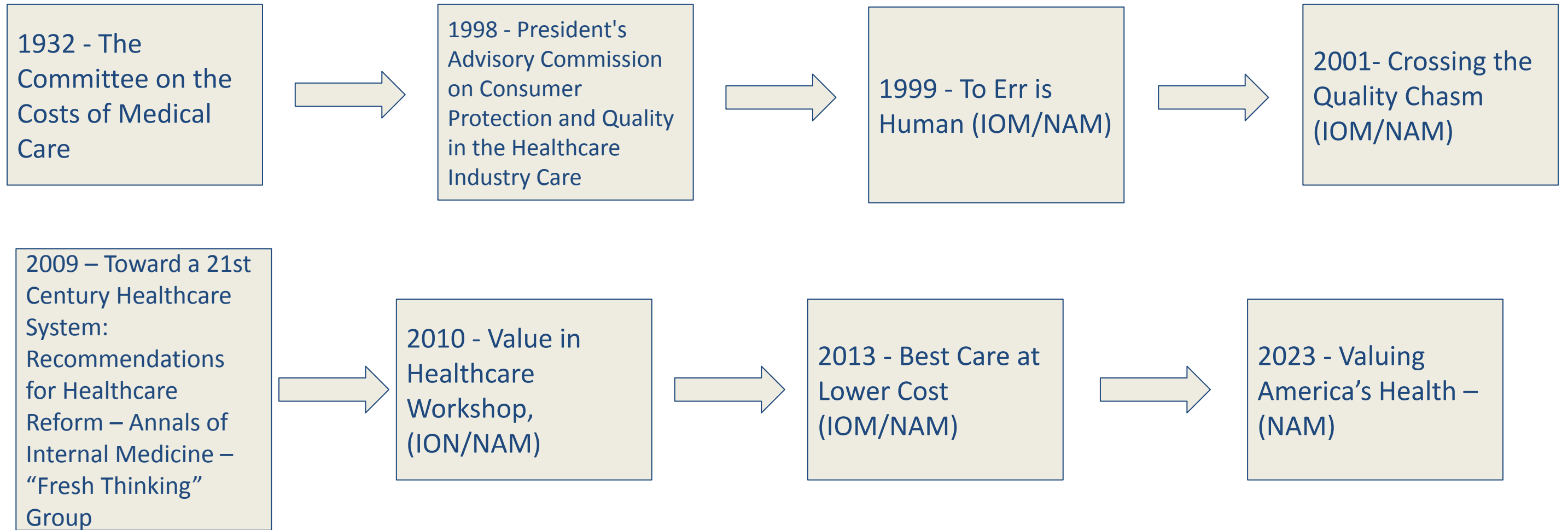
Stephen Shortell

Gail Wilensky

An Old Adage...

“Everything that needs to be said about the topic has been said. But not everyone has said it.”

Honoring the Past



Some Comparisons

“If Home Building were like Healthcare, Carpenters, Electricians, and Plumbers Would Each Work with Different Blueprints, With Very Little Coordination”.

“If Airline Travel Were like Healthcare, Each Pilot Would be Free to Develop His Her Own Pre-flight Safety Check or Not to Perform One At All”.

Source: Best Care at Lower cost, IOM, 2013

What Some Others Think

“Over the past five years, American medical care has produced a losing record. New drugs and surgical breakthroughs have made headlines, but the deeper, more systemic failures of American healthcare have rarely penetrated the news media....If our nation wants to make the next five years better and healthier than the last five years , elected officials and healthcare leaders will need to make major improvements”.

Dr. Robert Pearl, Former President and CEO of The Permanente Medical Group

Three Major Pillars for Improvement

CHANGE HOW WE
PROVIDE CARE

Proactive not
reactive; relational
not transactional

CHANGE HOW WE
PAY FOR CARE

Risk adjusted
prospective
payments

CREATE NATIONAL
TRANSPARENCY AND
ACCOUNTABILITY

In terms of patient
safety and quality
of care outcome
reporting

Seven Design Principles

INTEGRATED, COORDINATED,
TEAM-BASED,
TECHNOLOGY-ENABLED
PATIENT-CENTERED PRIMARY
CARE

CONTINUOUS IMPROVEMENT
OF CARE

CONTINUOUS EFFORTS TO
ELIMINATE INEQUITIES IN
CARE

RISK-ADJUSTED
PROSPECTIVE PAYMENT TO
PROVIDER ORGANIZATIONS

PATIENT ACCESS TO
PERSONAL HEALTH RECORDS
AND INFORMATION ON
PLAN/PROVIDER
ORGANIZATION
PERFORMANCE

TRANSPARENCY AND
ACCOUNTABILITY OF PATIENT
SAFETY AND QUALITY OF CARE
OUTCOME
PERFORMANCE MEASURES TO BE
USED BY CONSUMERS,
PURCHASERS AND THOSE HELD
ACCOUNTABLE FOR
CONTINUOUSLY IMPROVING CARE

COMPETITION BASED ON
PATIENT SAFETY AND
QUALITY ACCESS, AND PRICE.

Central Recommendation and Challenges

Certify health plans and provider organizations that meet the better care plan principles and criteria

- ➔ LONG ENTRENCHED FEE-FOR-SERVICE PAYMENT SYSTEM
- ➔ A CENTURY OF HABITS INSTILLED IN MEDICAL AND HEALTHCARE PROFESSIONAL EDUCATION AND TRAINING
- ➔ HIGH DEGREE OF VARIANCE ACROSS AND WITHIN STATES
- ➔ A COMBINATION OF POLICY “CARROTS AND STICKS” WILL BE NEEDED

In Discussion With...

- America's Community Health Plans (ACHP)
- Association of Health Insurance Plans (AHIP)
- CMS/CMMI
- Purchasers Business Group On Health (PBGH)
- Healthcare Leadership Council (HLC)
- America's Physician Groups (APG)
- American Medical Group Association (AMGA)
- National Association of ACOs (NAACOS)
- Integrated Healthcare Association (IHA)
- Morgan Health
- NCQA
- Leapfrog
- Embold

Among Others

A Concluding Thought and Thank You

“Always Try To Do Your Best. But When You Know Better, Then You Should Try To Do Better”

Maya Angelou

Acknowledgements to Karen Feinstein and the Jewish Healthcare Foundation of Western Pennsylvania for their support of our work.