



## Policy Agenda

### **Goal:**

The Campaign will ensure that our health care system provides the *comprehensive, coordinated, patient- and family-centered* care that individuals – especially older adults with multiple health problems – want and need. To achieve this goal, consumers must play a major role in shaping the implementation of health care reforms and redesigning our delivery system. The Campaign for Better Care will advocate for:

### **New Models of Delivering Care**

***Work at the federal and state levels to ensure that new approaches to delivering care:***

- Are patient- and family-centered and include services like geriatric assessment, care planning, comprehensive care coordination, transition management, medication management, and support for patients and family caregivers;
- Are evaluated and held accountable for meeting the needs of patients and families, improving quality, providing care that is culturally and linguistically appropriate, and reducing disparities caused by race, ethnicity, gender, and language; and
- Are expanded and implemented broadly once they have been shown to meet the needs of patients and families.

### **New Payment Strategies**

***Support primary care practice and reward better quality, care coordination, and communication among providers, patients, and family caregivers.***

- Ensure adequate payment for primary care providers and services such as care planning, care coordination, and office visits;
- Create a payment system that incentivizes higher quality, better patient outcomes and experience, and greater efficiency; and
- Ensure an adequate workforce with health care professionals and direct care workers trained in geriatrics and chronic care.

## **Quality and Accountability**

***Shape a national strategy for performance measurement that drives quality, holds providers accountable, and gives us the tools we need to assess and improve care.***

- Set priorities for measurement and quality improvement that reflect the needs of older adults and people with multiple health conditions;
- Develop measures that assess providers' performance in areas important to older patients, their caregivers, and people with chronic conditions; and
- Ensure effective collection, analysis, and use of these measures to continuously improve care, reduce disparities, and inform consumers.

## **Health Information Technology (HIT)**

***Promote effective use of health information technology (HIT) that supports team-based, coordinated, patient-centered care.***

- Provide appropriate point-of-care information to providers, patients, and caregivers;
- Facilitate coordination and communication among providers, patients, and their caregivers;
- Provide real-time decision support for clinicians;
- Ensure the privacy and safety of patients' medical information; and
- Enable the assessment and reporting of quality of care and patient experience and health outcomes.

## **Consumer Voice and Empowerment**

***Ensure that the new delivery system is truly patient-centered.***

- Require providers to regularly solicit patient feedback and use that information to improve the care they deliver; and
- Empower patients and caregivers to make fully informed decisions and effectively manage their health through the right tools and support.

***Ensure that consumers play a major role in the implementation of health care reforms and re-shaping the delivery system so that it provides care that meets the needs of those most in need, especially vulnerable older adults and people with chronic conditions.***