

Employer, Consumer, Labor and Payer Agreement to Act Promoting the National Priority Partnership Goals November 17, 2008

Achieving the goals set forth by the National Priorities Partnership will take concerted action by individual organizations as well as organizations working together and with other stakeholder groups. To foster breakthrough change, these actions must build on and reach beyond efforts already in place. We must create new partnerships and use a range of “drivers” including: *performance measurement, payment, public reporting, consumer engagement, quality improvement, accreditation and workforce planning*. The organizations listed here – representing those who receive and pay for health care in America – have come together to identify specific ways they will work collaboratively to foster the goals of the National Priority Partnership. These supporting organizations include both members and non-members of the National Priority Partnership. They are united in their commitment to take these and other actions to achieve the goals announced today.

Supporting organizations: AARP, AFL-CIO, American Hospice Foundation, Childbirth Connection, Consumers’ CHECKBOOK, Consumers Union, Health Partners, National Business Coalition on Health, National Business Group on Health, National Consumers League, National Partnership for Women & Families, Pacific Business Group on Health, The Leapfrog Group, United Health Care, U.S. Chamber of Commerce and Wellpoint.

Common Agreement & Focus of Employers, Payers, Labor and Consumers

1) *CREATE BROAD DRUMBEAT OF SUPPORT FOR NPP GOALS*

AGREEMENT: Consumer, labor, employers, public purchasers and plans agree to support NPP goals by: (1) promoting these goals as areas to focus public and private action to achieve significant improvements in the quality and affordability of health care for all Americans,” and (2) taking concrete actions as individual organizations and through collaborative efforts.

2) *PROMOTE TRANSFORMATIONAL PAYMENT REFORM*

AGREEMENT: Attaining any of the goals set forth by the National Priority Partnership will require a shift from the current payment system that rewards volume versus quality; promotes interventions – whether needed or not -- versus care coordination; and focuses on after-the-fact fixes versus prevention. To achieve our common goals we must acknowledge the urgent need to dramatically transform payment so that it is aligned with, and driven by, the goal of ensuring that all Americans always get the right care, and ONLY the right care, at the right time.

3) *DEVELOP COMMON COMMUNICATIONS PLATFORM FOR CONSUMERS, PURCHASERS, AND PLANS AROUND PRIORITY AREAS*

AGREEMENT: Many of the NPP Goals require that the American public and policy makers have greater awareness of the problems that cause our health care system to fall short of its promise. Consumers, labor, employers, public purchasers and plans will work together to develop clear and concise communications around four central issues:

- wellness promotion and the need to address a broad range of factors that contribute to population health beyond health care services;
- recognition and shared responsibility for changing a health care system that all too often does harm that can be avoided;
- the need to reframe patient and provider focus to emphasize the goal of patients getting the “right” care – rather than “more care,” “less care,” or “wrong care”; and
- the need to better engage patients in management of chronic conditions and the difficult issues of end-of-life care.

Consumer-Centered Efforts (With Support from Employers and other Purchasers as Appropriate)

4) *FOCUSED ADVOCACY AND SUPPORT FOR WIDE ADOPTION AND USE OF PATIENT EXPERIENCE SURVEYING AT ALL LEVELS, BUT PARTICULARLY AT THE CLINICIAN LEVEL.*

AGREEMENT: Consumer organizations will advocate for employers, plans, payers and public purchasers to support broad implementation of patient experience surveying. The Ultimate goal: to have all providers and consumers get information from patients about their experience as a routine part of care provision, and to have providers make improvements in the care they provide, based on patient feedback.

Purchaser-Centered Efforts (With Support from Consumers as Appropriate)

5) *EMPLOYERS AND OTHER PURCHASERS ENGAGE PLANS IN SHARED FOCUS ON NPP GOALS*

AGREEMENT: Employers and public purchasers will work with health plans and their other vendors (e.g., disease management, pharmacy benefits) to ensure that addressing the NPP Goals is a core expectation.

6) *BUILD ON EXISTING EFFORTS TO ALIGN PAYMENTS CONSISTENT WITH NPP GOALS*

AGREEMENT: Employers and public purchasers will expand on existing efforts to align payment strategies to reinforce the NPP goals.