

## Commonwealth Common Health Conversations

### *Moving from Values to Measures*

#### Values:

- **Services where the people are**
- **Ample, accessible, quality service providers**
- **Consistent quality care, regardless of payor source or region of the state**
- **Affordable health care (including medications) for everyone**
- **Comprehensive, patient-centered, respectful care**
- **Support for healthy living where we live, work, play**

In order to track how well Kentucky – and the Foundation – are moving to improve the health and healthcare of the Commonwealth’s residents, it may be helpful to develop “targets” in each value area. With these, we can assess where each county or district is, and move the conversation to what needs to be done, to have the types and levels of care Kentuckians value. Under each value below, I have suggested measures derived from the detail of the community discussions.

The aim of presenting these today is to *foster discussion on appropriate next steps for the Foundation*, to move from values to policy to positive change in Kentuckians’ health status and access to health care.

#### **Services where the people are**

- No Kentuckian shall be more than \_\_\_ minutes drive from his/her primary care provider
- Primary Care and urgent care will provide access to needed services evenings and weekends, at appropriate acuity level
- Transportation will be readily available [measure needed] + affordably available for those unable to access care without it
- Specialty care will be available at primary care service sites, through telemedicine and other means
- Care navigation services will be present in each jurisdiction to assist patients to access affordable quality (safe, effective) care and to maintain treatment regimens

#### **Ample, accessible quality service providers**

- Communities will have appropriate [measure to be established] ratios of care providers to population for physicians, dentists, nurse practitioners, mental health and substance abuse service providers
- A statewide trauma system will assure safe medical transport to designated trauma centers within \_\_\_ minutes
- Universities in Kentucky will offer incentives for professional education of those choosing to practice in underserved areas

### **Consistent quality care, regardless of payor source or region of the state**

- Quality of Kentucky hospitals, clinics, and practice groups will be assessed regularly using established measures [HEDIS, other?] which will be readily available to consumers and other care purchasers
- Payors and regulators will offer incentives for adherence to evidence-based “best practices”
- Providers will move to electronic prescribing and electronic portable medical records; payors and regulators will offer incentives for interoperable, portable electronic medical records

### **Comprehensive, patient-centered, respectful care**

- Comprehensive – providers and payors will support integrated service delivery
- Patient-centered/respectful – Patient satisfaction with services of Kentucky hospitals, clinics and practice groups will be assessed regularly using established measures which will be readily available to consumers and other care purchasers
- Cultural competence will be evaluated and taught as needed, to bridge cultural and linguistic gaps between providers and patients

### **Support for healthy living where we live, work, play**

- Healthy lifestyle information will be readily available through patient care providers, employers, schools and religious institutions
- Each community will have safe and free places to walk and exercise
- Nutritious foods will be available at affordable prices in every community, as well as in schools and senior nutrition programs
- “Tap water” shall be clean and safe to drink
- Smoking shall be eliminated in all workplaces; assistance offered for those seeking to stop smoking