



The Power of Public Transparency

Value-based payment is just one potent incentive for aligning incentives towards improved health care value. Full public transparency in reporting is another key tool. Such transparency is particularly critical given that the success of the DSRIP initiative (including federal payments) are dependent on the overall success of each regional PPS. Transparency helps to minimize "the tragedy of the commons," and also fosters co-learning among sites. There are several levels at which public transparency is critical. I'll address three of them. The first is public transparency in performance of each PPS that reports to NYS. Each PPS should have full access to performance reports from other PPS reports to NYS (without the need for FOIA requests). In other words, these data should be shared openly, freely, and publicly. This will enable each PPS to benchmark their own progress and against other identified sites and learn from success and avoid pitfalls. These reports should include progress in reducing avoidable ED visits and hospitalization and other key metrics. The second level is public transparency among partners within each PPS. Sunshine is healthy. Public reporting on agreed upon metrics will help motivate organizations to step up their game. These reports should include rates of ED visits and avoidable hospitalization by hospital system (even though many other factors enter into these). The last level is public transparency for patient/consumers in terms of performance that patients are likely to find most relevant in making choices. This would mean public reporting of CAHPS by provider organization including health plans, and potentially quality metrics that DSRIP is incentivizing. Patient consumers need actionable reliable information to make informed choices regarding their health plan, primary care provider and choice of other providers. This will give practical meaning to patient engagement. In general, health care lags way behind other sectors in performance transparency. Online ratings, e.g. Healthgrades, RateMDs, etc have already leaped ahead of the health care organizations. DSRIP should make full data public transparency a core principle. Data should presented in easy-to-understand formats for other PPS. Each PPS should establish its own system for transparency including the establishment of online, user-friendly sites that patient can use. NYS has not always been a leader in transparency. This is one area where there is an opportunity to show the nation that DSRIP is charting a new course. Making relevant actionable data easily available to patients will not only inform patient choice and engagement (since patients are making decisions that match their own preferences) but also stimulate market competition towards improved care. This will only work if the information is presented in easy to understand formats that have been user-tested.



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2

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