Partnering for the Future

LAN SUMMIT
Health Care Payment Learning & Action Network

201 Panel: Engaging Patients Effectively in APM Development
Welcome

Katie Martin
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Panel Speakers

**Danielle Garrett**
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Executive Director, Partnership to Improve Patient Care

**James Johnston**
Director, Learning and Diffusion Group, CMMI

**Sara Stevens**
Vice President of Analytics Operations, Capital District Physicians’ Health Plan
What Consumers Want

Whole-Person Care
- Emphasize dignity and respect
- Reflect cultural differences and preferences
- Understand non-medical factors

Coordination and Communication
- Identify “go to” person
- Promote robust information sharing with patients and care team

Patient and Family Support
- Build trusting, meaningful relationships
- Encourage shared care-planning

Ready Access
- Provide care and information when and where needed
Continuum of Engagement

Consumer and Patient Principles

1. Patients and family caregivers are collaboratively engaged in all aspects of design, implementation and evaluation.
2. Positive impact on patient care and health is paramount.
3. Measures of performance and impact are meaningful, actionable and transparent.
4. Primary care is foundational.
5. Health equity and care for high-need populations are improved.
6. Patients can easily access their health information.
7. Financial incentives are disclosed and promote better quality as well as lower costs.
Visit the LAN Website for our Resources

https://hcp-lan.org/
Exit Survey

We want to know what you think!

Please take a moment to complete the exit survey so we can continue to improve and enrich the LAN. Use the link in Guidebook for this session to provide us your feedback.
Contact Us

We want to hear from you!

- www.hcp-lan.org
- @Payment_Network
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- Search: Health Care Payment Learning and Action Network
Thank You!