

The Consumer as Integrator

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FOUNDATION FOR ACCOUNTABILITY

South Central Michigan Health Alliance
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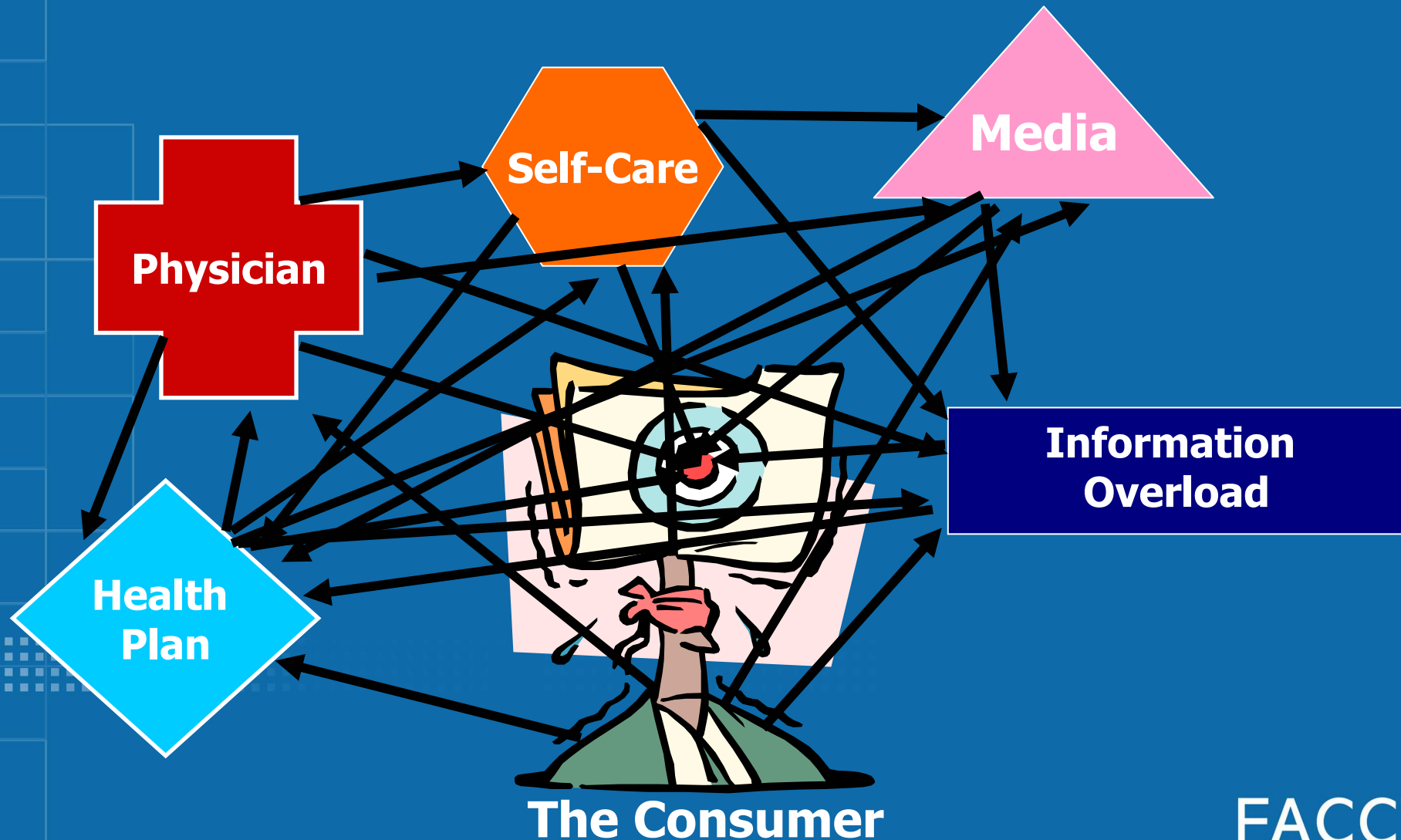
National organization dedicated to
helping Americans make better health
care decisions

*Get more information about FACCT & tools
for consumer-centered health care at*

www.facct.org

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Today's Health Care System



Confusion!

Consumer Needs

Increasing quality and safety and decreasing cost

- Decision Support (culture)**
- Plan Design (system)**
- Economic Incentives for Doctors and Consumers (Money)**

Supporting Consumer Decision-making

FACCT's Consumer Research

- Measuring
- Messaging
- Segmentation

Supporting Consumer Decision-making

Measuring

- Interviews and focus groups with consumers
- Expert panels
- Field tests
- Included in HEDIS, NCQA, National Quality Report
- **Results** - 30 measures, tested with over 56,000 families, numerous states, with various managed care organizations

Supporting Consumer Decision-making

Messaging

- Consumer research
- Framework for messaging

*The
Basics*

*Staying
Healthy*

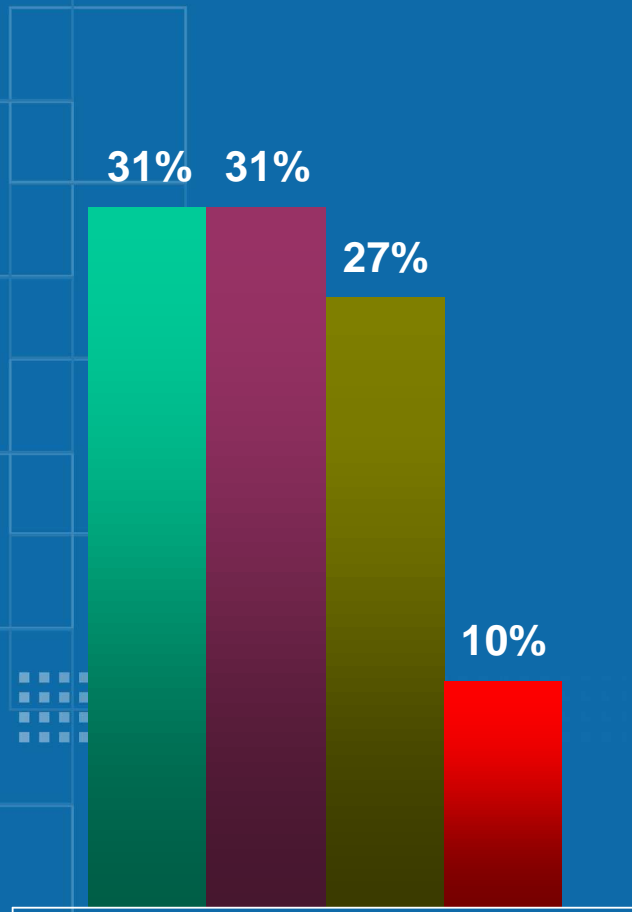
*Getting
Better*

*Living
With
Illness*

*Changing
Needs*

Supporting Consumer Decision-making

Segmentation



■ Independent Active

- Feel important to be informed about health issues
- Have good relationships with their doctors
- More likely to be women, have chronic condition

■ Doctor-Dependent Active

- Tend to feel overwhelmed by health information
- Work closely with their doctors
- More likely men, older, have chronic condition

■ Doctor-Dependent Passive

- Do not place high value on health or prevention
- Rely on their doctors to provide necessary info.
- More likely to be men

■ Independent Passive

- Not interested in health information
- Do not have a close relationship with their doctors
- More likely to be younger

Consumer As Integrator

Quality Care

Good doctor = good quality

Bad doctor = bad quality

Consumer as Integrator of Quality Care

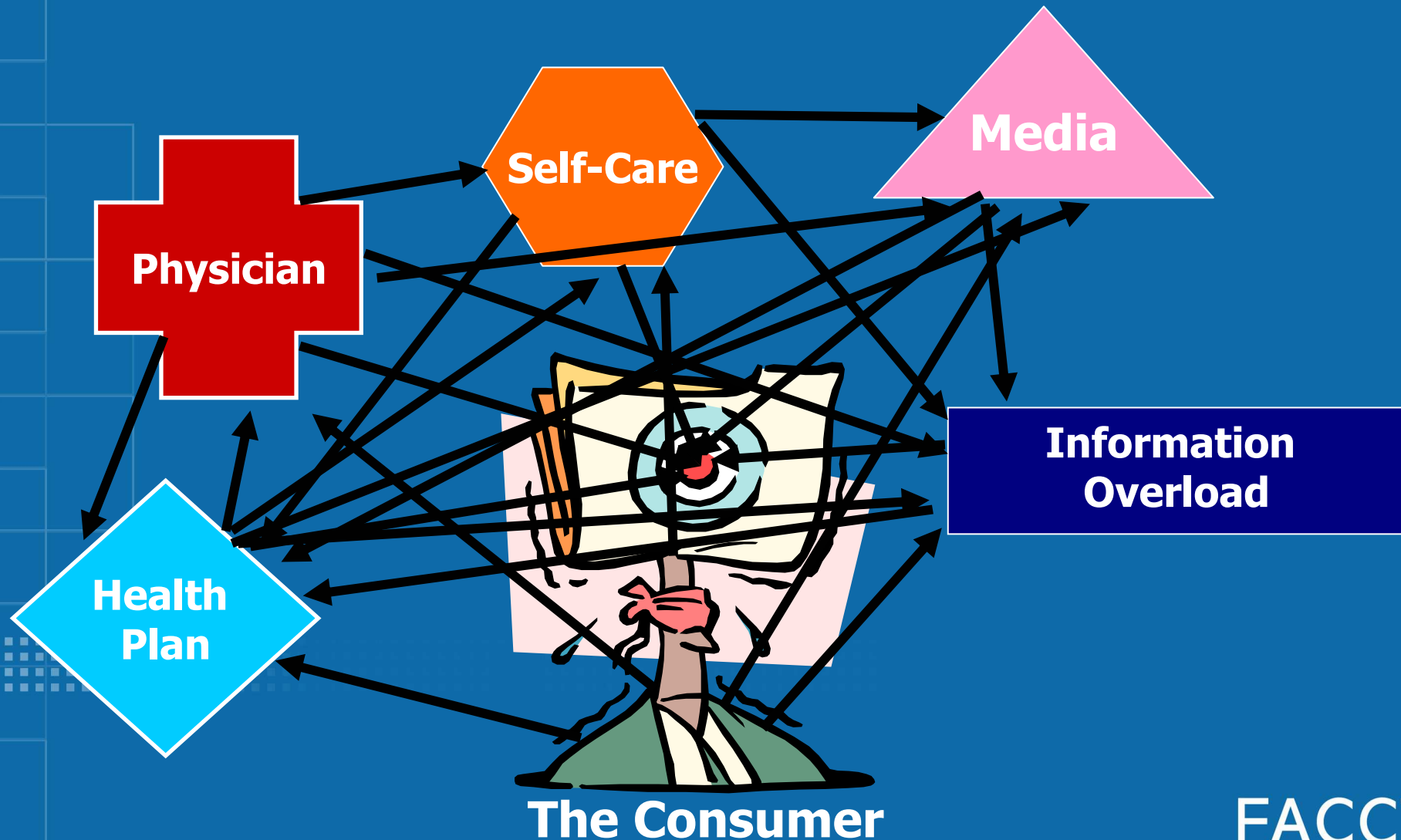
What consumers need

Coaching - Educating consumers about health care quality

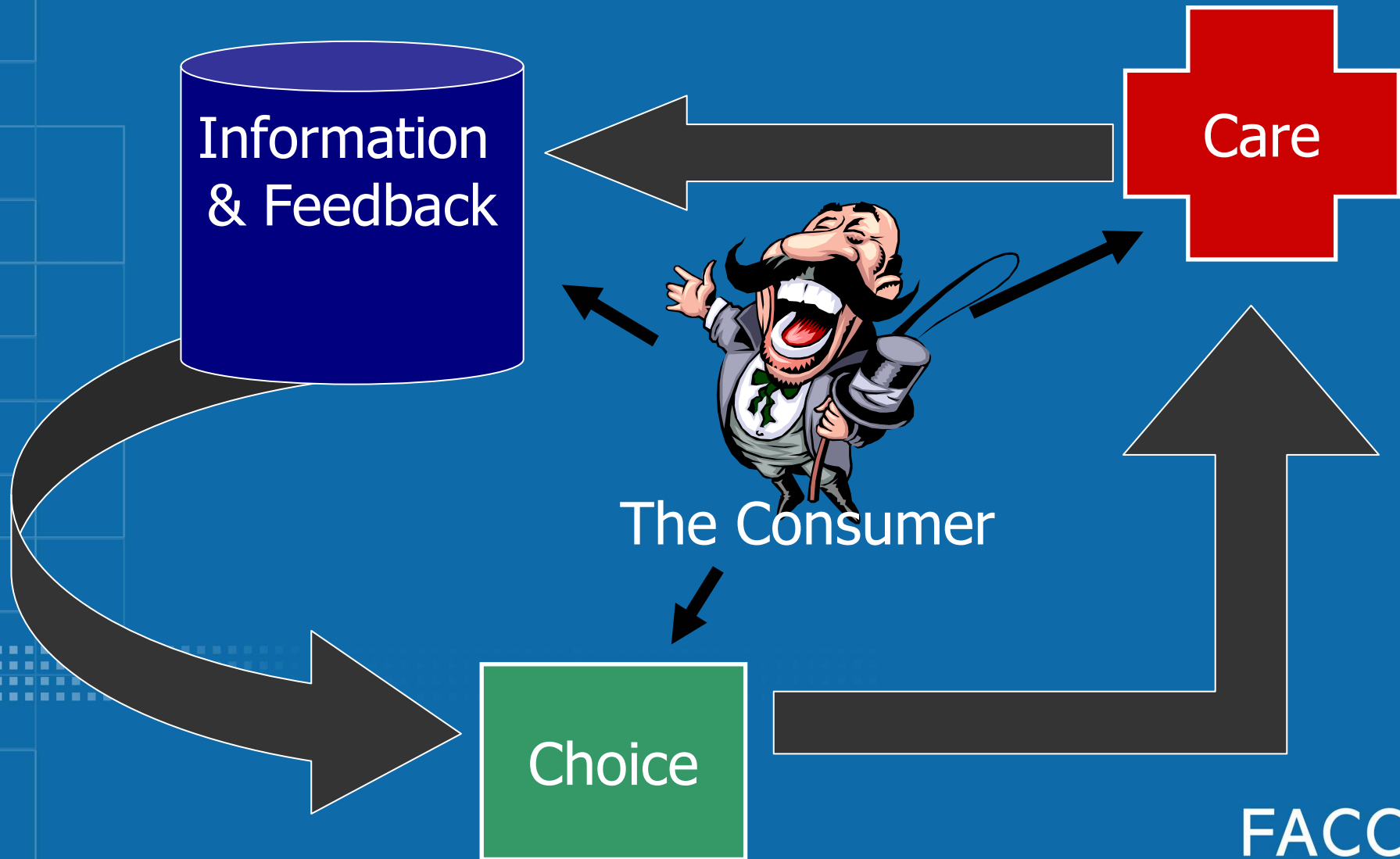
Comparing- Informing consumer health care decision-making

Choosing - Developing tools to help consumers make decisions based on quality

Today's Health Care System



Consumer as Integrator



Consumer as Integrator

CompareYourCare™

An interactive online decision support tool that gives consumers real-time access to health care information and support

Compare Your Care™

- Gives consumers:
 - Understanding what quality health care is and how to get it based on measurement research
 - Provides customized information based on segmentation and messaging
 - Personalized feedback based on the individual consumer's experience
- Based on science

Compare Your Care™

Goals

- **Target Consumer Behaviors**
 - Increase information-seeking behaviors
 - Improve conversations with providers
 - Expand self-care activities
 - Choose higher quality, safer providers

*Compare Your Care*TM

Consider the applications of

*Compare Your Care*TM to these issues:

- Defined contribution
- Use of formulary
- Evaluation of disease management or wellness programs
- Reduce presenteeism
- Reduce absenteeism

*Compare Your Care*TM

Customize *Compare Your Care*TM:

- Defined contribution
- Use of formulary
- Evaluation of disease management or wellness programs
- Reduce presenteeism
- Reduce absenteeism

Welcome to Compare Your Care! Choose one of the following surveys to begin:

Staying Healthy

Are you getting the screenings, tests and information all adults need to stay healthy?

Asthma Check-up

Are you getting the care and information you need to manage your asthma?

Diabetes Check-up

Are you getting the care and information you need to manage your diabetes?

Are you at risk for diabetes?

Take the American Diabetes Association's Diabetes Risk Test to find out.

Depression and Anxiety

If you are concerned about or have been diagnosed with depression or anxiety, find out if you are getting good care from your doctor.

About You

[Home](#) > [Diabetes Check-up](#) > [About You](#)

Please answer the following questions to help us give you personalized information.
All of your answers will remain [confidential](#).

Are you:

Male Female

What is your birth date? (mm/dd/yy)

Have you ever been told that you have diabetes by a doctor or nurse?

Yes No

When were you told you had diabetes? Enter number of months or years:

Months Years

Are you taking medication for your diabetes?

Yes, pills only Yes, both pills and insulin
 Yes, insulin only No, I manage on diet and exercise only

Has a doctor ever told you that you had:

- | | | |
|--|--------------------------------------|--------------------------|
| - High blood pressure (hypertension) | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| - High Cholesterol (too much fat in the blood) | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| - Chronic back pain | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| - Sciatica (pain or numbness that travels down your leg to below the knee) | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| - Arthritis (rheumatism) | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| - Kidney disease | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| - Chronic lung disease (asthma, emphysema, chronic bronchitis, COPD) | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| - Heart failure | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| - Heart attack | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| - Angina (chest pain or chest tightness) | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| - Stroke | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| - Inflammatory bowel diseases (Crohn's disease or ulcerative colitis) | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| - Cancer (other than skin cancer) | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| - Peripheral vascular disease (PVD) | <input checked="" type="radio"/> Yes | <input type="radio"/> No |

Please provide your email address if you would like to receive updates about this site. Providing your email is optional; we won't share your email with anyone else.



Rate Your Care

[Home](#) > [Diabetes Check-up](#) > [About You](#) > [Rate Your Care](#)

There are four sections to this survey. All are important for good diabetes care.
Pick one to begin!



Appropriate Care

- Is your doctor checking your blood pressure?
- Is your doctor checking your cholesterol?
- Is your doctor checking your urine for signs of kidney disease?
- Has your doctor talked to you about testing your blood sugar, getting eye exams, taking care of your feet, aspirin use, and smoking?



Education & Teamwork

- Has your doctor provided you with information and education so you can take care of your diabetes?
- Do you have any trouble taking care of your diabetes?
- Is taking care of your diabetes a hassle for you?



Day-to-Day Living

- Are you having symptoms of diabetes?
- How is your physical and emotional health?
- Does your physical or emotional health prevent you from doing your daily activities?



Support & Service

- Is your doctor thorough and managing your care well?
- Do you trust your doctor?
- Do you get care and answers when you need them?



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Survey Questions



[Home](#) > [Diabetes Check-up](#) > [About You](#) > [Rate Your Care](#) > Survey Questions

Blood Pressure Check

At your last visit, did your doctor or other health provider check your blood pressure?

Yes No

Cholesterol Check

In the last 12 months, did your doctor or other health provider test your blood cholesterol or related substances (such as lipids, HDL, LDL, or triglycerides)?

Yes No

Kidney Disease Test

In the last 12 months, did your doctor or other health provider check your urine for signs of diabetic kidney disease (such as albumin, microalbumin, creatinine, or protein)?

Yes No

Blood Sugar Testing

Has your doctor or other health care provider ever watched you test your blood sugar to check that you are doing it correctly?

Yes No I do not test my blood sugar

Has your doctor ever asked you what your home blood sugar values are?

Yes No I do not test my blood sugar

In the last 6 months, did your doctor or other health care provider check your blood sugar control with a hemoglobin A1c or glycosylated hemoglobin test (test that shows average blood sugar levels over the last few months)?

Yes No Don't know

Eye Exam

When was the last time you had an eye exam where the doctor put drops in your eyes that made it hard to see in bright light?

Never Within the last 12 months More than 12 months ago

Foot Care

During the last 12 months, did your doctor or other health provider you see for your diabetes:

a) Ask you about numbness or tingling in your feet?

Yes, more than once No, and I saw the doctor
 Yes, at least once No, but I didn't see the doctor

b) Take your shoes and socks off and check your feet?

Feedback



[Home](#) > [Diabetes Check-up](#) > [About You](#) > [Rate Your Care](#) > [Survey Questions](#) > [Feedback](#)

Appropriate Care: Feedback

Here's how your doctor scores on giving you the tests, screenings, and services you need to help you monitor and control your diabetes.



Take Charge!

Click on the links below to get more feedback on the care you are getting from your doctor and get tips to help you improve your care!

Get More Feedback

- [Blood Pressure Check](#)
- [Cholesterol Check](#)
- [Kidney Disease Test](#)
- [Blood Sugar Testing](#)
- [Eye Exam](#)
- [Foot Care](#)
- [Aspirin](#)
- [Smoking](#)

Things You Can Do

- Add This Information To My Care Guide
- View Summary Checklist
- Go To Care Guide
- Leave A Note About Your Doctor's Care





Feedback

[Home](#) > [Diabetes Check-up](#) > [About You](#) > [Rate Your Care](#) > [Survey Questions](#) > [Feedback](#)

Foot Care: Feedback

It's good that your doctor or other health provider has recently checked your feet. Your doctor should check your feet regularly, ask you about numbness or tingling in your feet, and give you instructions for taking care of your feet and checking them at home.



Take Charge!

There's a lot you can do to prevent problems with your feet. Keeping your blood sugar in good control and taking care of your feet can help protect them. Ask your doctor if you have any questions about taking care of your feet or checking them at home.

Experts Say...






Nerve damage to the feet is a main cause of amputations in people with diabetes. Nerve damage may prevent you from feeling pain from injuries or sore spots on your feet. If you have poor circulation because of blood vessel problems in your legs, the sores on your feet can't heal and might become infected. If the infection is not treated, it could lead to amputation. To help prevent nerve damage, take good care of your diabetes and check your feet every day. (Source: National Institute of Diabetes and Digestive and Kidney Diseases)

... More Expert Info

Get More Feedback

- [Blood Pressure Check](#)
- [Cholesterol Check](#)
- [Kidney Disease Test](#)
- [Blood Sugar Testing](#)
- [Eye Exam](#)
- [Foot Care](#)
- [Aspirin](#)
- [Smoking](#)

Things You Can Do

-  [Tips for Better Care](#)
-  [Add This Information To My Care Guide](#)
-  [View Summary Checklist](#)
-  [Go To Care Guide](#)
-  [Leave A Note About Your Doctor's Care](#)

[move on](#) 



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Your Care Guide



[Home](#) > [Diabetes Check-up](#) > [About You](#) > [Rate Your Care](#) > [Survey Questions](#) > [Feedback](#) > **Your Care Guide**

Your Care Guide allows you to easily find, print and download information from this site.

The items you have already selected are checked below. You can select additional items by checking the box next to the item you would like to print or download.

Use this information to get the care you need and improve your health!



Summary Checklist

- Print this and take it to your doctor



Appropriate Care

Survey Questions

- Your survey answers

Your Feedback

Ratings you gave your doctor and your personalized feedback

- Overall rating of your doctor
- Blood Pressure Check
- Cholesterol Check
- Kidney Disease Test
- Blood Sugar Testing: Review of results
- Blood Sugar Testing: Hemoglobin A1c test
- Blood Sugar Testing: Correct testing
- Eye Exam
- Foot Care
- Aspirin
- Smoking

More Expert Information

Why experts say these are important parts of good care

- Blood Pressure Check
- Cholesterol Check
- Kidney Disease Test
- Blood Sugar Testing: Hemoglobin A1c test
- Eye Exam
- Foot Care
- Aspirin
- Smoking

Quick Tips

Self-help information

- How to prevent heart disease
- How to prevent kidney problems
- Keeping daily records
- Taking care of your eyes
- Foot care: Things you can do
- Sample contract to quit smoking

Full Tips

Full tips have more detailed information than quick tips and can be downloaded

- Keeping track of your blood sugar:
 - A daily log
- How to test your blood sugar
- Smoking: Kicking the habit



Education & Teamwork

Survey Questions

- Your survey answers

Your Feedback

Quick Tips

Self-help information

- Education: Questions to ask your doctor

Summary Checklist



This checklist is based on your answers to the survey questions you just completed.

Take this list with you to your next visit and review your results with your doctor or other health provider. If you can't cover everything on the list in one visit, schedule another visit or ask your doctor if someone else in the office can help you.

		Ask your doctor about ↓
	Appropriate Care	Screenings and tests up-to-date
	Inhaler	✓
	Peak Flow Meter	✓
	Smoking	✓
	Education & Teamwork	Good teamwork!
	More information/ action needed	
	Education	✓
	Doing Self Care	✓
	Ease of Self Care	✓
	Day-to-Day Living	Keep up the good work!
	Ask your doctor for help	
	Symptoms	
	Physical and Emotional Health	
	Daily Activities	
	Support & Service	Good support & service!
Share your concerns with your doctor		
Managing Your Care		
Trust and Caring		
Customer Service		

Other helpful information available in Your Care Guide

- Your survey questions and answers
- Your personalized feedback
- Quick tips
- Full tips
- Much more!

Before you exit Your Care Guide, be sure to print or download these helpful resources for future use!



Compare Your Care™

Available in 2002

- Staying Healthy
- Asthma
- Depression
- Diabetes

Coming Soon

- Adolescent Preventive Care
- Breast Cancer
- Coronary Heart Disease
- Early Childhood Development
- End of Life Care
- HIV/AIDS
- Maternity Care
- Pediatric Asthma
- Prescription Formulary
- Medication Adherence

Compare Your Care™

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Try a demo of Compare Your Care™ at

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