

**National Committee on Vital and Health Statistics (NCVHS)
Quality Subcommittee Hearing on
Measures that Matter to Consumers**

Doubletree Hilton Hotel
8727 Colesville Road
Silver Spring, MD 20910
Phone: 301-589-5200, Fax: 202-872-1424

Tuesday, February 28, 2012

FINAL AGENDA

Day 1

9:00 – 9:15 a.m.	Call to order. Welcome/Introductions Overview Goals Role of NCVHS and the Hearing Observations and recommendations from “Aligning Quality Measurement with Health Reform” letter	Dr. Blackford Middleton, <i>Co-Chair</i> Dr. Paul Tang, <i>Co-Chair</i>
9:15 – 10:45 a.m.	Understanding Consumer/Patient Health and Healthcare Decision-Making Needs What kinds of decisions do consumers/patient seek to make regarding their health and healthcare? What are effective ways of disseminating Information to support decision-making in ways that are understandable, actionable and useful? What do they currently use and how do they access it? What are key shortcomings in supporting consumer/patient decision-making?	Joyce Dubow, AARP Christine Bechtel, NPWF Lynn Quincy, Consumer Union James Sutton, Rochester Medical Center Jake Flaitz, , Paychex, Inc.
10:45 – 11:00 a.m.	BREAK	
11:00 – 12:30 p.m.	Measures and data to support health and healthcare decision-making	David Lansky, PBGH (phone) Joyce Dubow, AARP Christine Bechtel, NPWF

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What measures would be meaningful in supporting the consumer/patient health and healthcare decisions?

Lynn Quincy, Consumer Union
James Sutton, Rochester Medical Center
Jake Flaitz, Paychex, Inc.

What data is needed to support these measures?

How is this data currently sourced?

What are key data deficits and gaps?

Why are some “Beacon Community” efforts “working” and others are not?

12:30 – 1:15 p.m.

Lunch

1:15– 2:30 p.m.

Use of functional status and self-management measures

Heather Smith, APTA
Dr. John Hough, NCHS
Matt Stiefel, Kaiser Permanente
John Wasson, Dartmouth

Current state and use examples

Barriers and recommended specific strategies to drive use

2:30 – 2:45 p.m.

BREAK

2:45 – 4:00 p.m.

Use of patient experience and satisfaction measures in assessing whether consumers/patients achieved their goals and expectations

Dale Shaller, Shaller Consulting
Regina Holliday

Current state and use examples

Susan Madden and
Rick Siegrist, Press Ganey

Barriers and recommended specific strategies to drive use

4:00 – 5:15 p.m.

Use of patient preference measures in selection of insurance coverage, health providers and

Sarah Thomas, NCQA
David Stumpf, Woodstock Health

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treatment options

Information & Technology

Current state and use examples

Robert Krughoff,
Consumer Checkbook

Barriers and recommended specific
strategies to drive use

5:15 – 5:30 p.m.

**Closing thoughts and
adjourn for the day**

Drs. Middleton and Tang, *Co-Chairs*

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Draft AGENDA

Day 2

9:00 – 10:30 a.m.	Summary of Previous Day’s Testimony Discussion of key themes, gaps, open questions, and strategies	Dr. Blackford Middleton, <i>Co-Chair</i> Dr. Paul Tang, <i>Co-Chair</i>
10:30 – 10:45 a.m.	BREAK	
10:45 - 12:00 p.m.	Begin development of findings and recommendations letter Structure Outline Key points	Group Discussion
12:00 – 12:15 p.m.	BREAK	
12:15 – 1:00 p.m.	Closing Thoughts and Next Steps Adjourn Meeting	Drs. Middleton and Tang <i>Co-Chairs</i>

Should you require reasonable accommodation, please contact the CDC Office of Equal Employment Opportunity on (301) 458-4EEO (4336) as soon as possible.

Times, topics, and speakers are subject to change. For final agenda, please call 301-458-4200 at NCHS or visit the NCVHS Home Page at <http://www.ncvhs.hhs.gov/>

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