

Public Reporting of Cost and Resource Use



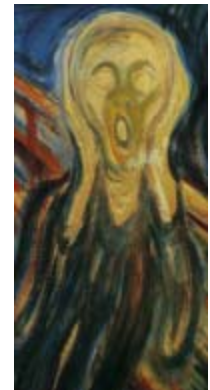
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Aligning Forces for Quality – National Meeting in Denver ☺
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Goals for Today

- Share examples of reporting cost and resource use
- Introduce consumer feedback on a potential display
- Foster dialogue and new ideas

Different Audiences, Different Needs

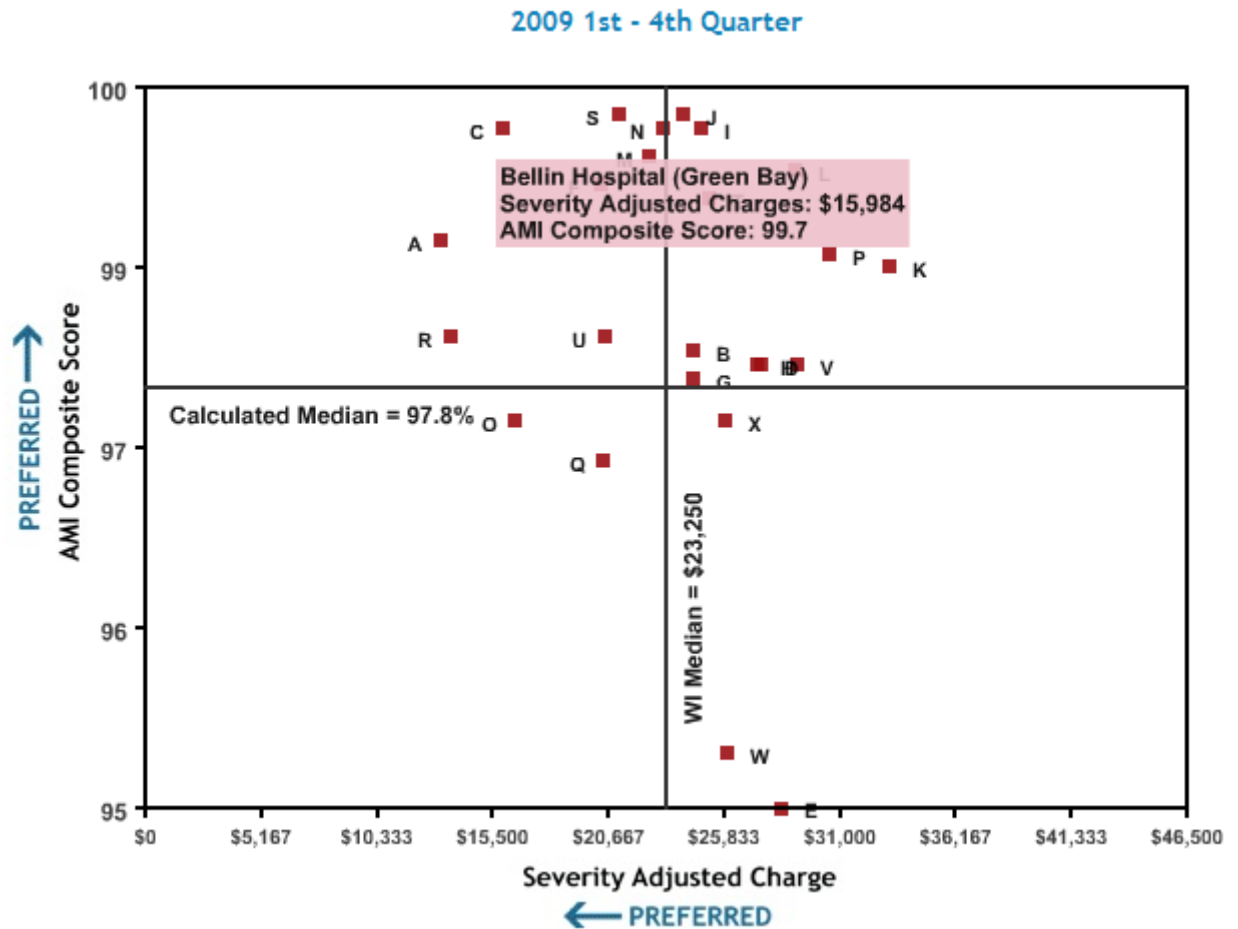
- Health care providers, purchasers/employers, payers/health plans, patients, and consumers
- Varying degrees of interest, varying degrees of understanding, varying degrees of action
- Using information for accountability, using information for improvement, using information for decision making
- “Cost” and “resource use” have different meanings, require different types or sources of data, and aren’t interchangeable



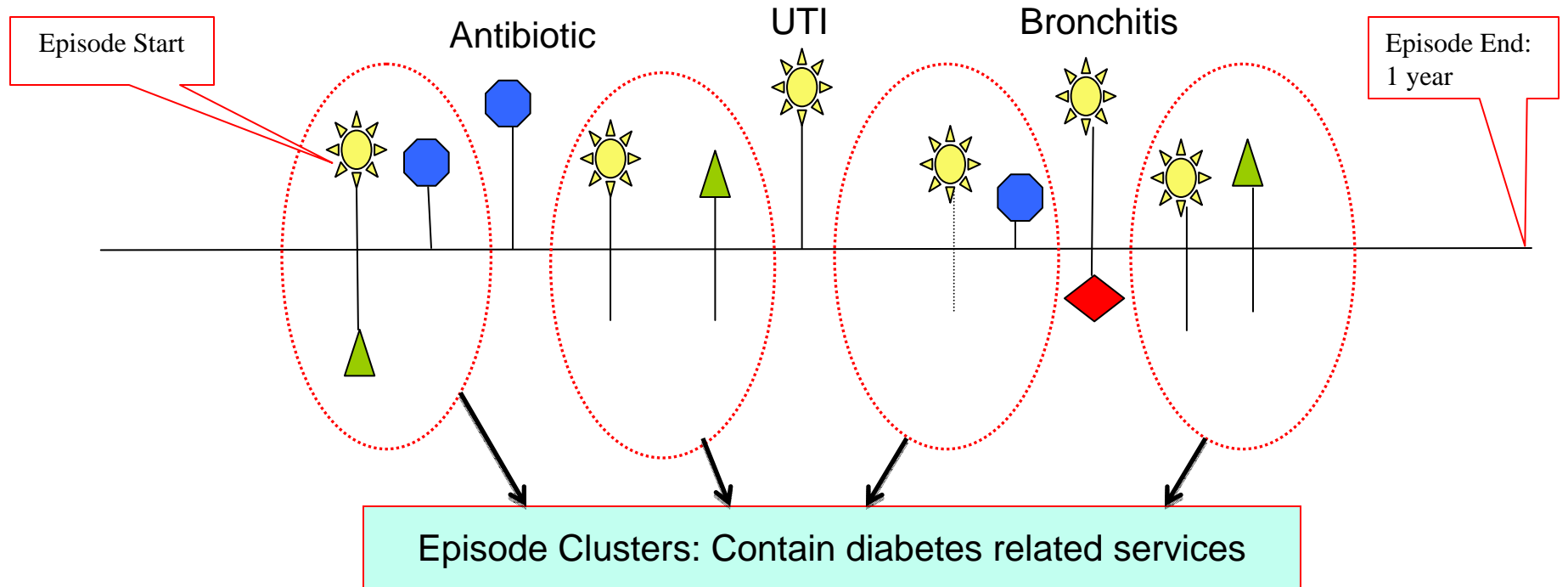
WCHQ Quality and Cost Quadrant





Displays a comparison of quality of care data and hospital charge data for heart attack (acute myocardial infarction/AMI), heart failure, and pneumonia care.

When computer mouse is moved over one of the letters, a pink box appears with details on quality data and hospital charge data.



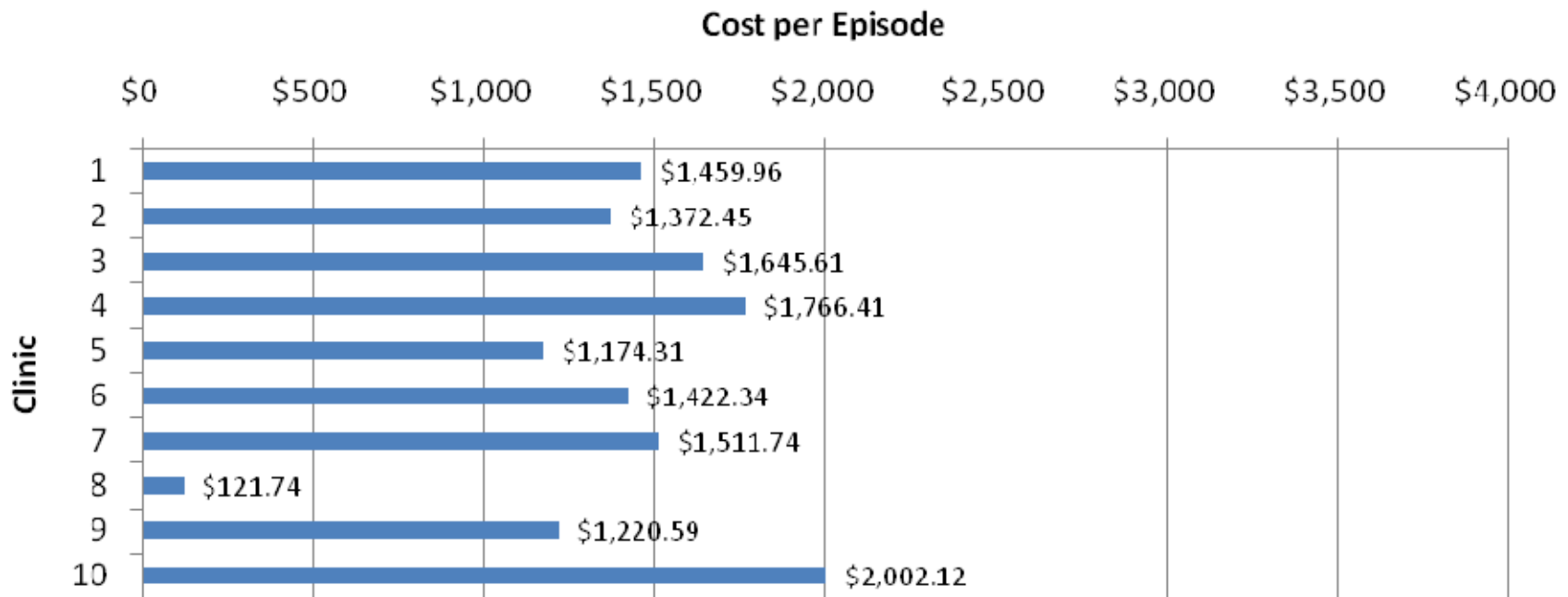
Resource Use: Diagram of a Diabetes “Episode”



-  Office Visit (Anchor Record)
-  Lab Services (Ancillary Record)
-  Radiology (Ancillary)
-  Pharmacy Records (Ancillary)

WCHQ Resource Use Display Option A

Diabetes Cost per Episode - WCHQ Family Medicine Providers by Clinic



WCHQ Resource Use Display Option B

Diabetes Cost per Episode - WCHQ Family Medicine Providers by Clinic

Clinic	Diabetes Cost per Episode	Number of Episodes	Peer Diabetes Cost per Episode	Std Cost Index
1	\$1,459.96	106	\$1,668.97	0.87
2	\$1,372.45	79	\$1,690.77	0.81
3	\$1,645.61	32	\$1,584.99	1.04
4	\$1,766.41	121	\$1,820.17	0.97
5	\$1,174.31	36	\$1,602.94	0.73
6	\$1,422.34	162	\$1,680.78	0.85
7	\$1,511.74	102	\$1,653.39	0.91
8	\$121.74	1	\$1,704.12	0.07
9	\$1,220.59	15	\$1,584.63	0.77
10	\$2,002.12	70	\$1,899.85	1.05

Information for Consumers





Physician Office Visit Cost

Members are able to view costs of 35 common conditions representing 50% of outpatient physician spend. Cost estimate includes office visit, lab tests, and pharmacy costs compared to other doctors in their city.

Why is this important:
Able to anticipate cost when going to the doctor's office for common conditions along with receiving guidance on what questions to ask, what to expect as well as links to hospital cost information.

Physician Costs Select Search Criteria: **Physician Costs**

Location Search Results **Physician**

4 Physician Costs for Sore Throat [familydoctor.org](#)

Physician: Mary J. Smith, M.D.

Sore Throat is a general term for any condition making the most frequently caused by a virus, which will resolve on its may be caused by bacteria such as strep (streptococcus) complications such as kidney disease or rheumatic fever. of sore throat. [Read more](#)

Questions to ask your Doctor
Sore Throat:

- What to expect after surgery
- When will I be back on my feet
- How often are follow-up visits
- Which over-the-counter pain relievers do you recommend

[Read more questions](#)
[Print this page](#)

Cost Estimate Detail		Costs of Doctors in Your City *	
This Doctor's Total Cost:	\$167	Typical Rang of Costs	
Office Visit:	\$75	\$65 - \$135	
Lab Tests:	\$92	\$15 - \$100	
Pharmacy/Drugs:		RxCalculator	
Antihistamine		\$15 - \$100	

45% - Office Visit
55% - Lab Tests

[Start New Search](#) [View Performance Reports](#)



Prescription Costs

Members can find the cost of prescription medications by condition and explore the cost of possible alternative drugs as well as compare costs across pharmacies by zip code.

Why is this important: Teaches how to save money on medications by exploring less expensive alternatives by drug and by pharmacy. Can request doctor to prescribe cost-effective medication at the pharmacy of their preference. Able to see photo and detailed description of medication to ensure it matches the filled prescription along with understanding the possible side effects.

MyHumana

Welcome Wadida

Viewing Information for Wadida J Muribholmes

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[Drug Information](#)

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Drug Coverage Results

[ACTOS 45 MG TABLET](#) (pioglitazone hcl)

Coverage Information		Drug Name	Covered?	Your Cost	Level / Tier	Generic Available?	Qty	Estimated Retail Price*	Special Notes
Covered/ Not Covered	covered								
Your Cost @ Retail (30 Day Supply)									
Your Cost @ Mail Order (90 Day Supply)									
Brand/Generic									
Generic Available									
Most Common Quantity									
Estimated Retail Price*									
Special Notes									
Select Another Form and Dose									
Shop Local Pharmacies									
Price This Drug									

Possible Alternative

This is a list of possible Alternative Prescription drugs with your physician to determine name to learn more about the drug, possible side effects, and other information. Click on the icon to select a drug for more information.

Drug Name	Covered?	Your Cost	Level / Tier	Generic Available?	Qty	Estimated Retail Price*	Special Notes
GLIMEPIRIDE 1 MG TABLET (glimepiride)	covered	\$5.00	2	yes	30	\$9.31	
GLIMEPIRIDE 2 MG TABLET (glimepiride)	covered	\$5.63	2	yes	30	\$15.09	
GLIMEPIRIDE 4 MG TABLET (glimepiride)	covered	\$7.14	2	yes	30	\$28.45	
GLUMETZA ER 500 MG TABLET (metformin hcl)	covered	\$64.34	3	no	60	\$58.35	Requires Prior Authorization Dispensing Limit Applies
GLYBURIDE MICRO 3 MG TAB (glyburide,micronized)	covered	\$12.51	1	yes	60	\$24.35	
GLYCRON 1.5 MG TABLET (glyburide,micronized)	covered	\$6.33	1	yes	30	\$10.59	
GLYCRON 3 MG TABLET (glyburide,micronized)	covered	\$12.51	1	yes	60	\$35.97	
GLYCRON 4.5 MG TABLET (glyburide,micronized)	covered	\$51.14	2	no	60	\$46.10	
GLYCRON 6 MG TABLET (glyburide,micronized)	covered	\$20.46	1	yes	60	\$56.84	
RIOOMET 500 MG/5 ML SOLUTION (metformin hcl)	covered	\$45.77	2	no	300ML	\$41.11	

[Click here](#) for a complete list of Possible Alternatives for this drug.
[Search Again](#)
[Back to Top](#)



Hospital Cost and Quality

Members are able to compare hospitals based on both cost and quality in a side-by-side format for inpatient procedures representing about 75% of inpatient spend. Also includes guidance for 50 outpatient surgery and diagnostic procedures.

Cost Estimator

[Search Home](#) > Hospital Costs

Hospital Costs for Knee Replacement Surgery

Joint replacement involves surgery to replace the ends of bones in a damaged joint. This surgery creates new joint surfaces.

In knee replacement surgery, the ends of the damaged thigh and lower leg (shin) bones and usually the kneecap are capped with artificial surfaces lined with metal and plastic. Usually, doctors replace the entire surface at the ends of the thigh and lower leg bones. [Read more](#)

1 | 2 | 3 | [Next](#) (Showing 1 - 10 of 37)
Sort By: Effectiveness Performance

Hospital / Facility	Range of Performance Costs	Effectiveness Performance	Cost Performance
Hospital C	\$8200 - \$8700	★★★	★★★
Hospital E	\$7000 - \$7800	★★★	★★★
Hospital J	\$8800 - \$9400	★★★	★★★
Hospital A	\$7100 - \$7800	★★★	★★★
Hospital B	\$6200 - \$6700	★★★	★★☆
Hospital D	\$7000 - \$7800	★★★	★★☆
Hospital F	\$7700 - \$8200	★★☆	★★☆
Hospital G	\$7000 - \$7800	★☆☆	★★☆
Hospital H	\$7500 - \$8700	★☆☆	★☆☆
Hospital I	\$7000 - \$7800	★☆☆	★☆☆

Start New Search

Consumer Testing of Potential Display

Gives the Right Diabetes Care at the Right Time

Dr. Carlson	average
Dr. Hubert	below
Dr. Karas	better
Dr. Parks	average
Dr. Sullivan	better



What is this?

The information in this chart helps you compare local doctors on how well they care for diabetes. This includes how well they take care of patients with diabetes. It also includes how well they do at giving the right amount of care for diabetes at the right time.

Why is this important?

Getting quality care means getting the right care at the right time. By getting the right care at the right time, you may prevent harms that can happen to you when you get care you do not need.

AIR research team conducted usability interviews in April 2011 with 12 women (1 aged 18-39, 12 aged 40-65, across range of incomes and education levels) with employer-based health insurance in Milwaukee, Wisconsin.

Tested three different mock-ups (one is seen to the left) with a different frame for the information.

1. Gives the Right Diabetes Care at the Right Time
2. Uses Resources Wisely to Care for Diabetes
3. Uses Your Health Care Dollars Wisely to Care for Diabetes

Frames

Title

Gives the Right Diabetes Care at the Right Time

Uses Resources Wisely to Care for Diabetes

Uses Your Health Care Dollars Wisely to Care for Diabetes

What is this?

The information in this chart helps you compare local doctors on how well they care for diabetes. This includes how well they take care of patients with diabetes. It also includes how well they do at giving the right amount of care for diabetes at the right time.

The information in this chart helps you compare local doctors on things that matter a lot. This includes how well they take care of patients with diabetes. It also includes how well they do at giving care for diabetes that makes wise use of resources.

The information in this chart helps you compare local doctors on things that matter a lot. This chart includes how well they take care of patients with diabetes, and how well they do at giving care for diabetes that makes wise use of your health care dollars.

Why is this important?

Getting quality care means getting the right care at the right time. By getting the right care at the right time, you may prevent harms that can happen to you when you get care you do not need.

The cost of care in the United States is too high. This is because people are getting more care than they need in order to feel better. Doctors who use resources wisely make sure they give you only the care you really need to feel better. By using resources only when they are needed, doctors can bring down the cost of care.

The cost of care in the United States is too high. This is because people are getting more care they need in order to feel better. Doctors who make wise use of your health care dollars make sure they give you only the care you really need to feel better. By using your health care dollars wisely, doctors can pass on savings to you.

Findings

- Everyone stated it was important to have a doctor that used their healthcare dollars wisely and was a top performer.
- No one realized the three frames attempted to address the same idea and saw three distinct issues; some interviewees asked how all three issues could be combined.
- “Resources” was defined inconsistently: tests, products (free samples, medications, equipment), staff (nurse, health educator), knowledge and information, hospital stays, and dollars.
- Half preferred “Gives the Right Diabetes Care at the Right Time” while the others reacted negatively to this frame and felt it might limit a doctor from doing additional but necessary tests, cost shouldn’t matter when it comes to your health, it was too vague to understand what was the right care, and it was unclear who defines what right care is.

Closing Thoughts

“A pioneer is never lost but occasionally bewildered.”

—Daniel Boone

