



# The Health Care Value Hub

*A networking and resource center for advocates  
working for better value in health care*

Lynn Quincy, Director  
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## Your Presenter

**Lynn Quincy**

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and

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## Who are we?



- **Consumers Union** is the policy and advocacy arm of *Consumer Reports*
- The **Health Care Value Hub** is a new center that monitors, synthesizes, translates and disseminates evidence about interventions intended to improve value for our health care dollar. Our primary mission is to support and connect consumer advocates across the U.S. to help them advocate for change.



## Hub Project Background #1

- **High health care costs and poor value a policy concern since the 1970's**
  - 1975 Health Spend/GDP = 8%
  - 2013 Health Spend/GDP = 17%
  - 2023 Health Spend/GDP = 19% *projected*
- **Unwarranted variation in health care prices**
- **Unacceptable variation in health care quality**
- **Too little transparency**



## Hub Project Background #2

- **A great consumer hardship**
  - Difficulty affording premiums and out-of-pocket expenses
  - Stress and anxiety
  - Lower paychecks
  - Public resources diverted from other uses

Sources: <http://www.healthcarevaluehub.org/cost-and-quality-problems/why-urgent-problem/>

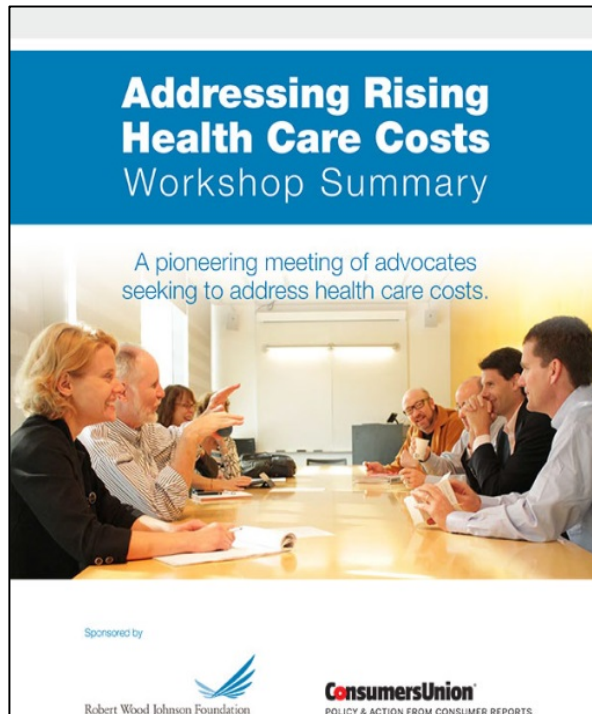


## Hub Project Background #3

- **Consumer advocates have focused on coverage and access for decades, but not the health care value.**
- **What is a consumer advocate?**
  - A person whose job is to protect the rights of customers, for example by giving advice, testing products or trying to improve laws relating to the sale of goods.
  - Independent
  - Often represents interests of underserved populations.
  - Examples: legal aid offices, Consumers Union



## Hub Project Background #4



- A November 2013 RWJF-sponsored conference held to gauge advocates interest and ability to work on health care value.
- Answer: a resounding YES but they need help - the policy topic is vast, there's a lot of evidence to keep track of and many things on their plates.



# Enter the Health Care Value Hub...

...to provide that help.





## What Does the Hub Do?

- **We monitor, synthesize, translate and disseminate evidence about interventions intended to improve value for our health care dollar.**
- **We support and connect consumer advocates across the U.S., providing comprehensive fact-based information to help them advocate for change, and networking them to researchers and other resources.**



## Hub Resources

On health care cost drivers, quality issues and strategy topics, the Hub offers:

- *Easy Explainers* – short 2 pagers
- *Research Briefs* – helping you navigate the research and discussing consumer considerations
- *Interactive Infographic* - an overview of value strategies
- Recommendations for experts



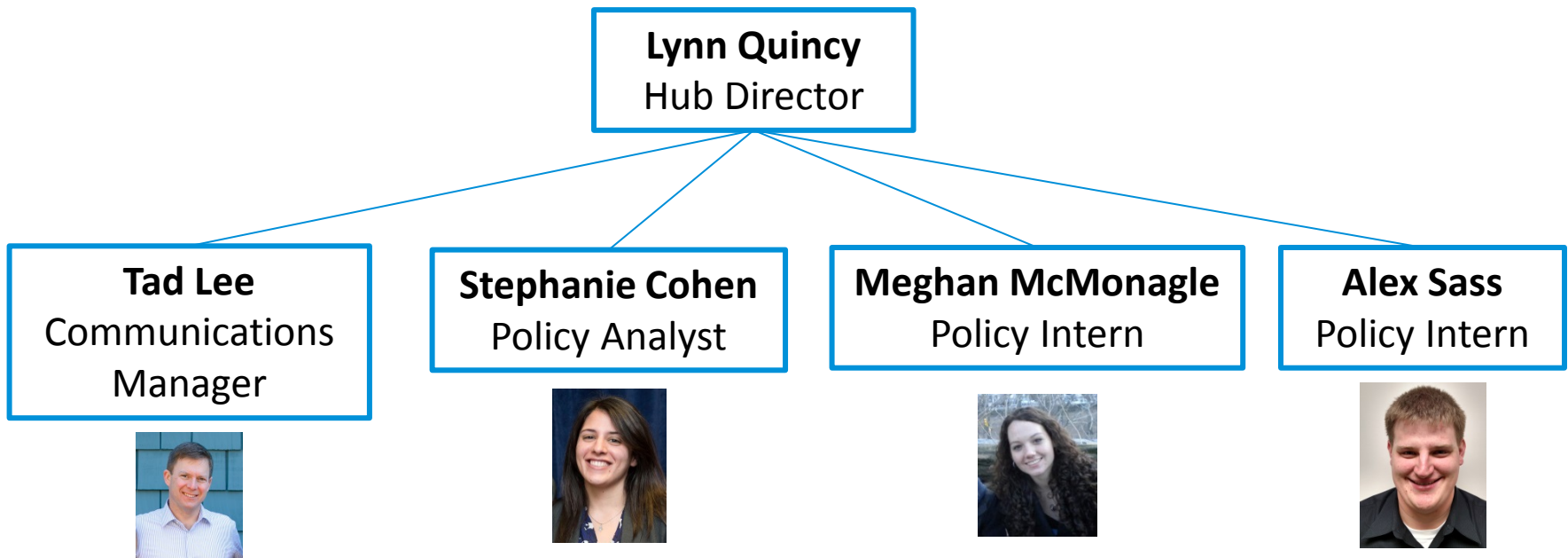
## TOUR OF FABULOUS WEBSITE:

***HealthCareValueHub.org***



## *The Hub is not just a website*

### Hub Staff



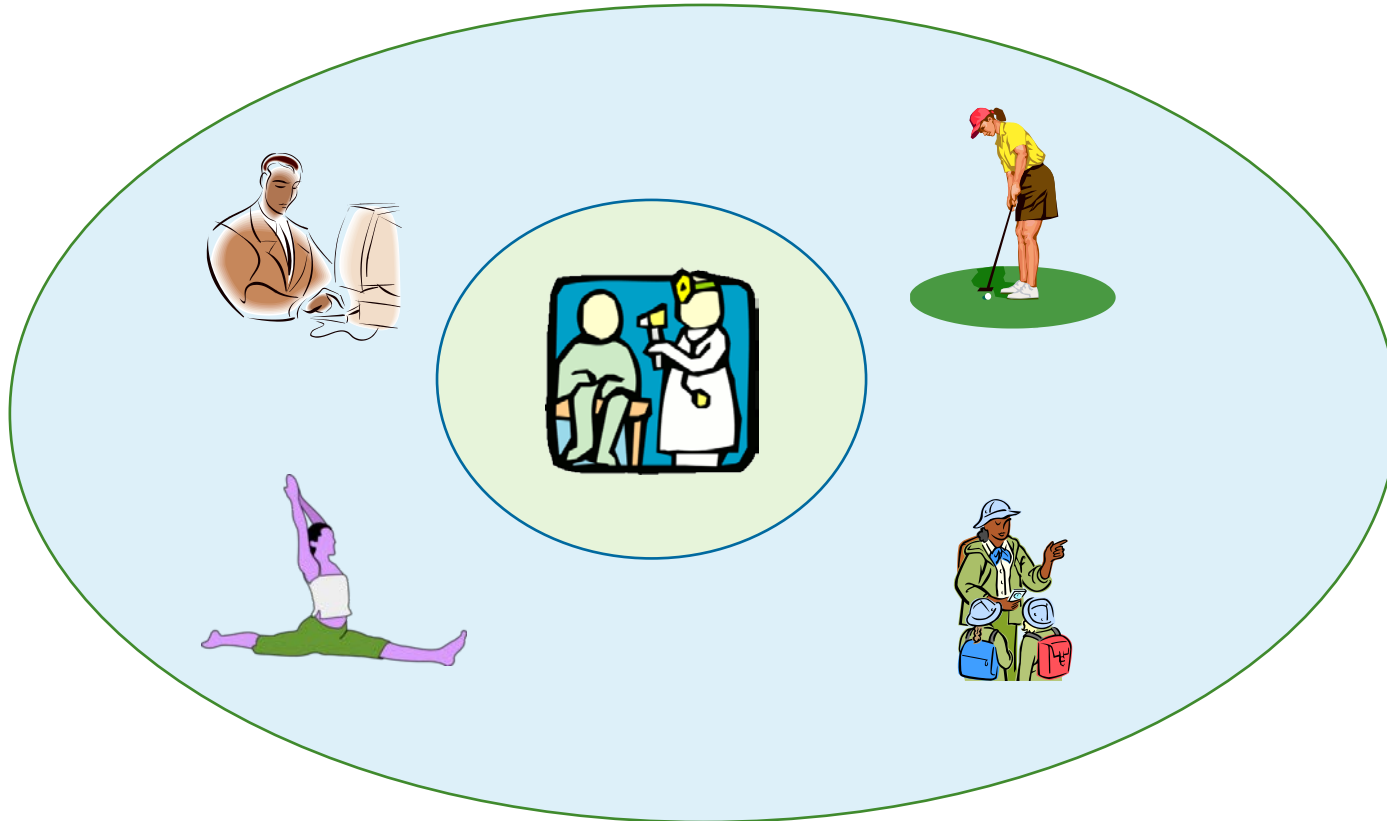


## But there's more....

- **Free monthly webinars on timely topics featuring key subject-matter experts and the advocacy perspective**
- **An advocates-only forum**
- **Sign up to receive the monthly *Research Roundup* e-newsletter.**



# Patient vs. Consumer





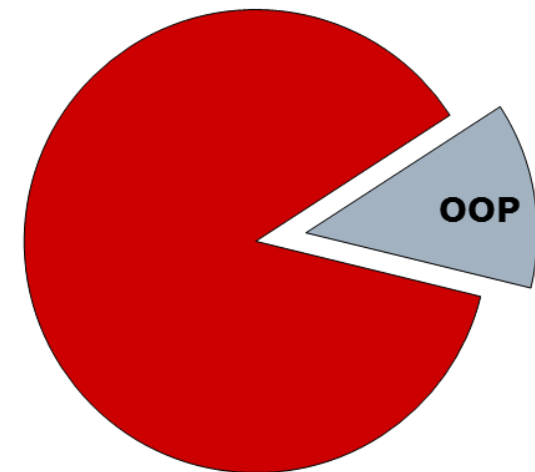
## Most Health Care Dollars Are Directed by Physicians

**Consumers' out-of-pocket spending is just 13% of our nation's health care bill.**

**And a portion of this is still directed by the doctor.**

*The most expensive piece of medical equipment is a doctor's pen.*

Total Health Care Spending

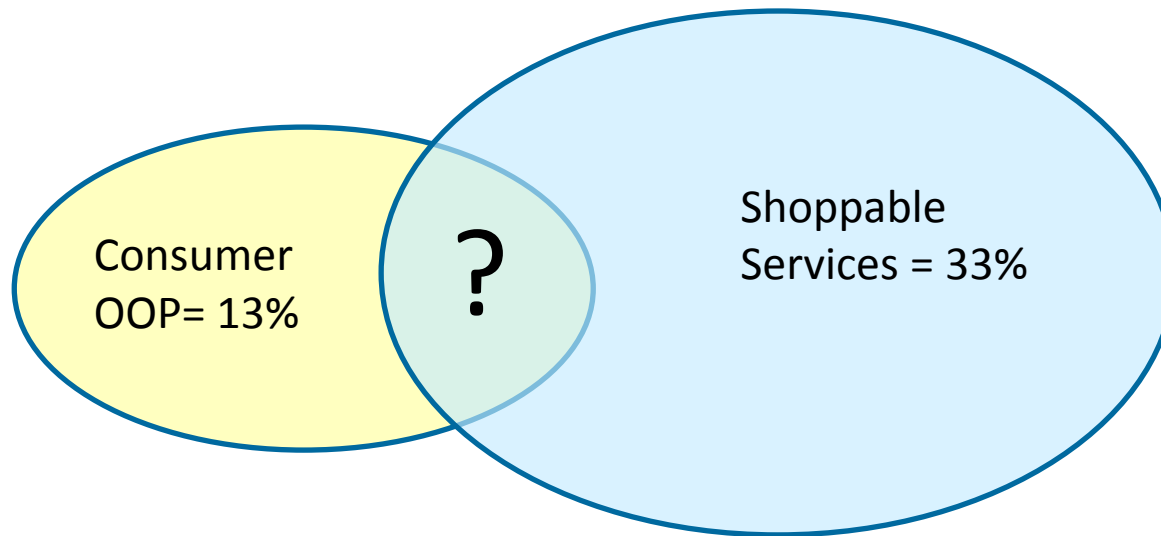


Source: CMS, National Health Expenditures



## Shoppable Services: 1/3 of total health care spending (non-elderly)

**But this is an outer bound... Adding a requirement that widely accepted quality metrics be available would narrow the range of shoppable services substantially.**







## Consumers Care Deeply About Health Care Costs

Health coverage is one of most expensive purchases consumers make.

Consumers feel strongly that “someone” should address high health care costs

Consumers consider high-quality care to be the type of care promised by PCMHs.





## Accounting for Value

<i>Does the strategy...</i>	Lower Costs?	Raise Costs?
Lower Quality?	Reconsider	Do not support
Maintain Quality?	Support	Do not support
Improve Quality?	Support	Consider supporting

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# Questions & Answers





## Stay in Touch!

- ***www.HealthCareValueHub.org***
- **Sign up for our free monthly *Research Roundup***
- **Send us health care value-related research or news from your organization or state**
- **How to reach us:**
  - Call 202-462-6262
  - Tad Lee: *tad.lee@consumer.org*

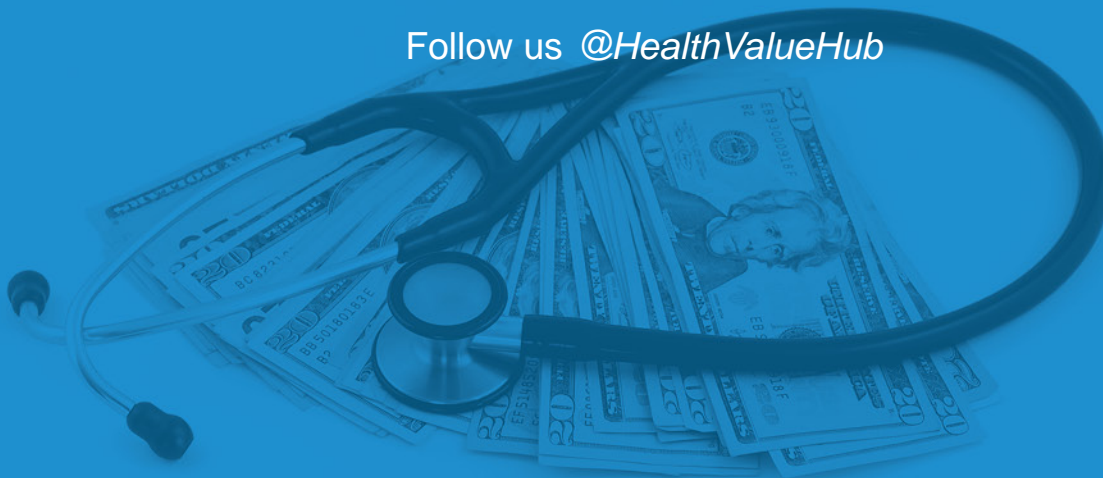
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# Thank you!

Contact Lynn Quincy at [lquincy@consumer.org](mailto:lquincy@consumer.org)  
or any member of the Hub team with your follow-up questions.

Visit us at [www.HealthCareValueHub.org](http://www.HealthCareValueHub.org)

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