

ValueEngine™ Practice Section 8:

Medical Consumerism and Decision Support

Below are common continuum practices that address medical consumerism and decision support within value-based health management. Compared to the best-practice goals stated below, rate each continuum practice as either below, meets, exceeds, or not implemented.

Best Practice Goals

- Reduce the demand for inappropriate health services.
- Improve patient/provider communication.
- Improve health literacy and healthcare decision-making skills of eligible population.
- Reduce total healthcare costs related to unnecessary and/or inappropriate hospitalizations, medical tests, and procedures.

Continuum Practices

1. Our organization provides medical self-care education to all eligible households. **Check all that apply:**
 - Medical self-care book Onsite workshops Telephonic nurse advice line
 - Online medical self-care Periodic communications (e.g., health newsletter)
2. Our organization provides ongoing education for improving patient/provider communication.
3. Our organization provides awareness and education programs to our eligible population on the true cost of healthcare and making informed purchasing decisions.
4. Our organization provides our eligible population with information and support services that help individuals understand appropriate treatment options and their relative benefits, risks, and total costs.
5. Our organization encourages our health plan(s) to provide periodic education to their provider networks for patient/provider communication and informed medical decision-making.
6. Our organization keeps our health plan(s) informed about our internal health management programs and encourages them to communicate our major initiatives (e.g., health risk assessments, health coaching, medical self-care) to their provider network(s).
7. Where available, our organization provides our eligible population with information about scorecards for local hospitals and healthcare providers.

	Not Implemented	Below	Meets	Exceeds
1.	0	5	10	15
2.	0	5	10	15
3.	0	5	10	15
4.	0	5	10	15
5.	0	5	10	15
6.	0	5	10	15
7.	0	5	10	15

Calculating Your Practice Section Score

1. Total the scores in each respective column. Record on these lines.
2. Total all column scores. This is your *gross score*. Divide the gross score by 105.
3. Multiply your answer by 100. This is your *adjusted Practice Score*.
4. Place your Practice Score in this box.

Also record this score on the ValueEngine™ *Benchmarking Summary Worksheet*.

_____ /105= _____

_____ x100= _____

