



THE YEAR IN REVIEW - 2002

February

- **States collaborate for children:** FACCT leads 22 states in a year-long national learning network on measuring quality for preventive care for children and adolescents and children with special health care needs. Hands-on technical assistance and information sharing between states result in new models for quality measurement.

May

- **National briefing on consumer-centered health care:** FACCT's annual briefing on state-of-the-art approaches to consumer-centered health care attracts more than 180 in-person participants and 500 webcast viewers. Online forums following the briefing offer opportunities for consumer organizations to learn more about innovations in consumer-centered health care.
- **A Profile of the Chronically Ill in America:** FACCT and The Robert Wood Johnson Foundation publish a chartbook summarizing survey results of 6,000 Americans with chronic conditions on their experience with the health care system. The chartbook notes that about one-third of the chronically ill do not receive the information and services needed to manage their illnesses successfully. Use of online surveys offers an opportunity to provide policymakers with rapidly available, relevant information to shape policy and create responsive programs.
- **2002 Ellwood Awards:** FACCT presents awards to John E. Wennberg, M.D., M.P.H., Employer Health Care Alliance Cooperative, Women's HeartAdvantage Initiative, VHA, Inc and the Inner City Asthma Project.

June

- **CompareYourCare™ physician quality profiles:** FACCT, in collaboration with The Health Institute, New England Medical Center, Pacific Business Group on Health, CalPers and Hill Physicians, begins a project to profile individual primary care physician performance. FACCT continues this research. Over the course of the project, more than 100,000 patients will be invited to go online to rate their physicians.
- **Formulary and medication adherence tools:** FACCT begins developing two CompareYourCare™ modules to help consumers understand formularies and to improve consumer adherence to prescription drugs. A national advisory group provides expert oversight on the content of the modules. CompareYourCare™ clients requested the two modules to address prescription drug use and the quality of care.
- **Physicians respond to patients' feedback:** Physicians believe patient-based surveys are the most valuable source of information on quality of care according to results from FACCT physician focus group. Physicians report that such information highlights unmet patient needs and experiences of care, and say this information will guide their improvement efforts.

July

- **Medicare prescription drugs and quality:** In the July/August issue of *Health Affairs*, FACCT President David Lansky proposes that Congress require new Medicare prescription drug plans report to the federal government and the public on the quality, effectiveness and safety of drug benefits provided to seniors.

August

- **National panel on Personal Health Records:** FACCT leads project to study the personal health record as a cornerstone of consumer-centered health care. Over a nine-month period, FACCT will research and summarize current public opinion and concerns about the personal health record and facilitate a work group under the auspices of The Markle Foundation.
- **President's Economic Summit, Waco:** FACCT President, David Lansky, participates in the President's Economic Summit on August 15th. Lansky was invited because of his expertise on the quality of health care in the United States.
- ***A Portrait of Informal Caregivers in America:*** FACCT and The Robert Wood Johnson Foundation publish a chartbook highlighting the experiences of 1,000 caregivers with the health care system. Findings reveal that many caregivers are left out of the decision-making process. Results from the chart book are featured in the trade media and incorporated into caregiver training programs.

September

- **Leapfrog Group employee education tools:** FACCT completes a communications toolkit for Leapfrog members to use with their beneficiaries. More than 120 large health care purchasers will use the toolkit to educate consumers on patient safety and avoiding medical errors.
- **CompareYourCare™ for consumer quality coaching:** A revised, versatile and flexible version of CompareYourCare™ is launched. The interactive tool helps consumers compare their care with national and regional benchmarks and allows the client to tailor the tool to its beneficiaries or membership. Use of the tool by health plans and purchasers is expected to result in a national database of ratings.
- **Identifying children with special health care needs:** FACCT's children with special health care needs screener and questions are included in AHRQ's Medical Expenditure Panel Survey.

- **National strategic plan for consumer-centered care:** FACCT convenes a national meeting of experts to review strategic plan for consumer-centered health care. Plan will be distributed in early 2003.

October

- **National clearinghouse of consumer-centered health care tools and resources:** FACCT launches the first comprehensive clearinghouse for consumer-centered health care materials, resources and information. The clearinghouse provides actionable and practical solutions and contains hundreds of documents, links to Web site and tools.
- **Missing gap in measurement for states:** CMS contracts with FACCT to develop performance measures for assessing quality of care for children and adolescents with mental and/or behavioral health problems. The contract is the result of numerous requests from states for better measures to help them evaluate the quality of mental health care.
- **Data available to advocates:** The Maternal and Child Health Bureau contracts with FACCT to design a national data resource center on children with special health care needs for use by family advocates and states. Family Voices is a partner on developing the design.
- **Gaps in Health Care for Young Children:** The Commonwealth Fund and FACCT release *Partnering with Parents to Promote the Healthy Development of Young Children Enrolled in Medicaid*. The report highlights findings from the Promoting Health Development Plus Survey (PHDS - Plus) which assessed more than 1,900 parents of children under age four who are covered by Medicaid.
- **Medical Home measurement:** FACCT completes project to develop, test and gain consensus on a uniform strategy for measuring "medical home" for children with special health care needs. The methodology for measuring medical home has been accepted for inclusion in the National Survey on Children's Health, which will represent 200,000 children nationally.

November

- **States join learning network:** FACCT selects four states -- Minnesota, Mississippi, Louisiana and Ohio -- to participate in a learning collaborative on the Promoting Healthy Development measures. The 18-month grant from The Commonwealth Fund will involve a peer (state-to-state) network and individual measurement and reporting projects.
- **FACCT explores needs of high risk teens:** A third chartbook, *A Profile of Adolescents in America*, sums up the well-being of 2,000 adolescents including three groups who may benefit the most from extra support - teens engaging in risky behaviors, those who report significant signs of depression and those with special health care needs.

December

- **HIV/AIDS measures to be tested in Massachusetts:** FACCT engages the University of Massachusetts, in cooperation with the Massachusetts Department of Medical Assistance, to test the FACCT HIV/AIDS survey tool to evaluate HIV/AIDS care in state-sponsored programs. The FACCT survey will be administered to 60-90 patients. FACCT will publish a final report in June 2003.