

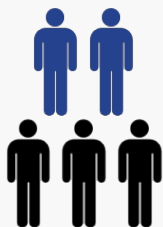
# Let's Talk About Cost and Quality with Patients



**25%** of patients chose to forgo care due to cost in 2017



**31%** of high needs patients have cost barriers to care



**41%** of patients are unable to cover an unexpected \$400 expense - even those who are insured and have incomes over **\$40,000!**



**66%** of patients in New York think it's a good idea to discuss price with the doctor and practice staff

*It's easier than you think!*

## Align with other initiatives:



- NYS PCMH
- CPC+
- TCPI
- MIPS

## Use the Team Approach!



Simple steps at multiple points in the workflow make a big difference



## NYACP will give you the tools!

Visit the Practice Management menu on [www.nyacp.org](http://www.nyacp.org) for:

- Online Tools
- Strategies
- Resources to use in your practice

## In One Minute You Can:



Increase Trust

Improve Adherence

Reduce Financial Harm

**Start the Conversation. Share the Tools. Empower your Patients.**



### Citations:

1. Consumer and Community Development Research Section of the Federal Reserve Board's Division of Consumer and Community Affairs (DCCA) (2018). Report on the Economic Well-Being of U.S. Households in 2017. Board of Governors of the Federal Reserve.
2. NORC at the University of Chicago & West Health Institute (March 2018). "Americans' Views of Healthcare Costs, Coverage and Policy".
3. Osborn, R., Doty, M., Moulds, D., Samak, D. and Shah, A. (2017). 2017 Commonwealth Fund International Health Policy Survey of Older Adults. The Commonwealth Fund.
4. Schleifer, D., Silliman, R., & Rinehart, C. (2017). Research Brief: How People in New York State Use Health Care Price Information". Public Agenda.