

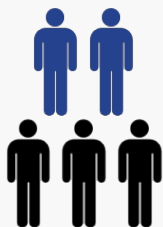
Let's Talk About Cost and Quality with Patients



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 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.

Support for this work was provided by the New York State Health Foundation (NYSHealth). The mission of NYSHealth is to expand health insurance coverage, increase access to high-quality health care services, and improve public and community health. The views presented here are those of the authors and not necessarily those of the New York State Health Foundation or its directors, officers, and staff.



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.