THE PATIENT NEEDS ALL OF US TO GET BETTER

More than 3,000,000 patient visits occur in Rhode Island each year—with up to 33% of patients feeling the care they’ve received “could be improved.”

What drives this dissatisfaction?
In many cases, it’s a system built around care received once a patient is already sick, with provider payment based on the number of services provided for the patient. These factors can lead to ineffective treatment, a poor experience with care, and unacceptable costs, including premiums.

Patients want more from their healthcare providers, insurers, and regulators. They expect: a patient experience where physicians and providers communicate and coordinate their patients’ health; the best quality care without unnecessary complications; and stable and transparent healthcare costs.

Patients deserve a more coordinated and personalized healthcare delivery system—now. A system that connects healthcare providers through shared information systems and pays them to provide the most clinically appropriate care within the right setting. A system where healthcare providers are supported with the information and incentives needed to achieve efficient and effective outcomes.

Better experience, improved health, lower costs: How can we achieve these noble objectives?

By building a more patient-centric model of healthcare in Rhode Island, together.
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Every day, patients face a number of complexities as to when and where they should receive care, the options and costs of their care, and the quality of the care provided. That’s why patients often receive care with little or no understanding of what options are available to them. Other times, they may avoid or put off care—putting their health and financial exposure further at risk.

We believe all patients, regardless of insurance coverage, should have access to affordable, high-quality care. For decades, patient care has been primarily directed by the healthcare professional affiliated with the facility the patient happened to arrive at or was directed to. Moving to a team-based care model supported with shared patient health information is critical to ensuring better patient experience and outcomes.

SYSTEM-WIDE OBJECTIVES

- Every patient has an established relationship with a primary care physician who informs and guides their care options (the patient-centered medical home model)
- The patient’s primary care physician remains informed at all stages of patient treatment and care transitions
- Providers of care share responsibility and accountability for patient experience, as well as clinical and cost outcomes
- Patients are educated as to the benefits of making their health information available to other healthcare professionals
- Patient health data is collected, stored, protected, and accessed through a single source protocol based on established best practices available to caregivers

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We believe

Acknowledging that Rhode Island’s delivery, quality, and payment of healthcare are facing critical challenges, Blue Cross & Blue Shield of Rhode Island is accelerating collaborative efforts with various stakeholders to implement new solutions. These efforts are guided by four central beliefs about patient-centric care:

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**Coordinated, team-based care is the future of healthcare**

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**Coordinated, team-based care is the future of healthcare**

**System-wide efforts are guided by four central beliefs about patient-centric care:**

1. **Informed patients make better healthcare consumers**
   - Informed patients make better healthcare consumers
   - For every patient, we must ensure that they have access to affordable, high-quality healthcare and the information required to make more informed decisions.

2. **Coordinated, team-based care is the future of healthcare**
   - Every patient has an established relationship with a primary care physician who informs and guides their care options (the patient-centered medical home model)

3. **Reimbursing providers based on quality will improve care**
   - A fundamental aspect of improving the patient experience and affordability of healthcare is reversing the misguided reimbursement incentives that promote quantity rather than quality of care.

4. **A simpler system will be a less expensive system**
   - The same deep-rooted, complex business and regulatory processes that have slowed changes in patient care and reimbursement models drive a large volume of inefficiency across the entire healthcare delivery system. As the provision and reimbursement of care become more integrated across various payers, the elimination of inefficient processes is vital to driving overall cost reductions. Patients will expect an easier system of care and financing to enhance their overall experience.

**THE PATIENT’S ROLE**

**As the leading health insurer in Rhode Island, we continue our commitment to working collaboratively with all stakeholders to improve the health of our community. We live here. We are patients here. And we believe there is no more important work than ensuring the integrity and sustainability of our state’s healthcare delivery system.**

We look forward to providing regular updates on our progress in the coming year, and encourage you to visit www.BCBSRI.com/together for more information.
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