

Evaluation of a Pilot Initiative to Measure Total Cost of Care

The Client

The Robert Wood Johnson Foundation (RWJF)

The Challenge

Seeking to assess a pilot project aimed at addressing healthcare costs at a regional level, RWJF commissioned

assistance, by mid-2015 the five RHICs analyzed multi-payer data, and produced and shared TCOC measures with physician groups or practices. One RHIC had reported TCOC ratings publicly, while the others were planning to do so and considering how to publicly report in light of stakeholder skepticism about the data or their value for consumers.

- All of the RHICs experienced challenges related to data quality issues, physician concerns, and questions about how best to make the reporting actionable for physicians and other audiences.
- The evaluation identified successful strategies such as use of a data quality checklist and inviting physicians to help design and plan the project. Also, the evaluation highlights the importance of: allowing sufficient time for planning and stakeholder engagement; incorporating technical assistance to assure data quality; seeking physician input and feedback for making TCOC reports actionable; and collaborating with other RHICs to accelerate progress.

These lessons may be applied to expanding TCOC efforts as well as to other regionally-based health care transparency and reform initiatives. The findings were incorporated into NRHI curriculum for regional collaboratives beginning similar initiatives, and disseminated through a webinar, press release, and publications.

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