

High-Value Patient Care can only result from unifying key stakeholders, supporting them well, and surrounding them with effective clinical partners.

PAYORS:

- Believe standardization promotes cost-effective care and increases value.
- Standardization assists with cost management, benefits design, and addresses costly health issues.

PAYORS

"Standardization should make Patient Care **Cost-Effective**"



PATIENTS:

- Value standard approaches to communication & engagement during their care experience.
- May resist standardization if they prefer alternatives to recommended care.
- Want reassurance they are getting the best care possible.
- Trust it's for their benefit, provided that they are also treated as unique individuals.

PATIENTS

"Standardization should make my care **Personal and Effective**"



HEALTHCARE EXECS

"Standardization should make Patient Care **Predictable**"



HEALTHCARE EXECS:

- Believe standardization promotes predictability.
- Predictability allows for efficiencies, supports reimbursement, reduces disparities in care and improves patient safety.

PROVIDERS

"Standardization should make Patient Care **Evidence-Based**"



PROVIDERS:

- Often feel standardization represents a loss of autonomy and less personalized care.
- May question how standards are set, or why.
- Believe evidence-based standards, if fairly applied, can provide higher quality and better outcomes over time.

NURSES

"Standardization should make Patient Care **Consistent**"



NURSES:

- Recognize that standardization helps establish consistent approaches to patient care and important processes.
- This allows for more time with patients, leading to increased job satisfaction and improved performance over time.

HIGH-VALUE PATIENT CARE