

**A NEW SURVEY SHOWS CINCINNATI RESIDENTS WITH CHRONIC ILLNESS REPORT SIGNIFICANT GAPS IN THE CARE THEY RECEIVE.**

*Research was commissioned by the Robert Wood Johnson Foundation and conducted by Pennsylvania State University as part of the Foundation's Aligning Forces for Quality initiative.*

- While most chronically ill patients are satisfied that their health care professionals help coordinate their care, explain things clearly and treat them with respect, many doctors are not talking to their patients about diet or exercise, teaching them how to monitor their own conditions, or providing all recommended care for their condition.
  - 1 in 4 felt there was a problem with the way their multiple health care providers coordinated their care
  - 1 in 3 report their health care professional has not helped them set goals for exercise
  - 1 in 4 say their health care professional did not teach them how to monitor their condition so they could tell how they are doing
  - 2 in 3 people with diabetes do not know what their recommended cholesterol level should be
  - 1 in 5 people with diabetes have never heard of an A1C test, a standard test to check average blood sugar levels
  - More than 40% of people with diabetes have not had the recommended eye and foot exams
  - More than 25% of people with hypertension or high blood pressure reported they did not know what blood pressure their doctor would like them to have
  - More than half of local residents with heart disease do not know what their recommended cholesterol level should be, and if they smoke, have not received information about quitting from their doctor within the past year

**CHRONICALLY ILL PEOPLE IN CINCINNATI KNOW BOTH GOOD AND BAD CARE IS BEING DELIVERED LOCALLY, AND WANT INFORMATION ABOUT WHICH DOCTORS PROVIDE THE RECOMMENDED CARE.**

- People in Cincinnati know there are differences between doctors and want more information.
  - More than 60% of chronically ill people surveyed in the Greater Cincinnati region said doctors were not the same in terms of the quality of care they administer
  - More than half say they would consider going to a different doctor if the new physician's quality was higher and costs were about the same
  - 3 out of 4 patients said it would be important to consider a report showing which local doctors follow recommended standards to treat their chronic condition
  - 69% said they'd consider a report comparing outcomes for patients with conditions similar to theirs, treated by different doctors

- Most people with chronic illness in Cincinnati have not yet seen reports comparing the quality of care among different physician practices.
  - 1 in 4 patients who came across information comparing the quality among doctors actually used the information

**THE HEALTH IMPROVEMENT COLLABORATIVE OF GREATER CINCINNATI IS USING THE SURVEY RESULTS TO IMPROVE QUALITY OF CARE IN THE REGION.**

- The Health Improvement Collaborative of Greater Cincinnati is leading the *Aligning Forces for Quality* program locally and has assembled a broad-based team of people who get care, give care and pay for care to work together. By aligning these people within the community across different initiatives, the group hopes to achieve community-wide transformation of health care.
  - The project aims to:
    - **Help physicians and nurses improve** the quality of care for patients
    - **Engage people more fully in their own health care experiences**, like getting them to make informed choices about their care and manage their chronic diseases more effectively
    - **Make data on physicians' performance** available to the public to help create a common platform for everyone to improve care
    - **Reduce inequality in care** for patients of different races and ethnicities by measuring gaps in care and targeting strategies for improvement

**From the Robert Wood Johnson Foundation:**

“In every community, there are wide variations in the care that is being provided in hospitals and doctors’ offices,” said Anne Weiss, a senior program officer and team leader at the Robert Wood Johnson Foundation. “Objective information about how often local doctors and hospitals adhere to known standards of recommended care, like regularly checking the feet and eyes of patients with diabetes, can help people make informed decisions about where to get high-quality care for themselves and their family.”

**From the Penn State Research Team:**

“The survey shows that getting good health care is a concern for many people, and they have a lot of questions,” said Dennis Scanlon, PhD, who led the research team from Pennsylvania State University. “Many people in the Cincinnati area would welcome more information on which health care professionals consistently provide the care that is recommended to treat their chronic conditions.”

**From the Cincinnati *Aligning Forces for Quality* Initiative:**

“We’re bringing people together from across the region to improve the quality of the health care we all receive. It’s going to take active participation from patient groups, employers, doctors, hospitals, insurers and others to make a difference,” said Craig Brammer, Director of Cincinnati *Aligning Forces for Quality* and Senior Research Associate at the University of Cincinnati. “We hear so much about what’s wrong with the health care system that it’s hard to believe anything can actually change, but we’re confident that with the right people at the table, we can make substantial progress in a relatively short period of time.”