

Statements of Support for the Patient Charter for Physician Performance Measurement and Tiering Programs



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"AARP is pleased to join with other consumer organizations, doctors, purchasers, and health plans in support of the Patient Charter for Physician Performance Measurement and Tiering Programs", said John Rother, AARP's policy director. "We need to improve health care quality by making physician-level information publicly available. This is most likely to succeed with full disclosure of the methods and standards used to evaluate the way health plans create physician tiers and report on physician performance. Having an independent entity with recognized expertise in quality measurement involved will instill confidence in the process and reassure consumers and physicians that physician performance is being assessed fairly and consistently."



"This is brain surgery: patients need to know about the quality of their doctors because their lives are at stake. That's why the members of The Leapfrog Group – major employers and other organizations who pay for the health care of millions of Americans – strongly support the Patient Charter. Patients have access to quality information about hospitals such as through the Leapfrog Hospital Survey, why not about their doctors?" said Leah Binder, CEO, The Leapfrog Group.



Aetna is committed to building a health care system in which clinical quality and value are transparent to health care consumers. We are pleased to further demonstrate that commitment by endorsing the Patient Charter for Physician Performance Measurement, Reporting and Tiering Programs. The Patient Charter provides sound standards that will help ensure nationally consistent reporting, yet recognizes the local nature of health care delivery by offering flexibility to provide information to members that is meaningful.

Today's health care consumers have more input than ever in health care decisions. Health plans have a significant opportunity to help them become smarter health care consumers by providing reliable, fair information. Aetna, for example, provides its members tools and resources that offer health and benefits information through Aetna Navigator™, the company's secure member self-service website. We are proud to join others in the health care industry in this effort to improve the transparency and quality of physician performance reporting for consumers.

Troyen Brennan, MD, Aetna's chief medical officer



CIGNA HealthCare

"Endorsing the Patient Charter is a natural extension of our leadership in providing consumers with health information to help them make decisions about their care," said Jeff Kang, M.D., chief medical officer for CIGNA. "Our support for the Patient Charter also signals our continued commitment to having our processes for measuring physician performance validated by outside, independent organizations."



"Providing consumers and their physicians clear and meaningful information on health care quality allows patients to make more informed health care decisions and has been demonstrated to improve health outcomes, such as has occurred in cardiac surgery. Because quality measurement is a rapidly evolving area, it is essential to collaborate with physician organizations and work with national organizations such as the National Quality Forum to identify and accurately measure quality. In addition, national standards of reporting quality and efficiency in health care will play a paramount role in improving the nation's health care."

Sam Nussbaum, Chief Medical Officer of WellPoint