



AHSA and Insight is excited to announce a new partnership with the Voice of the Patient and ICHOM. The Voice of the Patient is a data-driven healthcare platform that places the patient's perspective at the centre of the healthcare market.

ICHOM (The International Consortium for Health Outcomes Measurement) is a pioneer and foundational organisation that advocates for the importance of patient perspectives as a defining measure of value in healthcare. Born from a foundational framework developed at Harvard Business School by Professors Michael E. Porter and Elizabeth O. Teisberg, ICHOM has been actively developing and advocating for implementing patient-reported data and measurement sets since 2012. The Voice of the Patient is a data-driven healthcare platform that aims to support and advance this work by placing the patient's perspective at the healthcare market's centre through a bespoke AI measurement platform.

The Voice of the Patient offers a unique perspective on the value of healthcare services by combining and articulating data from multiple stakeholders through a bespoke analytics platform. This includes data from various service providers, including detailed demographic, risk, cost, clinical, service, and patient-reported data (including PREMS and PROMS).

The Voice of the Patient serves healthcare stakeholders, especially patients, as a platform focused on learning and improvement. The platform articulates value in healthcare through an objective and measurable framework. Results are presented in terms of what matters most to patients and how these measures can be built into reimbursement and improvement metrics.

Originally developed overseas by Insight Actuaries, the platform leverages leading international tools to provide a comprehensive perspective of the healthcare system. It was released in Australia in partnership with the Australian Health Services Alliance (AHSA) and has been made available to more than 130,000 patients across more than 20 individual health funds. The platform has consistently achieved a near 50% response rate.

The Voice of the Patient creates a unique opportunity for the market to measure, articulate and improve the value of the services offered to patients. It gives the country's 15 million privately insured patients a seat at the table and a say in their healthcare journey through validated measurement tools to assess hospital experience and outcome metrics only available from patients - personal experience, condition-specific symptoms, health-related quality of life, and ability to function at home and work. The platform covers over 250 individual hospitals across Australia and has attracted nearly 60,000 patient responses over the past three years, giving it unrivalled insight into Australia's health system.

The Voice of the Patient provides unique patients' views of the care they receive. Sharing this with hospital partners will allow them to use a unique lens to improve health delivery and outcomes. The key is to measure what is most important to the patients.

ICHOM is dedicated to advancing healthcare by promoting global standardisation and measurement of health outcomes. By emphasising patient-centred care and facilitating patient-reported data, ICHOM and the value-based care community are helping to strengthen services, address costs and improve experiences and outcomes. This new partnership opens the door to knowing what advancements are occurring internationally and will allow us to bring them to the Australian healthcare system. This is also recognition that the Voice of the Patient is a leader on the world health stage.

As a knowledge partner, the Voice of the Patient will bring Australia-specific expertise to ICHOM's international data sets and the global value-based care community, helping to shape services, standards and patient experiences at home and across the globe.

Andrew Sando, Chief Executive Officer, AHSA: "This partnership underscores AHSA's dedication to patient-centred values, quality, and the unique perspective we bring as a not-for-profit entity. Bringing the Voice of the Patient and ICHOM together means our insights can contribute to the global effort to improve healthcare access and quality. Australia is lucky to have one of the world's greatest private healthcare systems, with some of the very best service providers. This partnership allows us to highlight that incredible work and contribute to improvements wherever possible."

Daniel Erasmus, Chief Executive Officer, Insight Actuaries: "Collaborating with ICHOM not only brings international recognition to the Voice of the Patient platform but also emphasises the essential role of Australian patients' insights in enhancing care quality. This partnership represents a significant milestone in the evolution of





our distinct and globally acclaimed health systems. We are incredibly proud to join ICHOM as their first Australia-focused knowledge partner.”

Jennifer Bright, President, ICHOM: “We are excited by this new partnership with Voice of the Patient, an initiative that brings patient lived expertise to the heart of clinical and payment decision making in healthcare. We are pleased to work with organizations that align to our mission to drive improvements in health globally, driven by standardized measurement of outcomes that are important to the people receiving care. Voice of the Patient is inspiring change by clinicians and payers and, importantly, is poised to bring the power of patient data back to the most important beneficiary: the patients themselves. We look forward to charting this future state with Voice of the Patient.”

To learn more about this exciting initiative, please go to our [website](#) and follow Voice of the Patient on [LinkedIn](#).

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About the Voice of the Patient data

The Voice of the Patient collects data directly from patients via validated measurement tools. The Voice of the Patient measurement tools assess important hospital experience and outcome metrics that are only available from patients themselves. This includes personal experience, condition-specific symptoms, health-related quality of life, ability to function at home and work as well as important perceptions regarding their care, recovery and healthcare journey. The platform then collates this information with detailed clinical, cost, diagnostic and demographic data. The results also include a detailed risk stratification model using advanced AI to consider the long-term risk associated with a patient. This detailed analytics platform is then used to measure, track and compare the value of health services over time.

All data is collected in strict accordance with the Australian Privacy Act. Before commencing the question set, the patient is informed of their privacy rights and can opt out at any time. The data is not shared with doctors at all, nor the hospital at a patient level. AHSA only presents aggregate data to ensure patient privacy. The Voice of the Patient data is analysed by a dedicated team that includes clinicians, actuaries, and statisticians.



The Australian Health Service Alliance (AHSA) is a large, member-owned, not-for-profit service organisation. We serve small to medium not-for-profit and member owned health funds to achieve the shared goal of a quality, sustainable private health insurance industry for their members. The AHSA facilitates arrangements with healthcare providers on behalf of our funds.

As a large service provider and negotiating group, our funds benefit from our collective size to achieve successful outcomes for members. Negotiation of competitive, patient-focused contracts brings value to fund members and contributes to the viability of Australia's healthcare industry. AHSA exists for our funds and our funds exist for their members. Together, we strive for high quality private healthcare at an affordable price.



Insight Actuarial is an industry-leading healthcare consulting firm operating across several markets. They offer clients a unique blend of skills to assist them in understanding, monitoring, and managing their risks. Their approach is infused with curiosity and a drive to measure and improve the interactions between stakeholders in the healthcare market. The Insight team comprises nearly 100 actuarial, clinical, and analytical staff and the company has almost 25 years of experience in healthcare. Insight is a market leader in value-based measurement, benchmarking, and funding. They have frequently presented on value-based care at several high-profile conferences around the globe and they are experts in the field.

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