



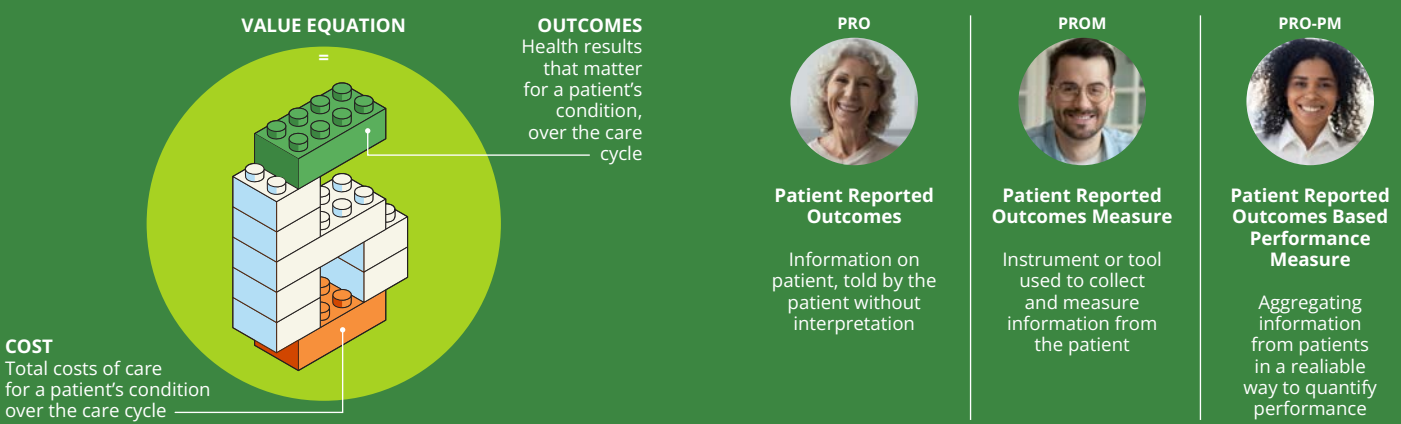
# Shaping Healthcare, one voice at a time

## What is Voice of the Patient?

- Around **14 million Australians** rely on private health insurance for about **\$22 billion of services every year**, making it an essential part of the healthcare landscape.
- **Voice of the Patient** is the **first integrated tool** in Australia designed to give privately insured patients a say in their healthcare journey. Developed with leading actuaries, clinicians and statisticians, it provides one of the most comprehensive perspectives of clinical patient journeys in Australia, detailing what truly matters to patients.
- By giving patients the opportunity to share their perspectives, experiences and outcomes, Voice of the Patient **helps stakeholders understand value and build more patient-centric systems.**

## How does it work?

Voice of the Patient collates multiple data sources, from patient reported data to cost information. It uses detailed and clinically informed data analytics to provide a robust view of the value of care, and a framework for measurement and improvement.



## Why do we need Voice of the Patient?

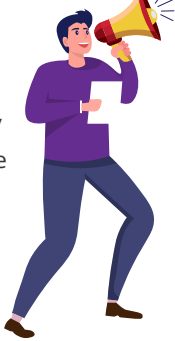
Voice of the Patient helps **health funds, hospitals and patients** to **build a better health system by:**

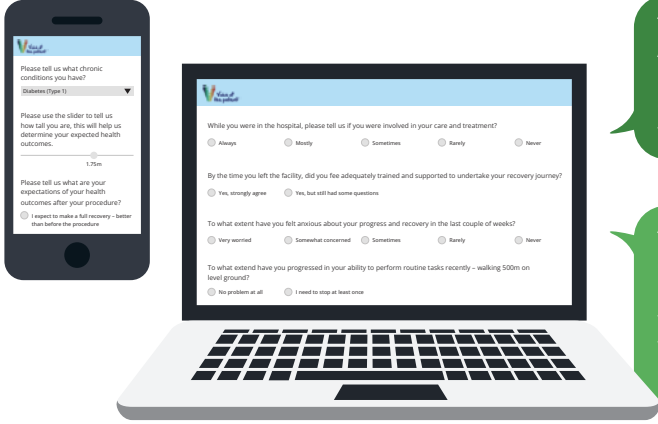
- ✓ Measuring what really matters most to patients.
- ✓ Measuring what the best hospitals do well and how the healthcare system can learn from these behaviours.
- ✓ Identifying treatment pathways that provide the best value to patients.
- ✓ Creating a landscape where hospitals compete based on the value of care and services delivered.

The Voice of the Patient has grown to become one of the **largest private patient-reported databases** in Australia.

## 45% Response Rate

Spanning nearly **5 years** of active measurement












The bespoke Voice of the Patient AI platform seamlessly integrates measurement tools and patient data, delivering a personalised measurement framework for each individual.

The system is driven by underlying clinical data and the Voice of the Patient risk stratification models that actively target and measure key parameters for each patient, relating specifically to outcomes, improvement and value.

## What does Voice of the Patient tell us?

Patients want efficient and holistic care. **The Voice of the Patient tells us the best facilities:**

-  Generally outperform across both Patient Reported Outcomes (PROMS) and Patient Reported Experience (PREMS).
-  Are more proactive with patients across all facets of care.
-  Are more effective at engaging patients and making them feel heard, valued and cared for.
-  Are more effective at meeting patient needs during treatment.
-  Operate effective internal care coordination and communication.
-  Though instances of harm are rare, top performing facilities are more effective in addressing harm and are proactive to remedy.
-  Are generally more efficient with their delivery of care.



### Spotlight on Orthopaedic Care

Private health insurers provide coverage for hundreds of thousands of orthopaedic surgical procedures in Australia every year, according to official records.

Orthopaedic procedures (hip, knee and shoulder) carried out at top performing facilities cost up to **10% less** than at lower performing facilities.

Top performing facilities have, on average, between **7% and 9%** shorter lengths of stay and use up to **10% less time** in theatre for Orthopaedic procedures, deliver more efficient care and generate better patient outcomes.