

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 in South Africa with leading actuaries, clinicians and statisticians, it was launched in Australia in 2020. It provides one of the most comprehensive perspectives of clinical patient journeys locally, 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.



FOR HEALTH FUNDS An independent framework for patient feedback, making it possible to independently measure the value of healthcare services.



FOR HOSPITALS An important resource to help strengthen transparency, foster development, improve systems and patient centricity.



FOR PATIENTS By collecting the most important perspectives, the platform helps to ensure patients are at the centre of the care journey.

All contributing to a constantly evolving healthcare system

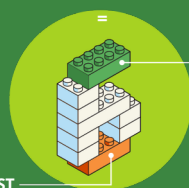
ICHOM Knowledge Partner

How does it work?

Voice of the Patient collates multiple data sources, from patient reported data to cost information. It uses numerous healthcare perspectives to provide a robust view on the **value of care** and a framework for measurement and improvement.

OUTCOMES
Health results that matter for a patient's condition, over the care cycle

VALUE EQUATION



COST
Total costs of care for a patient's condition over the care cycle

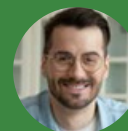
PRO



Patient Reported Outcomes

Information on patient, told by the patient without interpretation

PROM



Patient Reported Outcomes Measure

Instrument or tool used to collect and measure information from the patient

PRO-PM



Patient Reported Outcomes Based Performance Measure

Aggregating information from patients in a reliable way to quantify performance

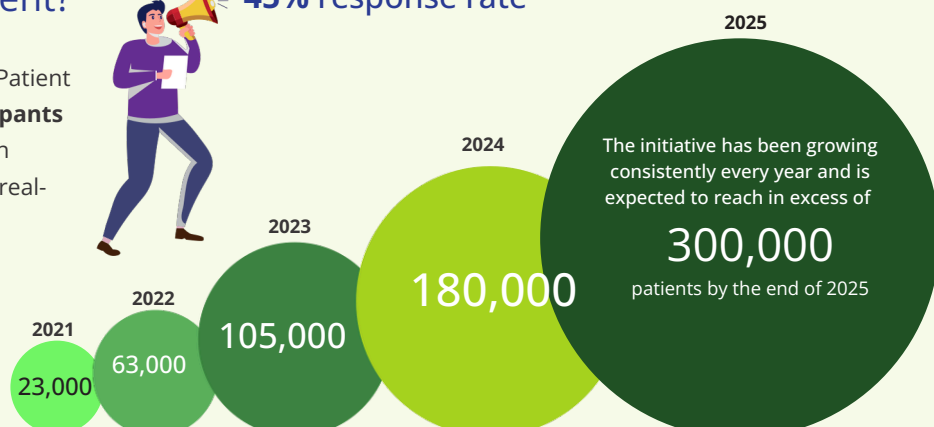
Why do we need Voice of the Patient?

Hospitals, doctors or funders cannot produce quality healthcare in isolation. It is a team effort. Voice of the Patient **provides a platform for the most important participants in the healthcare journey** – the Patient. It provides an opportunity for the patient voice to be heard by using real-time data on the entire healthcare journey.

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



45% response rate



How does Voice of the Patient help us?

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.

Voice of the Patient gives healthcare stakeholders **exclusive, real-time insight into how their services compare** across key metrics.



What does Voice of the Patient tell us?

Patients want efficient and holistic care. 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.

Who are the Voice of the Patient Partners and who built the Value-Based Contracts?



Australian Health Service Alliance (AHSA) is a large, member-owned, not-for-profit private health insurance 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. 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 serves our funds, so our funds can serve their members. Together, we strive for high quality private healthcare at an affordable price.



Insight Actuaries 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.