

The Care We Need: Driving Better Health Outcomes for People and Communities

The National Quality Forum convened the National Quality Task Force—a group of nearly 100 diverse health care leaders—to align the healthcare community behind a common vision and way forward to make America’s healthcare safer and better for every person.

VISION

Every person in every community can expect to consistently and predictably receive high quality care by 2030.

MISSION

Identify actionable opportunities to improve alignment across the delivery system to achieve better health outcomes and value for every person.

The Care We Need highlights the stories of real people and details strategies and actionable recommendations to make sure care is high value for every person, every time, everywhere by 2030.

Building on the foundation of the Institute of Medicine’s seminal reports, *To Err is Human* and *Crossing the Quality Chasm*, the Task Force calls on private and public sector leaders to support one common roadmap to drive enduring change. The report recommendations address longstanding challenges in the nation’s quest for quality and seek to scale efforts that have demonstrated the ability to improve quality, value, and safety for people and communities.

Together We Can Make Care Better.

We can build on 20 years of concerted effort and progress to make care safe, appropriate, and high value for all people—especially the most vulnerable. The recommendations identify 5 strategic objectives and 10 high-impact, actionable opportunities to align the industry’s priorities to make sure care is safe, appropriate, and person-centered for every person.

Strategic Objectives

Ensuring
Appropriate, Safe,
Accessible Care

Implementing
Seamless Flow
of Reliable Data

Paying For
Person-Centered Care
and Healthy Communities

Supporting
Activated
Consumers

Achieving
Actionable
Transparency

Safe ■ Appropriate ■ Person-Centered ■ Timely ■ Efficient ■ Equitable

Actionable Opportunities to Drive Change

FOUNDATIONAL

- Implement a single-person identifier to match people to health records across all care settings
- Standardize quality data to enable improvement and outcomes analysis
- Adopt population health-based payment as the primary payment model
- Standardize data and interventions to reduce disparities and achieve health equity
- Create actionable intelligence to better educate and engage healthcare consumers

ACCELERATORS

- Ensure advanced technologies improve safe and appropriate outcomes
- Integrate virtual and innovative care modalities throughout the delivery system
- Improve access to optimal care by recognizing clinical licenses across the country
- Accelerate adoption of leading practices
- Cultivate workforce competencies in safe, appropriate, person-centered care

Improvement requires focus. The Task Force recommendations take advantage of proven levers of change to drive quality and value throughout the healthcare system by focusing on improving the health of communities and personalizing care appropriately. Achieving the ultimate vision of an improved healthcare system by 2030 requires a prioritized approach to improvement across all roles in the healthcare ecosystem.



Supporting Activated Consumers:

To help consumers make informed healthcare decisions, care options must consider evidence as well as individual goals and needs. Use evidence and consumer priorities to define what quality is and how it is measured and reported.



Ensuring Appropriate, Safe, Accessible Care:

Across the delivery system, build a culture, a proficient workforce, and virtual care capabilities to deliver the safest, most appropriate, and efficient person-centered experience as a standard of care.



Paying for Person-Centered Care and Healthy Communities:

Invest in primary care and prevention, and accelerate the transition to population health models to promote more efficient use of public and private resources, and liberate systems to implement person-centered strategies that integrate community resources and care across modalities and settings to deliver care.



Implementing Seamless Flow of Reliable Data:

Enable stakeholders to have real-time access to standardized, valid information from a variety of clinical and nonclinical data sources while safeguarding people from harm and bias.

Achieving Actionable Transparency:

Establish consistent, and verifiable safety and quality standards that motivate all stakeholders to pursue the best value by providing effective, transparent comparisons of consumer experience ratings, clinical outcomes, and total cost



By embracing these strategic objectives and implementing the opportunities, the Task Force agrees that our country can revolutionize healthcare delivery as we know it and normalize high value care for every person by 2030.

Check out www.thecareweneed.org to learn more about the recommendations and efforts you can support to drive better outcomes for people and communities.