



System Change for Vulnerable Populations: Better Care, Better Quality

Most Americans agree that there is a critical need to reform our health delivery system to ensure that Americans have access to quality care that focuses on individual needs and prioritizes primary care and prevention. These reforms are necessary, not only on principle, but also to ensure that the American health care system does not implode under its own weight.

While reforming the health delivery system for all Americans is essential, the need is particularly acute for some of the costliest, most vulnerable members of our society: those with multiple chronic conditions or disabilities and those who are dually eligible for Medicare and Medicaid. Poorer, sicker, and frailer than most Americans, they face even greater challenges in making their way through the health care labyrinth.

With health reform at the top of the national agenda, we now have an opportunity to build a health care system that delivers quality patient- and family-centered care to all patients. **We believe that improving care for vulnerable populations should be a cornerstone element of any health care reform platform.** If we can make the system work for them, we can make it work for everyone. If we don't, we will never get costs under control.

Acknowledging the current health care system's impact on both vulnerable populations and on the Medicare and Medicaid programs, we set forth the following **principles to reform the delivery system:**

- 1. Anchor the care delivery system in primary care and link to community supports**
- 2. Adopt a team-based, person- and family-centered approach** to addressing health care needs across the **continuum of care**
- 3. Strengthen pathways to integrated care for dually eligible beneficiaries**
- 4. Improve the quality and safety of care, and eliminate disparities in care**
- 5. Implement clinical and organizational supports** to effectively integrate care at the provider/program level
- 6. Incorporate the patient and family caregiver voice** in program design and governance
- 7. Establish appropriate payment mechanisms that hold health care providers accountable** for patient-centered quality outcomes and provide a check against perverse financial incentives

8. **Expand patient protections** to ensure access to benefits and services
9. **Ensure a multi-disciplinary workforce well trained in geriatrics and chronic care**

Louisiana Consumer Healthcare Coalition is a coalition of organizations allied in our commitment to realizing a consumer-centered health care system that provides comprehensive, affordable, quality care for everyone, especially the most vulnerable. We work to achieve this through multi-disciplinary, collaborative efforts in public policy, advocacy, education and service to consumers in Louisiana. *For more information, please contact Moriba A. Karamoko at (337) 781-8745 or moribakaramoko@hotmail.com*