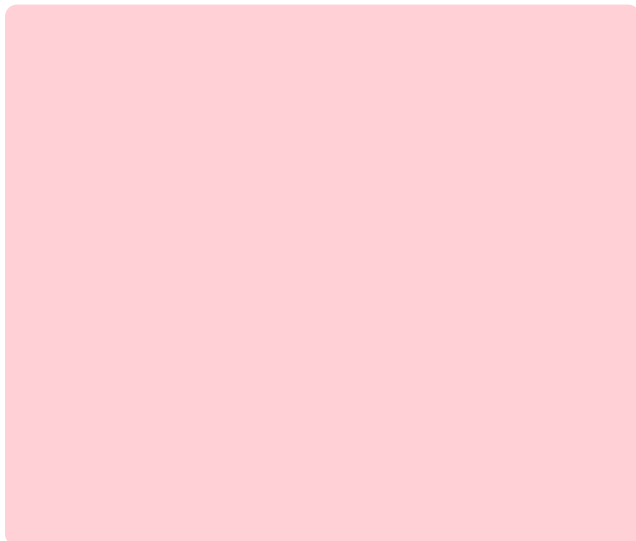


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Opportunities for Improvement

The American Heart Association conducted 15 confidential interviews with various health care team members practicing in Accountable Care Organizations (ACOs) across the country. These ACOs, which hold providers accountable for both cost and quality of care, aim to improve patient experiences and overall health while utilizing health care resources more efficiently. Health care team members who participated in research com ear cia ỳ Ý Ñ p ' and quali Ý "AM ỳ ã ganiz







Ensuring access to advance information about patient out-of-pocket expenses for patients and providers.

Team members suggested boosting information access nationally.

“Access to information about patient out-of-pocket expenses needs to be done nationally! It shouldn’t be that difficult.”

— Primary Care Physician



Improving providers’ ability to address non-medical drivers of health.

Team members proposed increasing access to non-medical health-related services for patients, such as addressing transportation barriers.

“I wish there was a way to better reduce transportation barriers and simplify how transportation services are provided.”

— Community Health Worker



Providing oversight of payer-sponsored ACO models.

Team members suggested that payers offering ACO contracts should be subject to supervision to guarantee high quality performance is appropriately compensated.

“There should be better oversight of payers who keep raising the bar and reducing compensation.”

— Primary Care Physician

