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**Ensuring quality care, services, and treatment**

- 1 WHEREAS a major barrier to quality care is the lack of communication and coordination among health care professionals concerning patients health status and treatment between settings and across time;
- 2 WHEREAS lack of coordination and communication results in overcare as well as undercare;
- 3 WHEREAS older persons are subject to an increased risk of treatment-generated problems;
- 4 WHEREAS the trend toward large managed health care organizations is expanding;
- 5 WHEREAS Federally funded programs often reward process goals rather than consumer-determined, performance-based outcomes; and
- 6 WHEREAS the increasing emphasis on managed care raises the danger that health care providers will enroll clients selectively;

***THEREFORE, BE IT RESOLVED*** by the 1995 White House Conference on Aging to support policies that:

- 7 Develop the role of the care manager as a monitor of quality consumer services;
- 8 Implement quality assurance measures that include advocacy, evaluation, accountability, consumer feedback and privacy, and utilization of the communication highway;
- 9 Require Federally funded programs to promote performance-based outcomes as measures of quality;
- 10 Encourage quality review panels of managed care organizations to include consumers representing all ages, in addition to providers;
- 11 Improve communication between providers of health care for older individuals in all phases of care, from prevention to acute and long-term care services, including the development of longitudinal health care records;
- 12 Develop a patient Bill of Rights in dealing with managed care plans.