

Advisory Panel on Medicare Education

Second Meeting, May 12, 2000

Phoenix Park Hotel, Washington, DC

Consumer Information on Quality

TENTATIVE AGENDA:

8:00 to 8:10 Opening Remarks -- Setting the Stage for Dialogue on "Quality"

Carol A. Cronin
Director, Center for Beneficiary Services
Chair, Advisory Panel on Medicare Education

8:10 to 8:30 The Quality Big Picture - What's Happening Now & In the Future Lessons Learned in Communicating Quality and Satisfaction in Consumer Health

John M. Eisenberg, M.D.
Director, Agency for Healthcare Research & Quality (AHRQ)

8:30 to 8:45 Q&A and Discussion

8:45 to 9:00 **BREAK**

9:00 to 10:00 HCFA's Quality Agenda --Current Knowledge and Future Plans

Jeffrey Kang, M.D.
Director, Office of Clinical Standards and Quality (OCSQ)
Robert A. Berenson, M.D.
Director, Center for Health Plans and Providers (CHPP)

10:00 to 10:30 Committee Discussion/Dialogue with Dr. Kang and Dr. Berenson.

10:30 to 10:45 **BREAK**

10:45 to 11:15 Current HCFA Efforts to Communicate Quality and Satisfaction Information to Consumers

Thomas W. Reilly, Ph.D.
Director, Division of Beneficiary Analysis

11:15 to 11:45 Open Committee Discussion on Communicating with Consumers About Quality

Carol Cronin

11:45 to 1:00 **LUNCH BREAK**

1:00 to 1:45 Getting Consumers to Care About Quality

Scott C. Ratzan, M.D. Executive Director, Health Communication Technology
Educational Innovations, Academy for Educational Development
Editor-In-Chief, Journal of Health Communications

1:45 to 2:00 **BREAK**

2:00 to 2:45 Open Committee Discussion

Carol Cronin

2:45 to 3:15 Wrap-Up: Tentative Findings

3:15 to 3:30 **BREAK**

3:30 to 4:00 Future Direction of Committee: Discussion topics, meeting format, date and location of future meetings.

4:00 to 4:30 Public Comment Period

Susana Perry

4:30 ADJOURN

FOR FURTHER INFORMATION

Information about summary minutes of this meeting or other Committee matters will be available on the World Wide Web at www.hcfa.gov/events/apme/homepage.htm, or by contacting the Executive Director, Susana Perry via E-mail at APME@hcfa.gov or by telephone at

(410) 786-9379 (locally), or (877) 449-5659 (toll free).

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