



# **Background and Overview: Value and Efficiency in Healthcare**

**Caren Ginsberg, PhD**

Director, CAHPS Division

Agency for Healthcare Research and Quality



# Value and Efficiency in Health Care

---

*Best Care at Lower Cost: The Path to Continuously Learning Health Care in America, IOM, 2012.*

- Estimated 30% of health spending is wasted on unnecessary services, excessive costs, fraud, and other problems
- Complex and costly
- Conclusions based on large geographical variation in healthcare spending in US



# Understanding the Role of Organizational Culture

---

- What is the relationship between value and efficiency and organizational culture?
- In 2012, AHRQ's Center for Delivery, Organization, and Markets (CDOM) sponsored the development of the value and efficiency items
- CDOM collaborated with AHRQ's Center for Quality Improvement and Patient Safety (CQuIPS) to release the items as supplements to the Surveys on Patient Safety Culture (SOPS™)