

A Better Way to Better Health. For Everyone.

The **Center for Consumer Engagement in Health Innovation** is a pragmatic, forward-looking advocate for improving the health of people and communities with complex health and social needs. We amplify the voices of consumers and communities in health care and in health policy. We promote innovation and health care that is person-centered and focuses on the well-being of vulnerable people and communities across the country.

The Center builds upon Community Catalyst's many years of success working on the ground in more than 40 states. We work across the stakeholder spectrum – with advocates, academics, state and federal policymakers, and industry stakeholders – to examine problems and identify practical solutions to creating more person-centered and community-minded health care.

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WHAT WE DO

- 1 Build consumer leadership**

The Center supports consumer and community leaders working toward making health care more responsive to the needs of the whole person and of communities. We provide tools, training and support to help consumers and consumer leaders make a difference for people with complex health and social needs. We provide ongoing technical assistance and financial resources to state consumer advocacy groups who are leading the way on innovative work in their communities.
- 2 Work with health systems to promote person-centered innovations in care**

The Center provides consulting services that include assessment, analysis and training for organizations seeking to transform consumer engagement opportunities into practices that create real value, driving better health outcomes and better business results.
- 3 Engage federal and state policymakers to improve public programs that serve vulnerable populations**

The Center works to defend and improve Medicaid, Medicare and other public programs critical to the care of people with complex health and social needs, including working families, children, older adults and people with disabilities.
- 4 Conduct practical, solutions-oriented research**

Along with academic partners, the Center develops new intellectual capital that builds our knowledge about what works – and what doesn't – to create a more person-centered health system that serves people and communities with complex health and social needs.



Photo: Julie Turkewitz

WHAT WE STAND FOR

- **Structures for meaningful consumer engagement** to ensure that people have a voice in policy decisions, the health care organizations that serve them and their own health care.
- **Payment arrangements that incentivize people-centered health care**, achieve the health outcomes that matter most and reduce barriers to accessing needed care.
- **Resources for community and population health** in order to address the social and economic factors affecting the health of people in their communities.
- **Consumer protection** through the application of strong safeguards including independent and effective ombudsman programs. The Center also backs protections in the form of consumer-centric quality measures, transparency and consumer choice.
- **Person-centered culture of care** through the adoption of care models and best practices that meet the specific goals, preferences and needs of the population being served, including at the end of life. The Center places particular emphasis on the care of vulnerable populations: older adults; people with disabilities; people with substance use disorders and mental health conditions; and children and youth with special health care needs.
- **Health equity for underserved populations** including ensuring that care improvement efforts specifically address health disparities and promote culturally competent care. In all these efforts, we actively work toward eliminating structural racism and discrimination and toward empowering marginalized groups within the health care system.



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