



OHA PRINCIPLES FOR DETERMINING POLICY ACTION

The third prong of OHA's mission statement is to inform legislators of problems consumers face in accessing care and propose solutions to problems. OHA develops and proposes legislative interventions and it supports or opposes legislative proposals raised by others in furtherance of its advocacy role.

Establishing a basis for deciding policy action is useful when there are many decisions to be made in a short amount of time (such as the legislative session), the decisions are complex with multiple criteria, and the decisions require comparative consistency for public and political scrutiny. A basis will ensure that OHA's position on legislative proposals is consistent, defensible, and logically integrated with other decisions.

Proposed legislation will be analyzed in relation to the principles, legislative testimony will incorporate [relevant] principles, and OHA legislative briefs and communications will reference [relevant] principles.

I. Access to quality healthcare; for our State to be competitive, our people must be healthy¹.

- A. We help healthcare consumers maximize the value of their health insurance coverage.
- B. We intervene to ensure access, parity, transparency, quality, and safety in the delivery of healthcare services.
- C. We seek redress for practices that have a chilling effect on access to quality healthcare.
- D. We influence healthcare system reforms to expand access and improve quality.

II. Reduction in healthcare system waste; innovation is essential to maximize value.

- A. We identify bureaucratic red tape and redundancies that increase spending and impair navigation of our healthcare system.
- B. We champion solutions that reduce delivery fragmentation and improve patient outcomes.
- C. We support evidence-based improvements to our healthcare system.
- D. We pursue opportunities to measure outcomes and performance through improved data reporting and analysis.

III. Healthcare industry watchdog; cost shifting practices burden the State's economy, providers, payors, and consumers.

- A. We identify deceptive, misleading, unreasonable, and unfair practices and collaborate to solve them.
- B. We take proactive and precautionary measures to prevent healthcare consumer issues.
- C. We reconcile, remediate, and return cost-shifted gains to the public economy.
- D. We facilitate ethical practice and understanding across industry stakeholders.

IV. Social Justice; OHA has a duty to represent the collective voice of 3.5 million healthcare consumers.

- A. We protect the rights of patients marginalized by the complexity, inaccessibility, and cost of our healthcare system.
- B. We guard our agency's autonomy to advocate for healthcare consumers free of industry and political pressure.
- C. We promote and protect patients' rights of autonomy, beneficence, nonmaleficence, and justice.
- D. We translate experiences of individual healthcare consumers into systemic solutions and education for all.

¹ The [World Health Organization](#) (WHO) defines health as "a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity."