ConsumerReports®

Raising Consumer Voices for Safe Health Care

Health Watch USA

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ConsumerReports®

About Us

- Advocacy on an array of consumer issues (health care, food & product safety, financial services, telecommunications, energy)
- 1 million online activists
- Over 130,000 consumer stories collected
- Active on Health Care: Safe Patient Project, Consumer Reports Health Ratings Center, Choosing Wisely, Best Buy Drugs, Health Value Hub, and more

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Safe Patient Project

- Led by Lisa McGiffert, recognized on Modern Healthcare's list of 100 Most Influential People in Healthcare for 2015.
- A twelve-year effort to expose and eliminate medical harm
- Passed hospital infection reporting laws in 30 states

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Sounding the Alarm on Antibiotic-Resistant Infections

- Featured patient advocate Christian Lillis and his brother, Liam (right) in a Consumer Reports cover story (August 2015) on superbugs
- Attended the first meeting of the Presidential Advisory Council on Combating Antibiotic-Resistant Bacteria
- Partnered with CDC on hospital infection report releases
- Lobbied Congress to keep antibiotics safe and effective
- On the horizon: Pushing for hospital-specific data on antibiotic usage and requiring superbug outbreaks to be reported to patients and health authorities

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The Low-Down Dozen

#SlamSuperbugs

- Used social media and earned media to hold hospitals accountable for infecting patients
- Received responses from all twelve hospitals
- Record-breaking web-traffic to Consumer Reports article, over 38,000 social shares, local media stories

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Safe Patient Project Network

Harmed Patients Driving Change

- Educators: Educate others about the impact of medical harm
- Spokespeople: Give interviews to reporters, speak at conferences
- Lobbying: Testify to policymakers about what needs to change
- Social media ambassadors: raise awareness, build relationships

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Patient Safety Advocate Leaders: Speaking Truth to Power

David Antoon

Joleen Chambers