

Creating High Value Healthcare



Paris Assembly

Charles W. Sorenson, MD

CEO, Intermountain Healthcare



Intermountain Healthcare



Hospitals



Since 1975

- 22 hospitals
- 2,784 licensed beds

“Be a model health system”

Medical Group



Since 1994

- 1,200 employed physicians
- 530 advanced practice clinicians

Clinical Programs



Since 1997

- 11 key service lines

American Healthcare

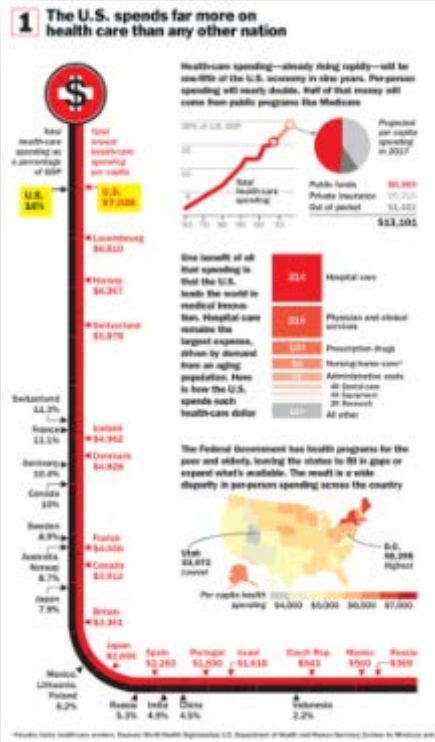
Amazing Successes and Tragic Failures

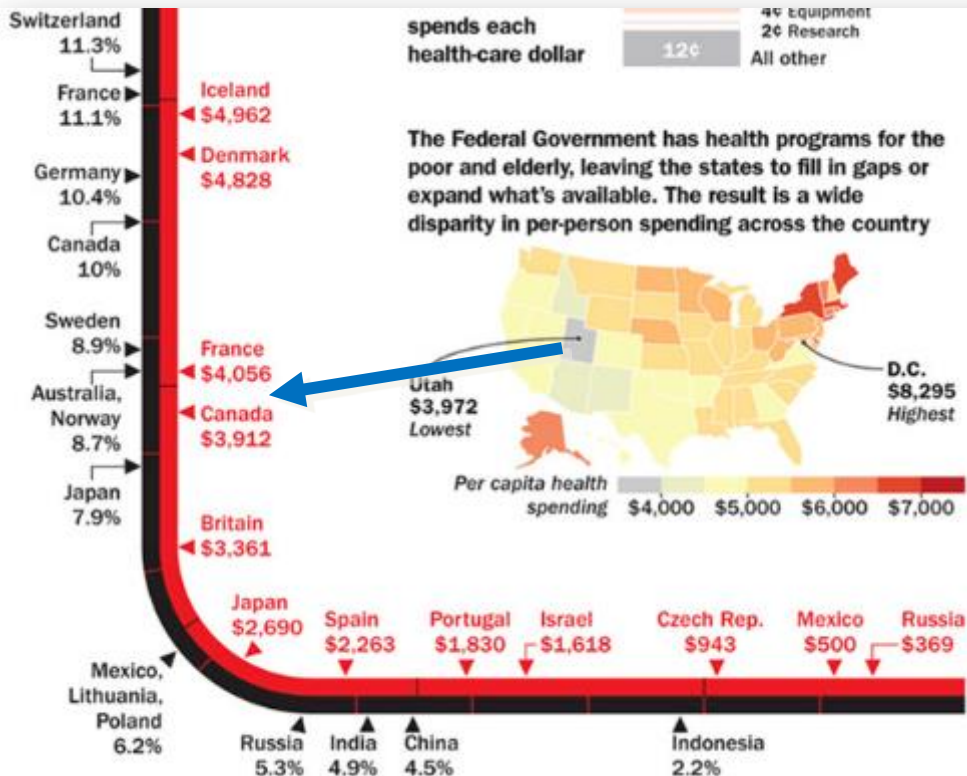


Rescue Care
VS
Prevention
and Effective
Management
of Chronic
Conditions

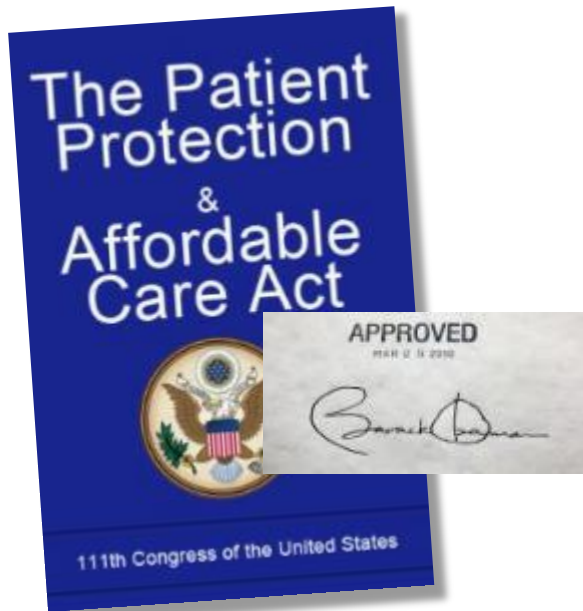


US spends the most on healthcare





ACA: Incentives remain misaligned



The legislation addresses payment (insurance) reforms but does not directly address quality and cost issues

It places all accountability on doctors and hospitals and none on individuals

High-quality at sustainable costs

The right strategy for any era

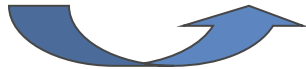


A business case for quality in healthcare?

A LEAP OF FAITH



Cost and **Quality** are inseparably linked



Evidence-based best practices provide better clinical outcomes at lower cost

Brent James, MD

Quality Pioneer in Clinical Medicine



Intermountain's Healthcare Leadership Institute has trained thousands of physicians and healthcare leaders around the world in the principles of quality improvement

The imperative for accelerated change



Evidence demonstrates significant room for improvement



Our economy depends on bending the cost curve



People trust and depend on us



Clinical Program Principles

- Identify best practice
- Create quality improvement structure
- Reduce unnecessary variation
- Eliminate processes that only add risk or cost



Intermountain's Clinical Programs

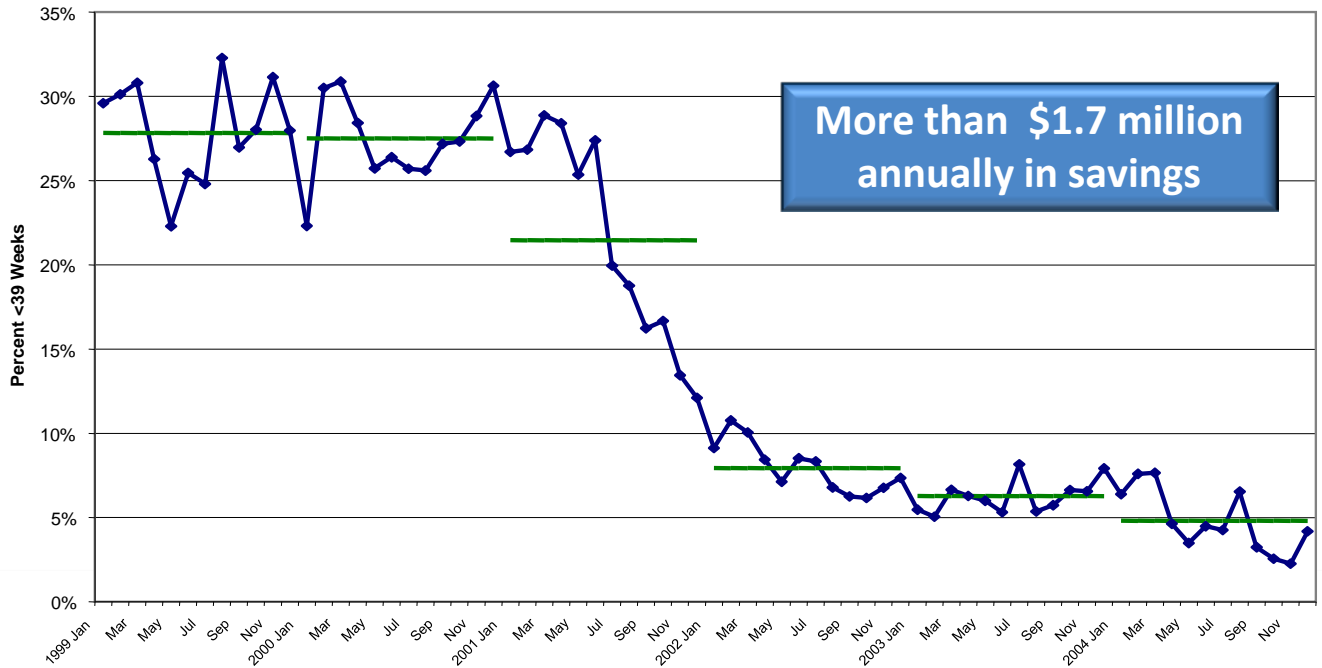
**Surgical Services
Behavioral Health
Cardiovascular
Intensive Medicine
Oncology
Pediatrics
Primary Care
Women and Newborns
Musculoskeletal
Neurosciences**

Changing Health Outcomes and Costs

Through use of evidence-based best practices



Percent of deliveries prior to 39 weeks



Clinical Example Saving Lives and Lowering Costs



Correct Discharge Medications for Ischemic Heart Disease and Heart Failure

- Compliance increased from **65% to 95%** in 1 year
- **887** readmissions avoided per year
- **>450** lives saved per year
- **\$2.5 million** reduction in healthcare expenditures

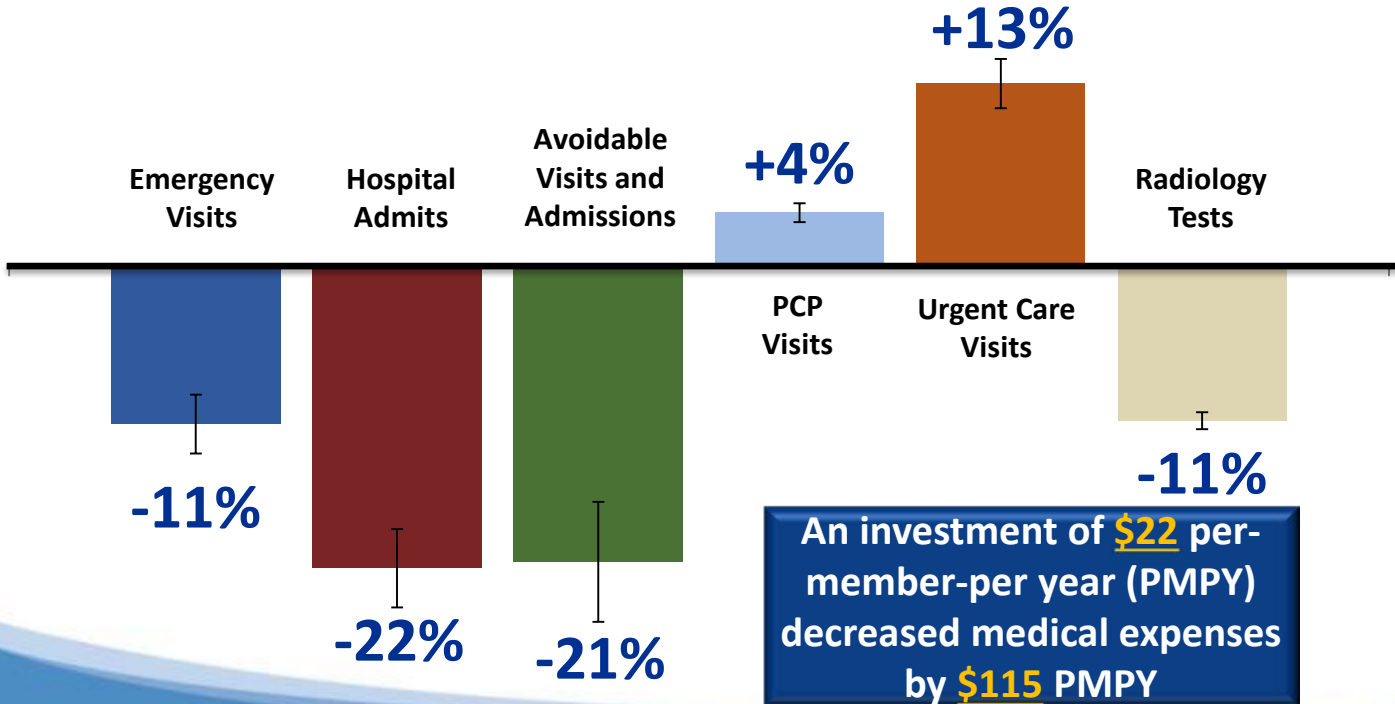
Moving to Team-Based Care

Mental Health Integration Intermountain Primary Care Clinics

- Holistic approach to patient's health
- Best practices in all clinical areas
- Teams work at the “top of their licenses”
- Established routine protocols and system-based care coordination



More Effective Utilization of Healthcare Services





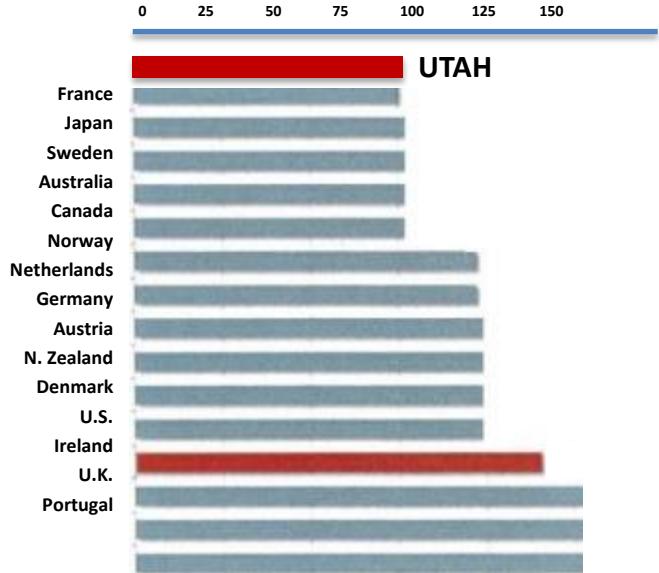
Quality and Cost
Outcomes

Bending the Cost Curve the Utah Way



INTERNATIONAL Mortality Amenable to Healthcare

People whose lives
may have been saved
with appropriate care



Source: World Health Organization, Nolte and McKee, Rutgers Center for State Health Policy Standardized for age (1998) Utah from 2003, normalized for general U.S. change from 1998

Remaining obstacles to change



Lack of evidence-based treatments and technologies



Misaligned incentives rewarding volume not value



Lack of patient accountability and shared decision-making

Challenge: Engage patients in accountability and decision-making



France vs. USA portion sizes



1 Aspirin 8 day
ALlopurinol 300mg

Enalapril 20mg 1 tab
+ HTZ 10mg

DQC & Lacc 100mg ^{when needed}

Furosemide 40mg 1 or 2 daily

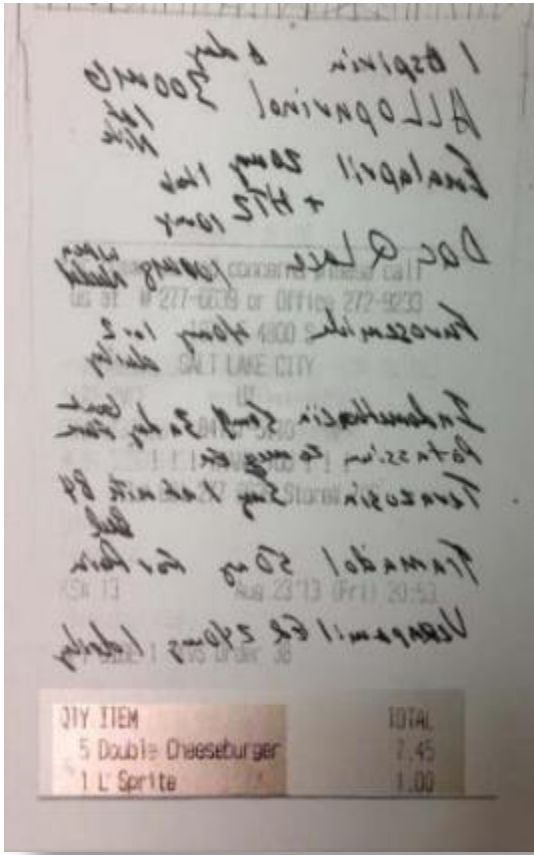
Indometacin 50mg 30 day ^{cont}

Potassium 20mg ^{etc}

Terazosin 5mg 1 tab with 89 ^{bed}

Tramadol 50mg for pain

Verapamil ER 240mg 1 daily



QTY ITEM	TOTAL
5 Double Cheeseburger	7.45
1 L Sprite	1.00

“Intermountain is nationally recognized as one of the most integrated delivery systems in the nation, with strong links between hospitals, insurance products, and physicians. We believe that Intermountain’s highly integrated business model positions it well to manage likely changes in the delivery system related to healthcare reform law.”

S&P Report – July 11, 2014

An evolution in our approach

**THE BEST HEART CARE
IS PROVIDED BY YOU**



Intermountain[®]
Heart Institute



Intermountain
Healthcare

Evolution of Intermountain's Mission



“Excellence in the provision of healthcare services to communities in the Intermountain region”

A photograph of three people—two men and one woman—running on a grassy path in a park. They are all smiling and appear to be in good physical shape. The man on the left is wearing a blue t-shirt and grey pants. The woman in the middle is wearing a light purple t-shirt and blue pants. The woman on the right is wearing a grey tank top and black pants. The background is a lush green park with many trees.

“Helping people live the healthiest lives possible”



**Intermountain
Healthcare**

Healing for life®