

TRANSPARENCY, EMPOWERMENT, ACCOUNTABILITY

Mike Waters, MHA

Senior Vice President
Providence St. Joseph Health
Physician Services Division

The Leadership Institute
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The Challenge



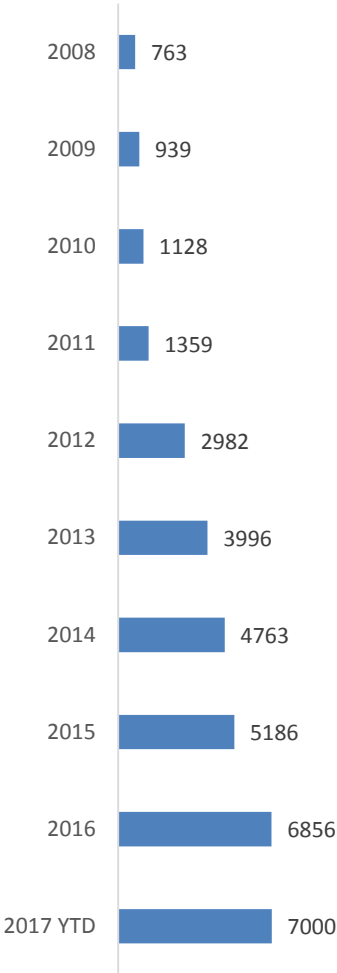
Providence St. Joseph Health Employed Provider Network: At a glance



- Alaska
- Northwest Washington
- Southwest Washington
- Spokane
- Southeast Washington
- Oregon
- Montana
- California- Los Angeles



Employed Providers 2008-February 2017



Volume to Value

Treating Illness

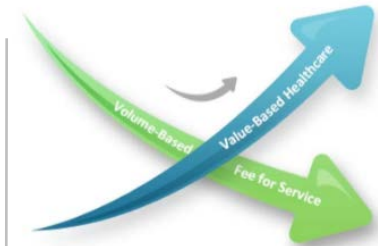


- ☐ Sickness
- ☐ Symptomatic response
- ☐ Transactional
- ☐ Office Hours
- ☐ Opaque with few Standards
- ☐ Fee for Service, Provider Units
- ☐ Volume

Creating Health



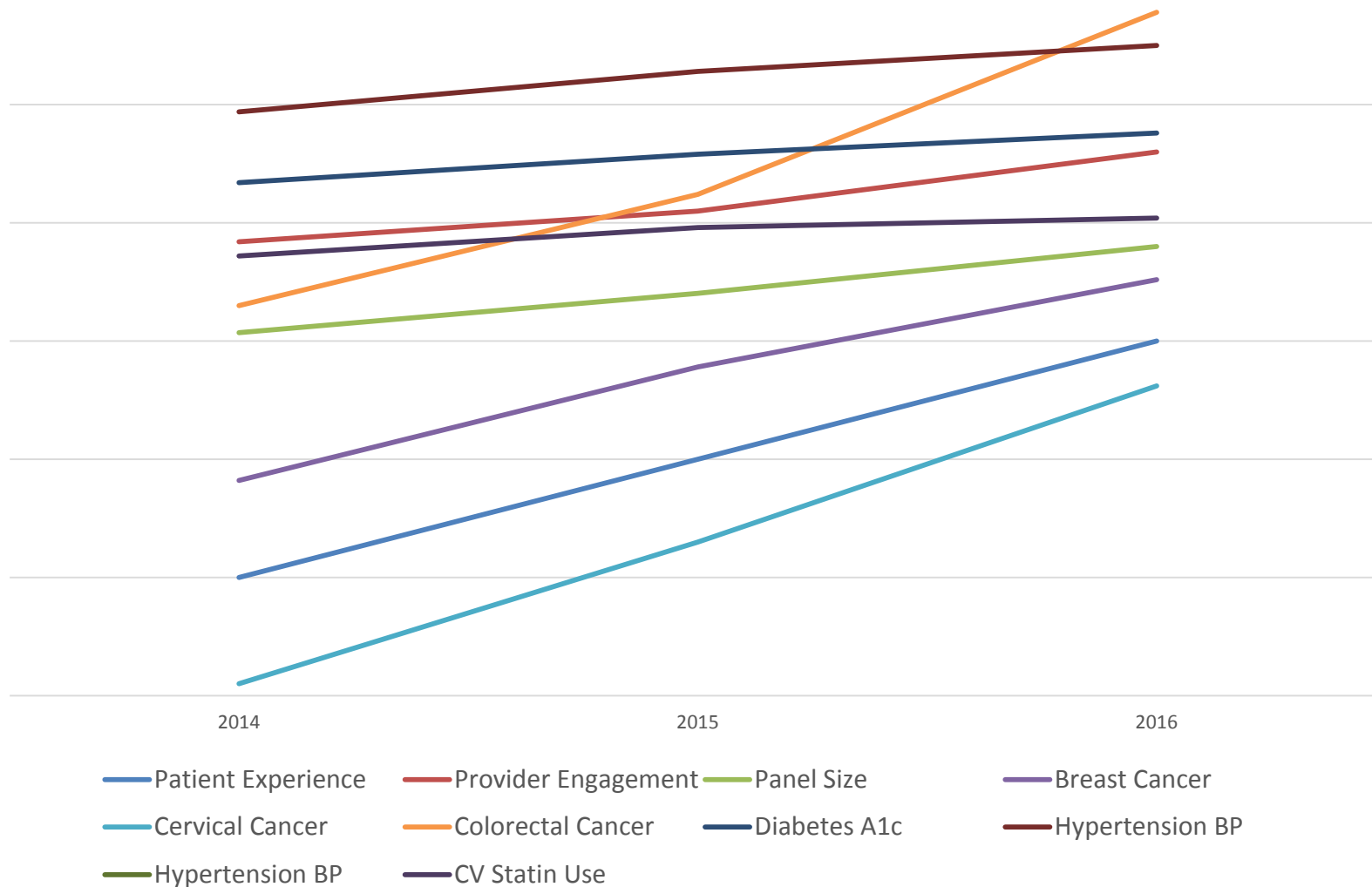
- ☒ Whole-person & Wellness
- ☒ Prevention and Prediction
- ☒ Personalized and Rational
- ☒ Always Accessible
- ☒ Transparent with Value Metrics
- ☒ Global Budget, Consumer Units
- ☒ Value



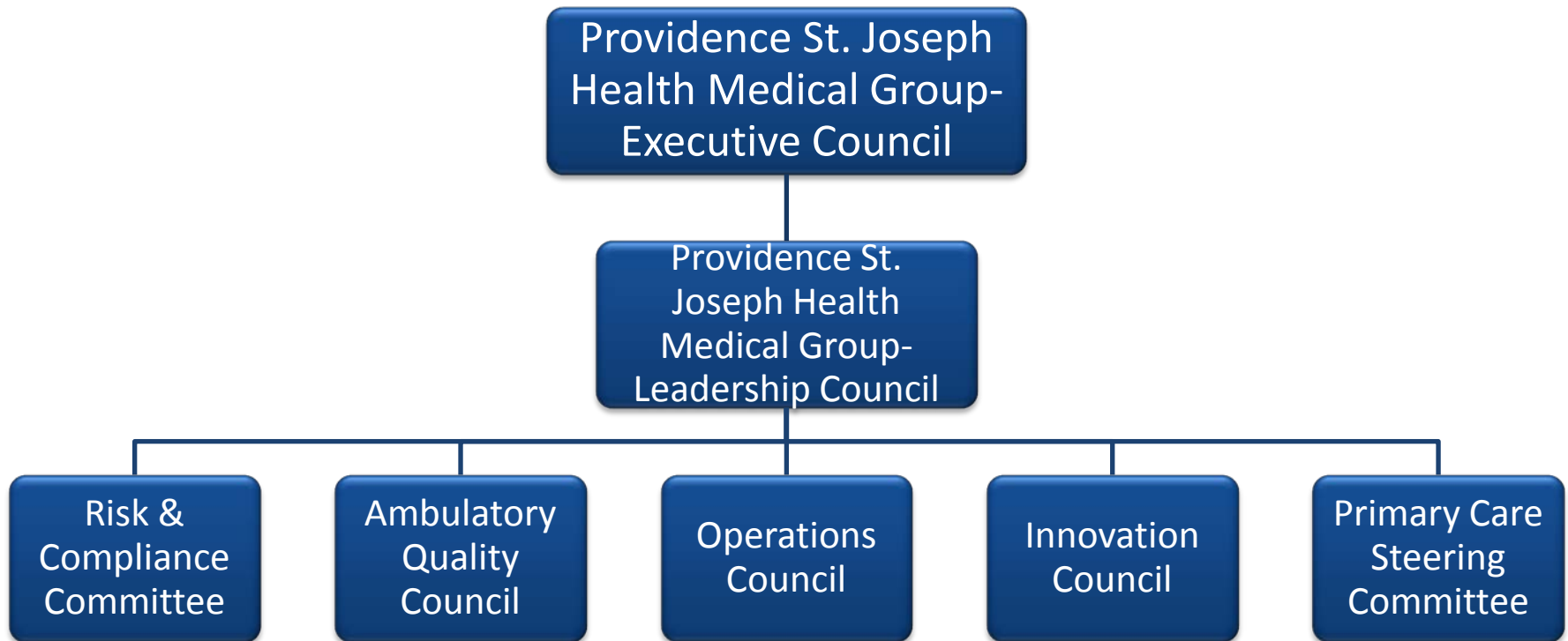
KEY PROGRAMS

- MACRA: The Medicare Access and CHIP Reauthorization Act of 2015
- MSSP: Medicare Shared Saving Program
- CPC+: Comprehensive Primary Care Initiative

Results



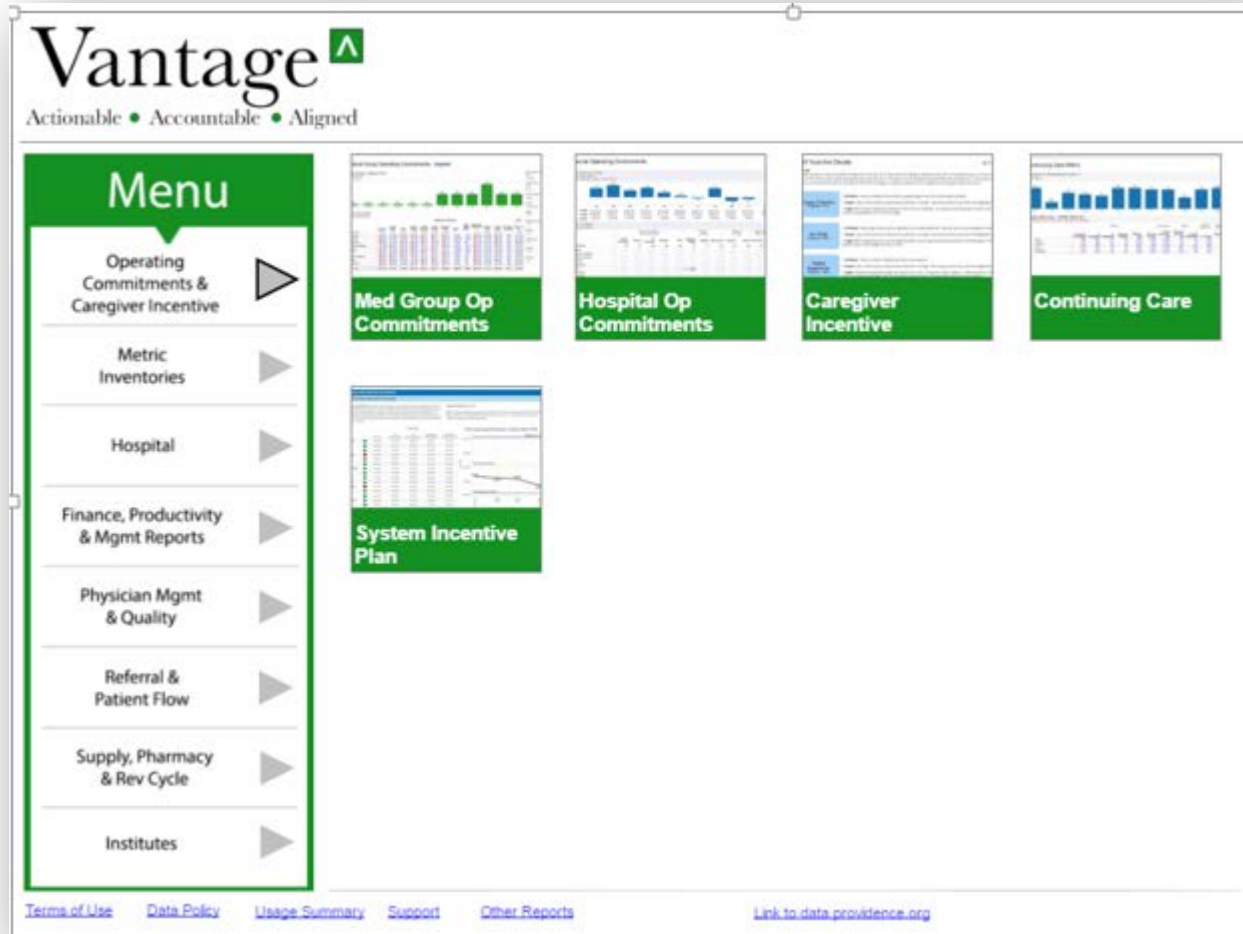
Governance



Aligned Operating Commitments



Data Transparency



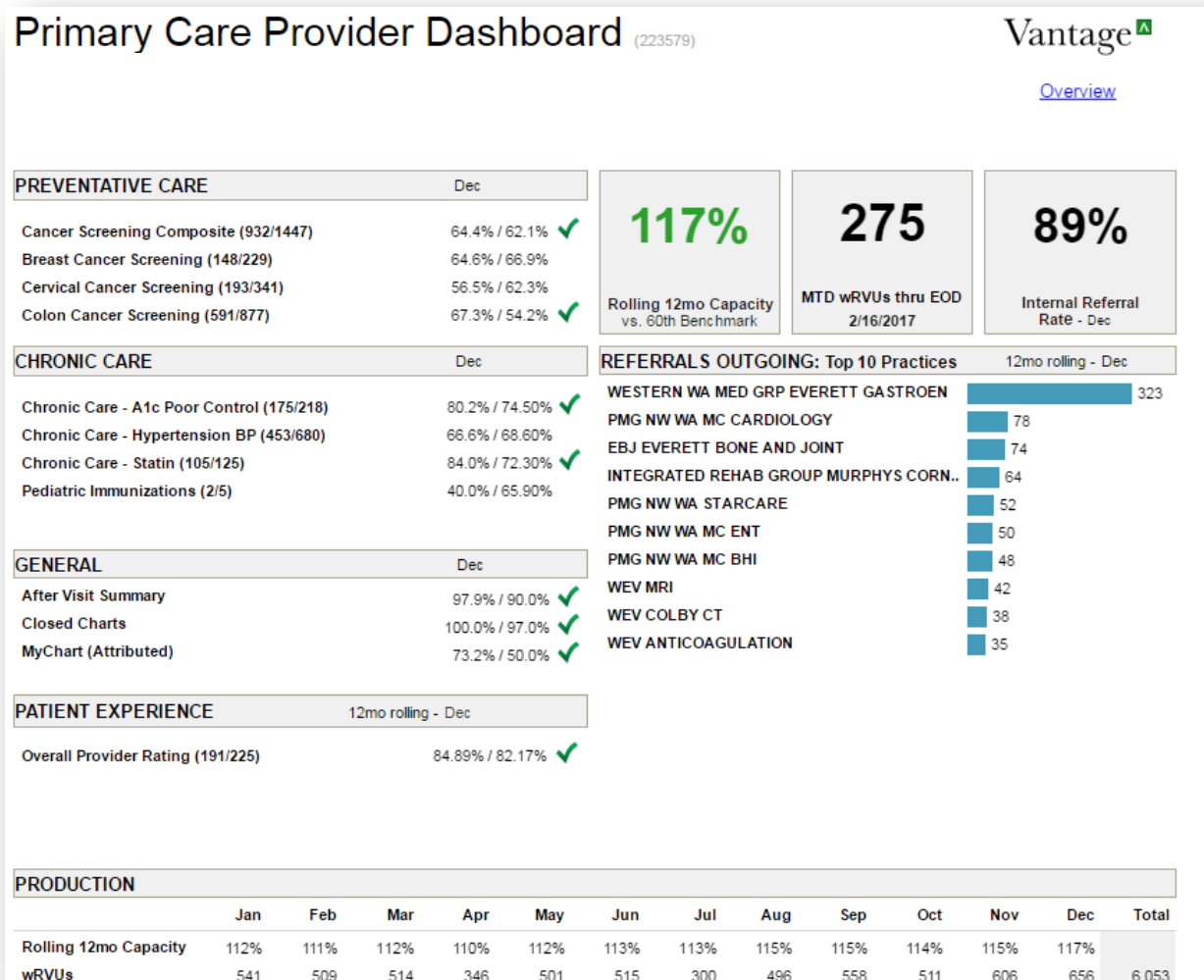
SINGLE REPORTING SOLUTION

- Automated portal

Hierarchy

- System
- Region
- Service line
- Clinic
- Provider

Provider Dashboards



In reach/out reach



PROACTIVE CLINICAL CARE GAP OUTREACH

- Prevention and chronic care registries
- Real time decision support for in clinic visits & Patient Scorecards
- Dashboards & Reports for care gaps
- Patient reminders in MyChart
- Tools to support central outreach teams
- Tools for clinics to perform “in reach”



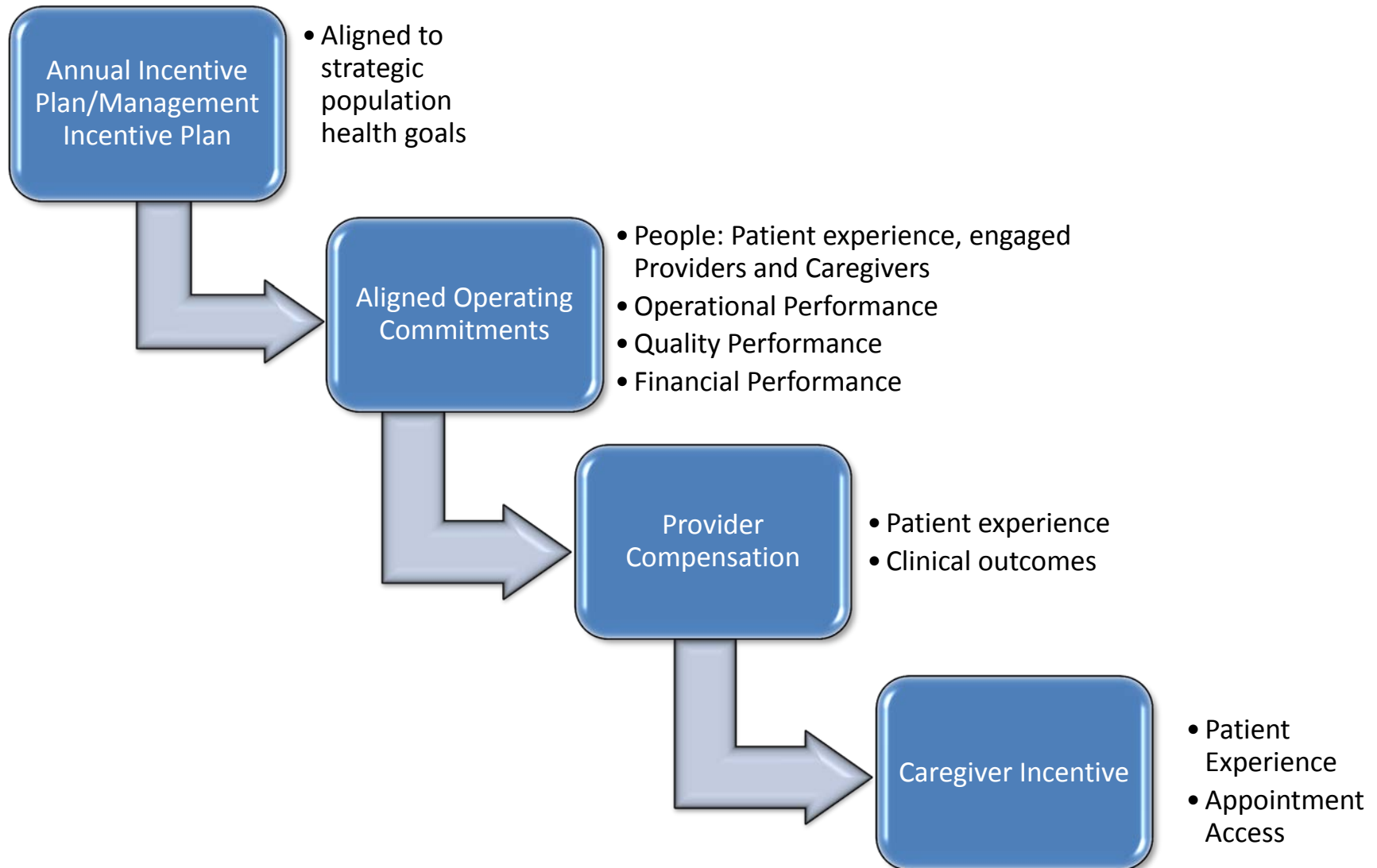
myClinic is a text based service that sends daily alerts to administrators.



Focus:

- Predictive analytics
- Clinical Quality
- Service Recovery

Aligned metrics and incentives



Transparency, Empowerment, Accountability

