



# Redesigning Care Delivery

The Leadership Institute Millennium Group

Thursday, October 17

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# Intermountain Scope & Stewardship



**160**

Intermountain Clinics  
+55 Nevada Clinics



**6 States, 40+ sites**  
**~620,000 Virtual**  
Interactions



**23 Hospitals**  
**+1 Virtual Hospital**



**39,800** Caregivers  
(includes Nevada)



**900,000+**  
SelectHealth Members



**\$250M**  
Financial Assistance

# Industry Challenges We Face



## **Safety and Quality**

Patients are harmed  
in hospitals



## **Experience and Access**

Consumers demand  
service and access

New entrants in market



## **Stewardship**

Healthcare is  
unaffordable



## **Engaged Caregivers**

Providers and employees  
face burnout

# Consumers Express Concern

**1/3**

**Ration  
prescription  
drugs**

**1/4**

**Skip care  
altogether**

**1/2**

**Worry  
healthcare  
costs will  
bankrupt them**

**3/4**

**Think they pay  
too much  
relative to  
quality of care**

# Moving Forward

1

Partner to solve systemic challenges

2

Improve affordability and experience

3

Move from 'sick' care to 'health' care

4

Build problem-solving, accountable culture

# Helping people live the healthiest lives possible®

Safety • Quality • Experience • Access  
Stewardship • Engaged Caregivers



# Intermountain Healthcare Structure

## Community-Based Care



More focus on  
prevention and wellness  
*Per member per month*

←..... Patient .....→

## Specialty-Based Care



Safest, highest quality,  
most affordable care for  
serious injury and illness  
*Cost per case*

# Safety

Reduction in serious  
safety events



24%



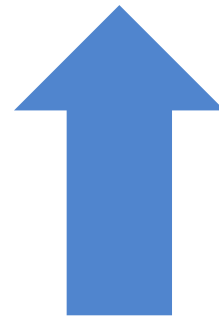




Pam Kelley, RN  
Alta View Hospital

# Teach Back Method

## Alta View Surgery



HCAHPS score in nurse  
communication from 24<sup>th</sup> to  
89<sup>th</sup> percentile

# Quality | Accomplishments

Pressure Ulcer  
Wounds

13%

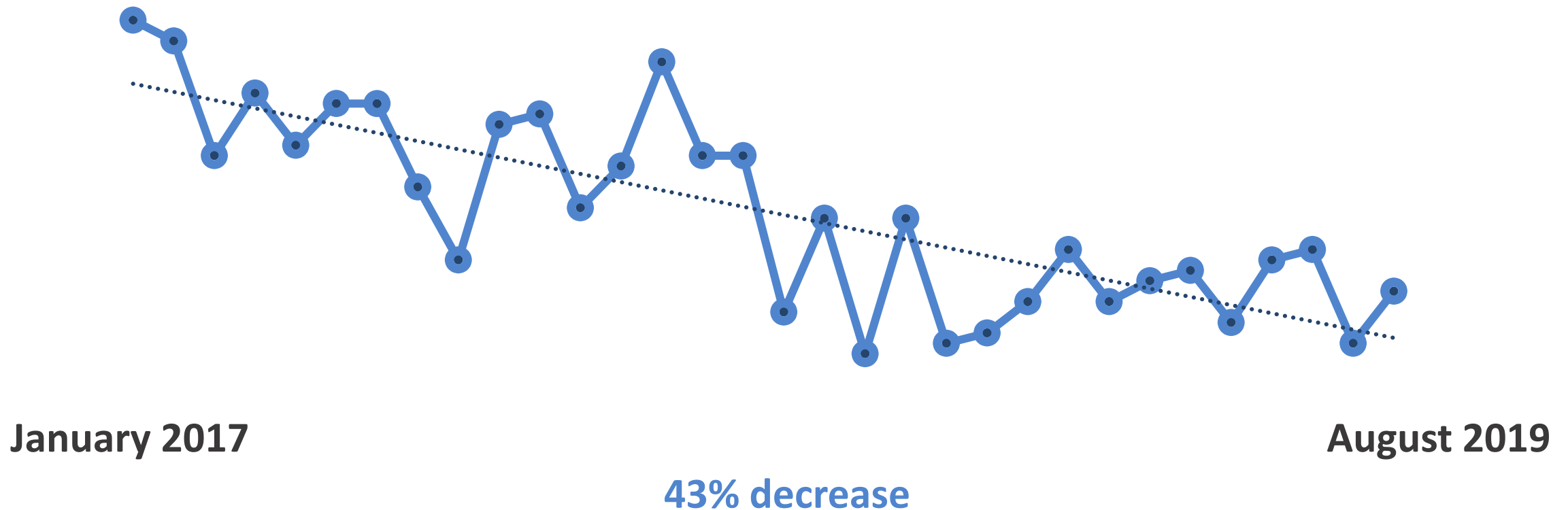
Hysterectomies

20%

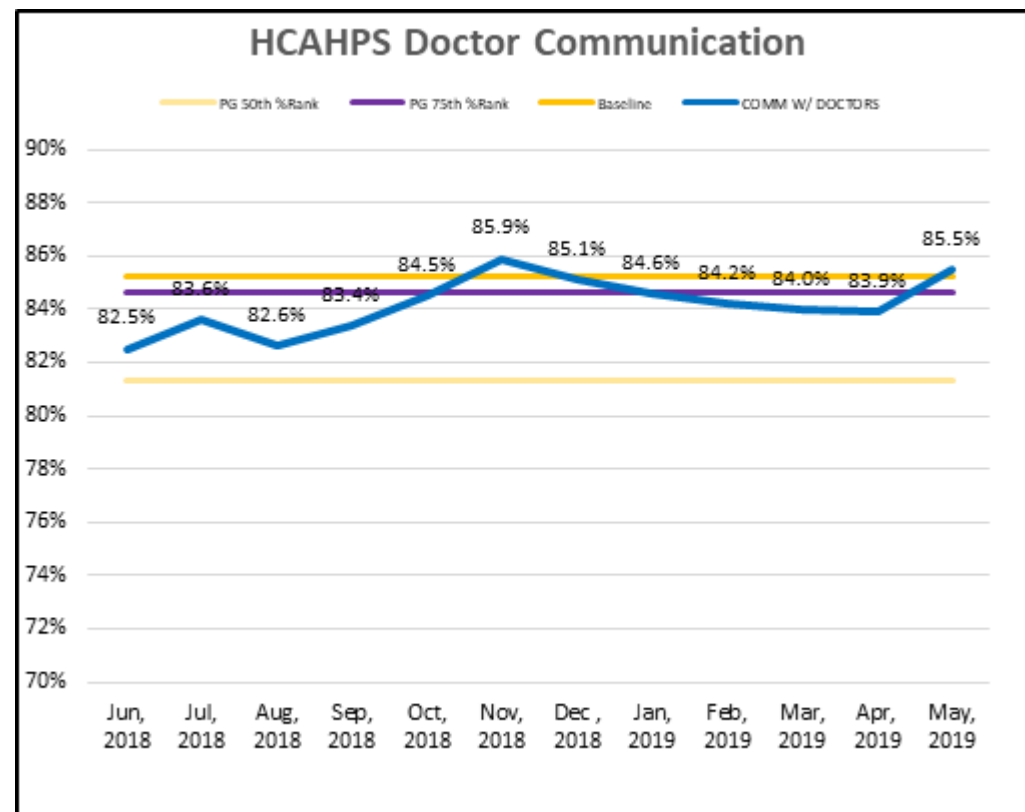
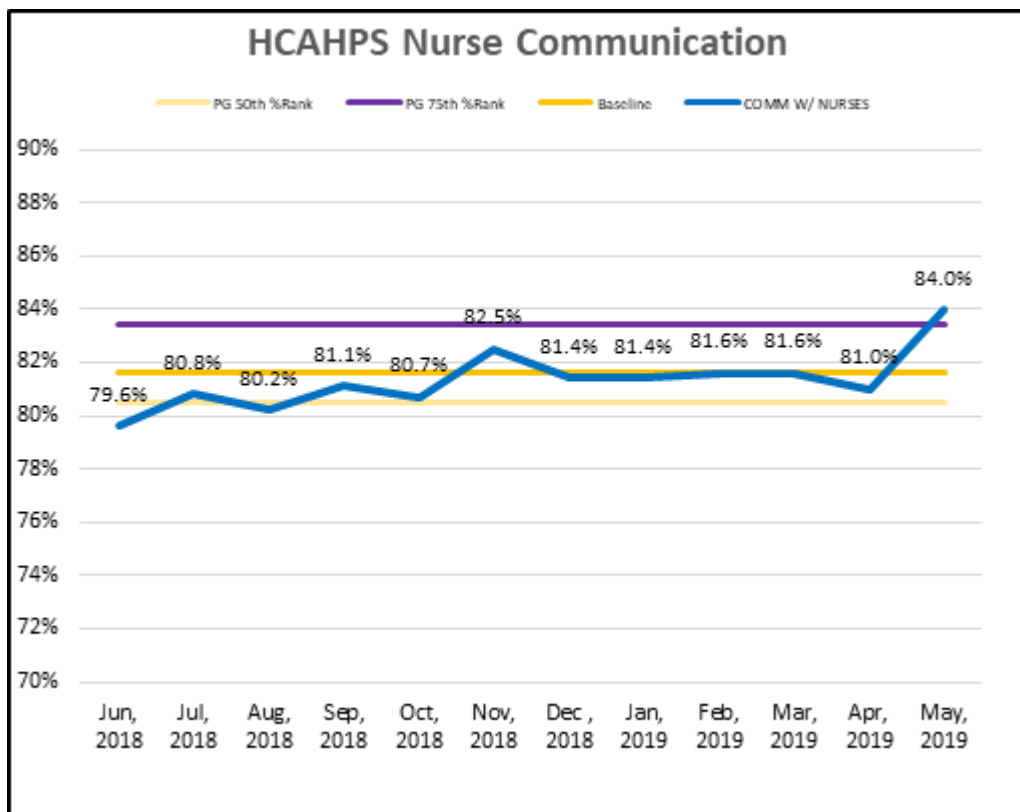
Pediatric Head  
Trauma CT Scan  
Variation

16%

# Quality | Reduction in Hospital Acquired Infections



# Experience | Nurse and Doctor Communication



A photograph of a woman with short grey hair and glasses, wearing a blue and green striped shirt, laughing heartily. She is sitting on a couch. In front of her, a young boy with blonde hair, wearing a blue jacket, is sitting on the floor and playing with a colorful board game. The board game has a winding path and various characters. A red box, likely the game's packaging, is also visible. In the background, there is a large wooden cabinet with a black stovepipe on top. On the wall above the cabinet, the word "FAMILY" is spelled out with letters. To the left, there is a lamp and a small framed picture. To the right, another person is partially visible, sitting on a couch.

# Jackie Worthen Fights Stage IV Colon Cancer with Help of Telehealth



# Experience | Reimagined Primary Care

## **Better for Patients**

Convenience,  
accessibility,  
and wellness

## **Better for Caregivers**

New tools,  
processes, and  
meaningful  
alignment

## **Improve Population Health**

Manage risk,  
increase  
value-based  
membership

## **Support Strategic Direction**

Accelerate  
success in  
value-based  
care

# From 'Sick' to 'Health' Care: Reimagined Primary Care

**60%**

**Fewer admissions**

**35%**

**Fewer emergency  
department visits**

**20%**

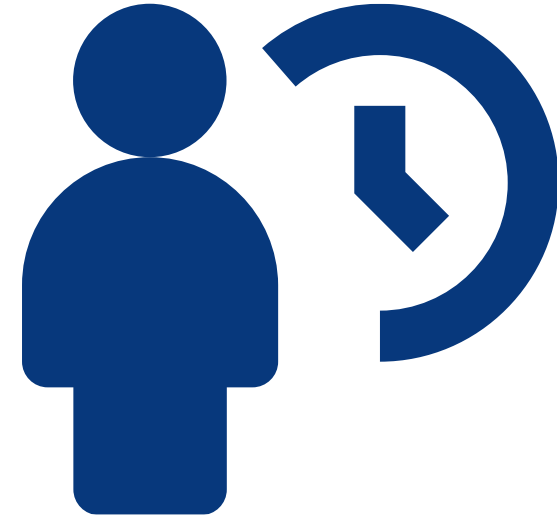
**Lower Costs**

# Access | Expanded Clinic Availability

**90%** of physician clinics offer extended hours

**13.9%** of visits are seen outside 9-5 | M-F

**341,526** after-hours visits





# Extending Hours and Access

Alta View Physical and  
Occupational Therapy

**27 ➡ 43 hours**

Each week extended appointments

**ALWAYS FULL**



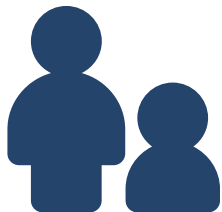
# Stewardship | Making Our Care More Affordable

Connect  
Care



**\$49**  
or less

SelectHealth  
Share



**2.5%**  
premium increases

Stork  
Savers



**\$4,050**

Individual  
Exchange Pricing



**↓ 2.7%**  
REDUCED pricing

Imaging &  
Surgery



**Reduced  
prices**

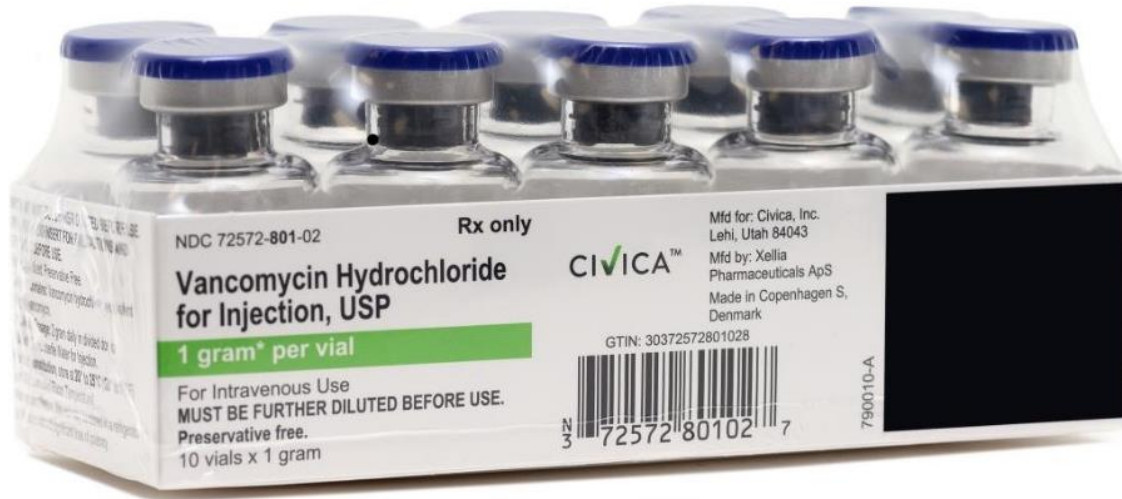
Infusion  
Therapy



**↓ \$7M**  
urban hospitals

# Stewardship | Ushering in New Dawn for Affordable Generics

# CIVICA



## Utah pharmaceutical company rolls out first affordable drugs to combat nationwide shortages

Civica Rx administered its first dose of a high-powered antibiotic — and it cost less than half what it had before.

By Wendy Leonard | @wendyleonards | Oct 2, 2019, 5:30pm MDT

f t SHARE







# Daily Huddles

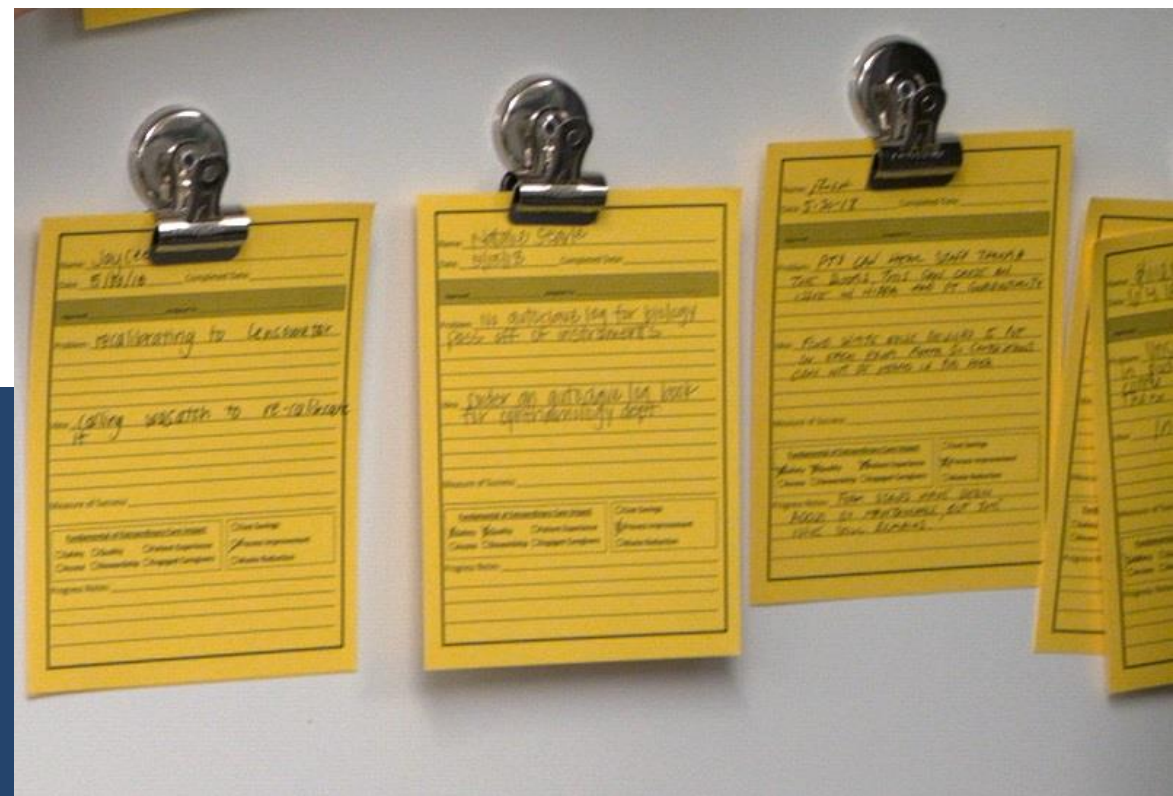
# Engaged Caregivers | Thousands of Caregiver Ideas

130+

Ideas  
EACH  
DAY

48,824

Caregiver  
ideas  
2018





# Caregiver Idea: 9 Steps to Safe Infant Sleep

Logan Regional Maternity Nursing



No infant falls at Logan Regional since starting

50%

Implemented systemwide with 50% infant falls reduction

# DISCUSSION



# THANK YOU

