How many of you remember house calls?
Where we go for care has changed.
We have disconnected ourselves from the true cost of care.

Sources: CMS, Social Security Administration, Bureau of Economic Analysis
We have turned to government to pay for much of our health care.

Source: CMS
So our health care costs are unsustainable and out of control.

Source: CMS
In addition to soaring costs, we will have fewer physicians to care for us.

Source: AMA-ASSN.ORG
That will mean long delays.
And “physician extenders.”
And more technology.
And different delivery models.

We come to you!
Is the “Triple Aim” a solution?

Source: Institute for Healthcare Improvement
Dr. Don Berwick created it.
And Washington adopted it as its own innovation.

The CMS Innovation Center has a growing portfolio testing various payment and service delivery models that aim to achieve better care for patients, better health for our communities, and lower costs through improvement for our health care system.

Source: www.Innovation.cms.gov
So let’s look at each component.

Population Health
- Health promotion
- Prevention

Experience of Care
- Quality outcomes
- Service

Per Capita Cost
- Less expensive
- Affordable
Population health requires a defined group.
But we are not all homogenous.
Anyone from NJ know this town?
Hotspotting maps identify common health issue areas.

Camden Health Metrics Explorer
Let’s put in the numbers.

- **High Risk**: 5 – 10%
- **Rising Risk**: 15 – 30%
- **Low Risk**: 60 – 80%
We have to manage risks.
MA plans and physicians have done this for years.
We all want a better experience of care.
Hospitals in Florida are focusing on quality.

<table>
<thead>
<tr>
<th>Region</th>
<th>Baseline Readmission Rate</th>
<th>Most Recent Readmission Rate</th>
<th>Relative Improvement</th>
<th>Lowest Hospital Rate</th>
<th>Highest Hospital Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>24.0%</td>
<td>22.9%</td>
<td>4.7%</td>
<td>15.0%</td>
<td>29.7%</td>
</tr>
<tr>
<td>2</td>
<td>23.4%</td>
<td>23.6%</td>
<td>-1.0%</td>
<td>17.0%</td>
<td>35.9%</td>
</tr>
<tr>
<td>3</td>
<td>26.0%</td>
<td>25.9%</td>
<td>0.6%</td>
<td>13.2%</td>
<td>34.3%</td>
</tr>
<tr>
<td>4</td>
<td>24.1%</td>
<td>22.4%</td>
<td>6.9%</td>
<td>15.3%</td>
<td>35.0%</td>
</tr>
<tr>
<td>5</td>
<td>25.3%</td>
<td>23.1%</td>
<td>8.7%</td>
<td>11.9%</td>
<td>34.1%</td>
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<tr>
<td>6</td>
<td>28.6%</td>
<td>30.0%</td>
<td>-5.0%</td>
<td>16.7%</td>
<td>46.6%</td>
</tr>
<tr>
<td>Florida</td>
<td>24.8%</td>
<td>24.2%</td>
<td>2.5%</td>
<td>11.9%</td>
<td>46.6%</td>
</tr>
</tbody>
</table>
HEDIS displays preventive care performance.

2010 HEDIS Data
for Geisinger Health Plan performance

The scores below are a sampling of those found in "Quality Compass," a database of performance information for health plans nationwide. Quality Compass is designed to provide consumers, benefit managers, health plans, consultants and the media with easy access to comprehensive information about health plan quality and performance.

For more information on Quality Compass and health plan report cards, log on to www.qualitycompass.com.

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Service quality is also tracked in hospitals using HCAHPS.

<table>
<thead>
<tr>
<th>Report Units</th>
<th>TMH HCAHPS/IP Adult</th>
<th>HCAHPS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Positive Score</td>
<td>n Size</td>
</tr>
<tr>
<td>Question Text</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HCAPHS: Drs explained things understandably-18884</td>
<td>76.89</td>
<td>623</td>
</tr>
<tr>
<td>HCAHPS: Drs listened carefully to you-18877</td>
<td>75.97</td>
<td>620</td>
</tr>
<tr>
<td>HCAHPS: Rate hospital-18941</td>
<td>66.06</td>
<td>607</td>
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<tr>
<td>HCAHPS: Treated w/courtesy/respect by Drs-18875</td>
<td>85.6</td>
<td>625</td>
</tr>
</tbody>
</table>

Source: TMH Physician Update, May, 2014
Can we deliver high quality preventive care for less?

Past and projected Medicaid expenditures per enrollee FY 2000- FY 2020

Source: HHS
“Marty, you may not...but your kids!”
Put health in your hands.
Leverage expert time.
Wire up.
Care is wherever you are...
Care is wherever you are...
Care is wherever you are.
Care is truly wherever you are.
From soda fountains to health centers.
From Alaska to your phone.
Dr. Sidney Garfield figured it out in 1938.

Entry Mix:
- The well
- The “worried well”
- The “early sick”
- The sick

Health Care Center

Computer Center

Sick-Care Center

Preventive Maintenance Service
Can we create it in 2014?