

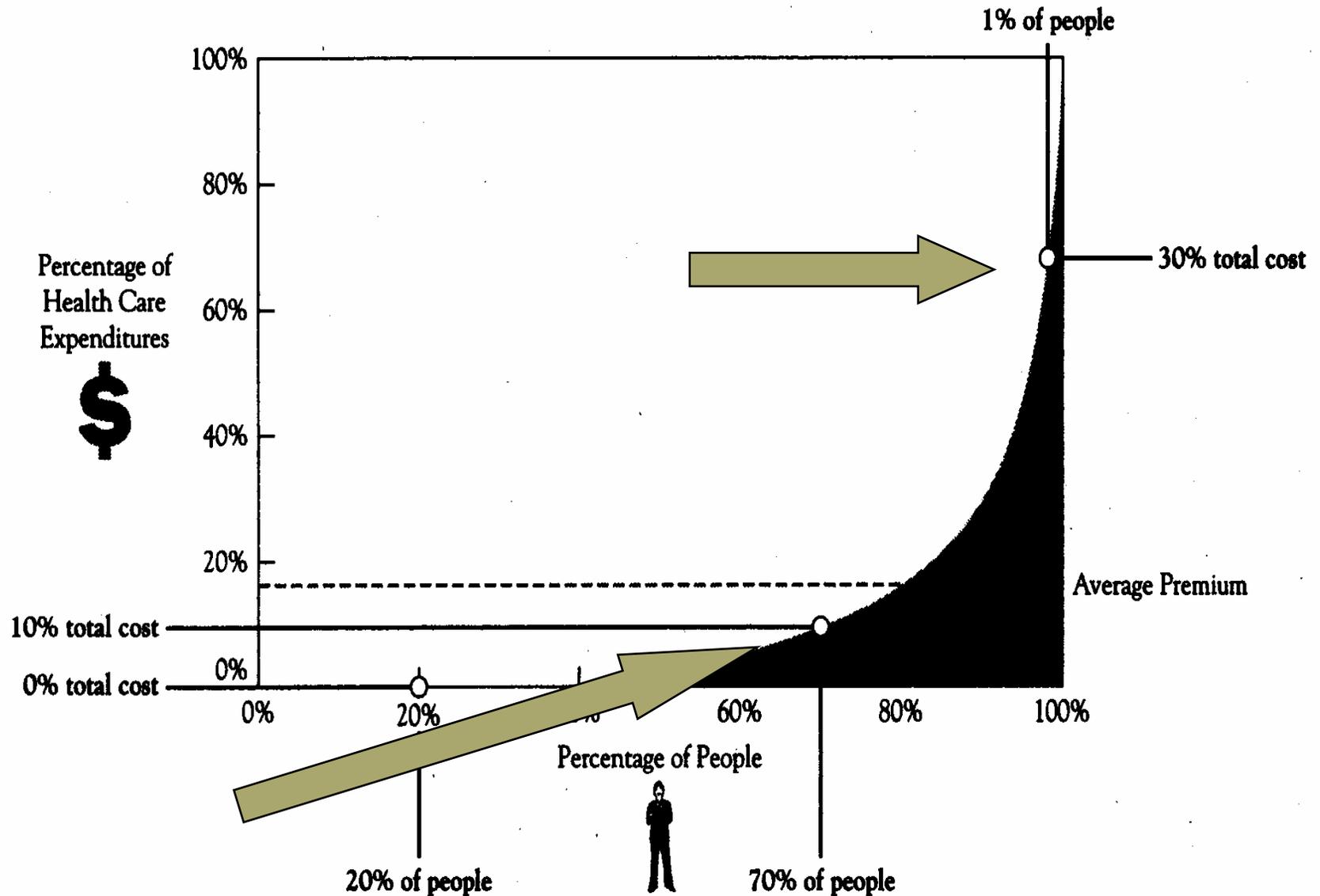


Providing Improved Value in Healthcare

Remarks to the Blue Ribbon Commission on Health Care Costs and Access

Dr. Hugh Straley, Medical Director, President GHP
Pam MacEwan, EVP Public Affairs and Governance

Challenge and Opportunity #1 The Growing Burden of Chronic Illness



Source: Milliman USA Health Cost Guidelines – 2001 Claim Probability Guidelines

Challenge and Opportunity #2

Unwarranted Variation



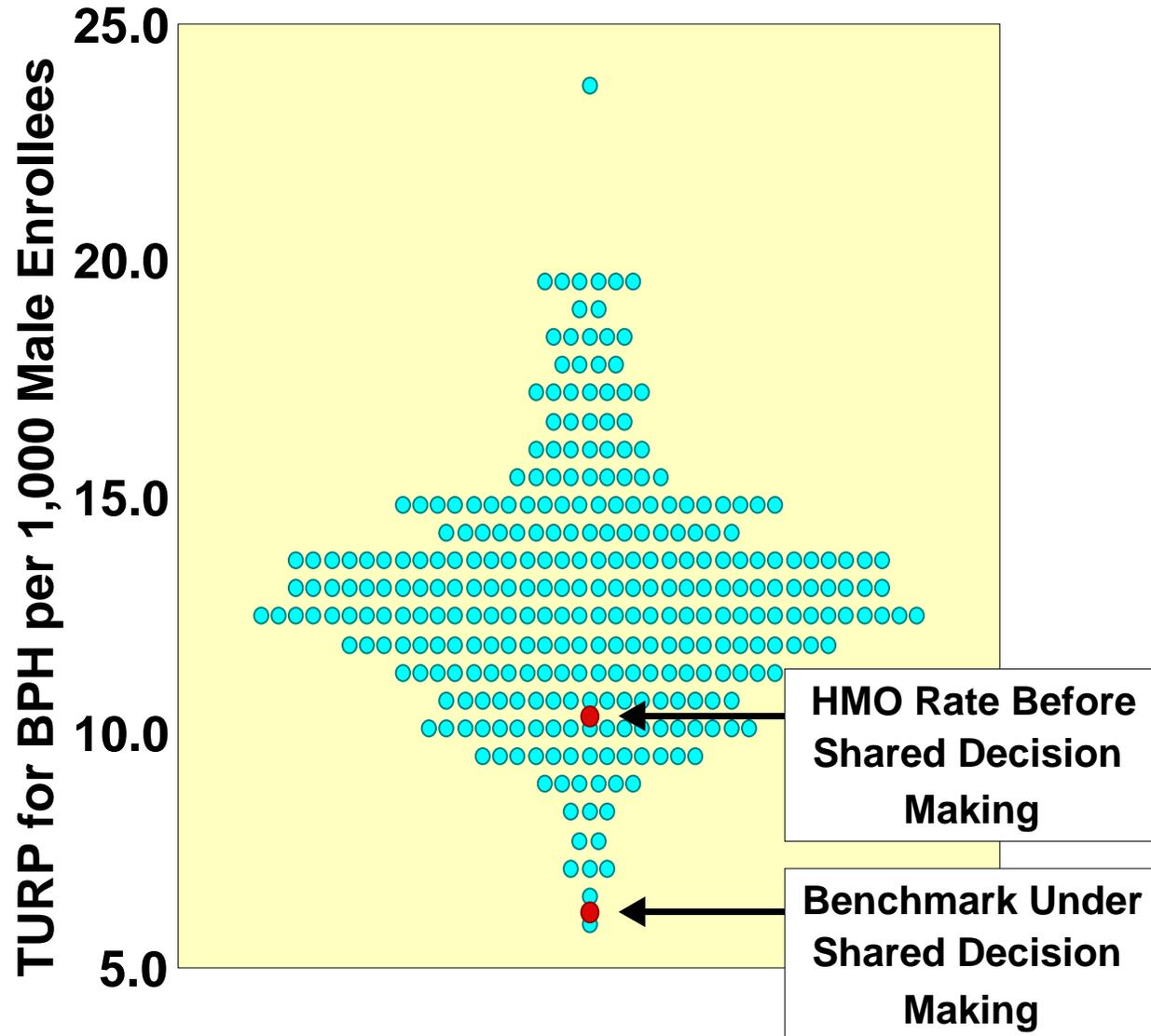
Variation Category	Cost to Deliver	Examples
Effective	\$	Diabetic Eye Exam
Preference Sensitive	\$\$\$	Lumpectomy vs. Mastectomy
Supply Sensitive	\$\$\$\$	Congestive heart failure, COPD

Source: Dartmouth Atlas Project

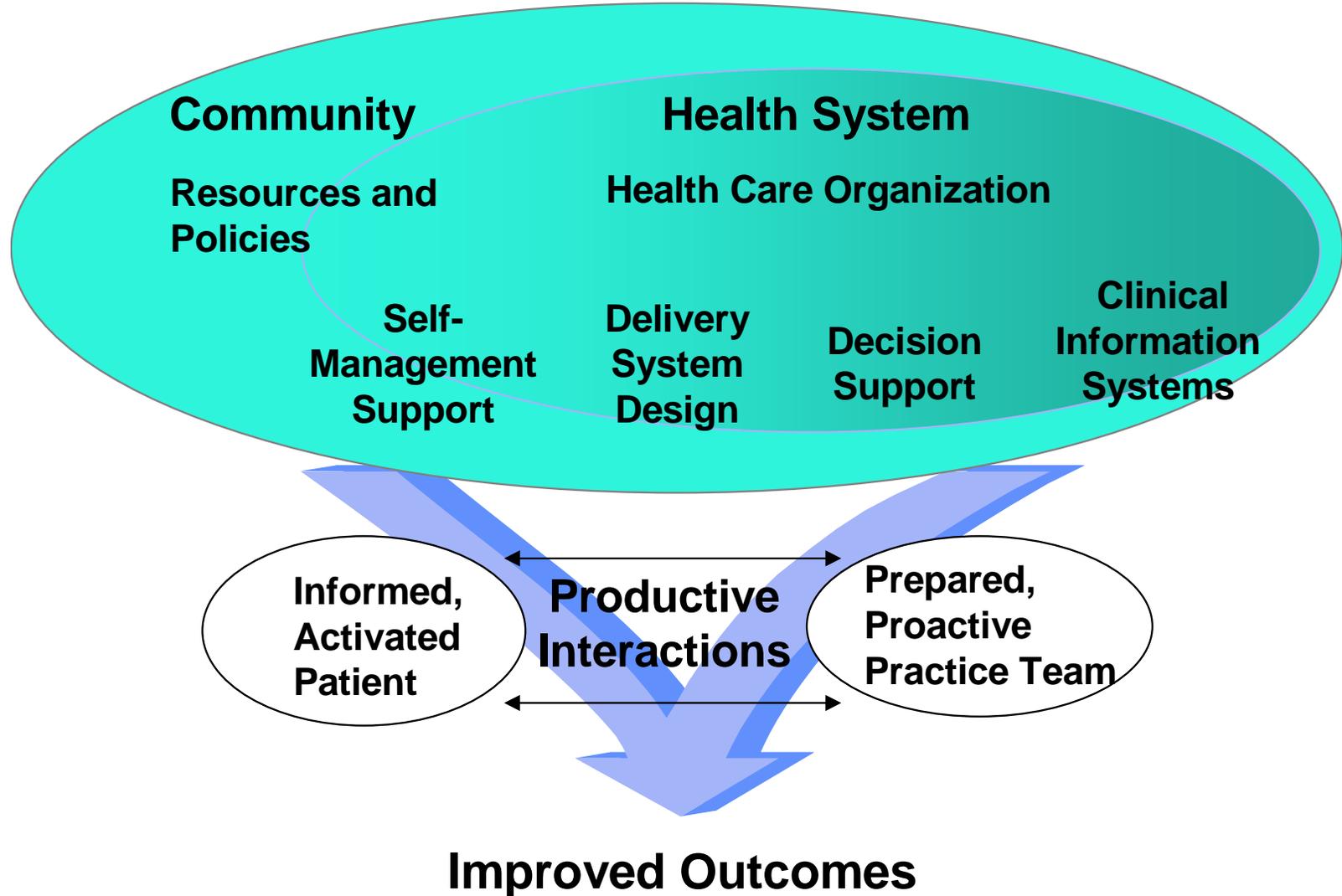
If we understand variation, we can act on it.



TURP for BPH Among Hospital Referral Regions (1992-93) Compared to Shared Decision Making Benchmark in Two Group Model HMOs



Planned Care Model



A Patient View of the Ideal Health Care System

I have useful interactions with my health care team whenever and however I need to.

I am delighted and surprised by my health care team on a regular basis when they anticipate my needs

Systems Support



Clinical Information System

Pharmacy & Technology Assessment

Clinical Guidelines, Pathways

Research

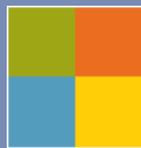
Performance Metrics

24 Hour Access, Mail Order Rx

Great IT helps pull it all together for the care teams and the patient



Innovations in Healthy Living: Health Risk Profiles....with Support



Take Charge



Create your own path to
wellness based on *Your
Health Profile.*



Creating a Roadmap: Let's Aim for Where We Want To Be



“If you think you can do a thing, or think you can’t do a thing – you’re right”

Henry Ford

Create a Roadmap for Change

Some Suggestions:

- Promote **effective chronic illness care**
- Focus community efforts on **unwarranted variation**
- Provide **new tools for Individuals** to improve their health
- Create the conditions for **patient centered team care**
- Change **financial incentives**
- Support effective **transparency and reporting** initiatives
- Focus on new priorities in **medical education and training**
- Reduce **high cost/low benefit technology** dissemination
- Encourage **patient centered HIT** and interoperability
- Pilot and evaluate **new health benefit designs**
- Streamline **insurance, healthcare administration and regulation**

AND combine with aligned strategies to improve access and overall health.

