Value Driven Outcomes

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University of Utah Health

**ACCESS**

4 Hospitals
12 Community Clinics
21 Regional Affiliates

>10% of the Continental U.S.

>200,000 Member Health Plan

>1,400 Providers

**50% GROWTH IN 5 YEARS**

**DISCOVERY**

$291 Million+ Grants in FY2017
40+ Disease-Causing Genes Identified

11 All-Time Members of National Academy of Science or Medicine

1 NCI Comprehensive Cancer Center

1 Nobel Laureate

**EDUCATION**

1,250 Health Care Providers Trained Annually:
School of Medicine | College of Nursing | College of Pharmacy | College of Health | School of Dentistry | Eccles Health Sciences Library

**PATIENT VISITS**

1.9 MILLION

**EXPENSE BUDGET FY17**

$3.6 BILLION
UNIVERSITY OF UTAH HEALTH
TOP 10 IN THE NATION
9 YEARS RUNNING
Value Measurement

“... A fundamental and largely unrecognized problem: We don’t know what it costs to deliver health care to individual patients, much less how those costs compare to the outcomes achieved.”

“Understanding costs could be the single most powerful lever to transform the value of health care.”

–Robert S. Kaplan & Michael E. Porter
VDO Overview

Reports and Dashboards

Encounter-Level Costs

Encounter and Patient-Level Quality and Outcomes

Clinical and Financial Data Marts

Clinical Data Sources

Financial Data Sources

Cost Allocation Methods

Quality & Outcome Rules
Ex. Emergency Appendectomy, 3.12 LOS

10:45am - Day 1
- Emergency Department
  - 10:45am

Day 2
- OR
  - 9:46 to 10:48
- SICU
  - Surgical ICU
  - 2:16am
  - Labor Supplies
  - Imaging
  - Pharmacy
  - Lab
  - Other Services

Day 3
- IMCU
  - Intermediate Care Unit
  - 1:30pm
  - Labor Supplies
  - Pharmacy
  - Lab

Day 4 - 1:45pm
- SSTU
  - Surgical Specialty & Trans. Unit
  - 3:25pm

Step down and Floor Units
- Labor Supplies
- Other Services

Total Cost of Providing Patient Care
Understanding Cost

Average Cost per Case by Provider

Facility Util. Drill (Labor)

Imaging

Lab Drill

Pharmacy Drill

Supplies Drill

Value Driven Outcomes
Inpatient Value Explorer

Value Driven Outcomes
Value Equation

\[ V = \frac{Q + S}{\$} \]

(QUALITY) (SERVICE) (COST)
Engaging Providers with Analytics

• Accurate and actionable data, including metrics that are meaningful to providers
• Involve providers in the development of analytics
• Get specific (provider scorecards, O.R. supplies, specific condition outcomes, etc.)
• Provide support
Engaging in Analytics

- Physician Engagement (Chief Value Officers)
- Subject Matter Experts
- Support Teams
Joint Scorecard

• Metrics
  • Patient was admitted to OTSS
  • No Patient Safety Indicators (PSIs)
  • Patient discharged to home health
  • Patient did not return to ED within 90 day
  • No Hospital Acquired Conditions (HACs)
  • Readmission Rate
  • Anesthesia Technique
Sepsis Scorecard

• Metrics
  • Antibiotic delivered within 180 min
  • Blood culture taken within 180 min
  • IV fluid delivered within 180 min
  • Lactate taken within 180 min
  • Readmission rate
  • Clinical length of stay
  • Mortality rate
  • mEWS score (modified early warning score)
Improving Value

Drug Costs

Care Redesign

Lab Utilization

Value Driven Outcomes
Patient Reported Outcomes

Drill through to see the survey results for individual patients over time

Lookup status of surveys by patient
**ORCA Reporting**

ORCA reports also have the professional CPTs added to allow users better clarity over their compare group.
Longitudinal Patient View

Value Driven Outcomes
Predictive Analytics

- Predicting Readmissions
  - Includes more than 20 variables
  - Helps nursing staff prioritize which patients to focus on for follow-up, etc.
Predictive Analytics

- Predicting No-shows
  - Physician time is the most valuable resource in the clinics
- Identifies where and who to intervene with to increase productive time in the clinic
Delivering High-Value

VALUE = TOP 10 IN THE NATION 9 YEARS RUNNING + NEARLY HALF OF OUR PROVIDERS ARE IN THE TOP 10%

UNIVERSITY OF UTAH

IN THE NATION FOR QUALITY

SERVICE

AMONG THE LOWEST COST HEALTH CARE IN THE COUNTRY

University of Utah Hospitals and Clinics FY 2020 Budget
Questions