

A Model for Healthcare of the Future



Quality, Transparency & Innovation

- Identified by the Dartmouth Atlas Project as a high quality, lower cost model of delivering healthcare.
- Group practice model allows allocation of relatively few resources and less spending per capita than the top academic medical centers in the country, including Johns Hopkins, UCLA and Massachusetts General Hospital.
- First major medical center to publish 16 annual outcomes books for every medical specialty. Comprehensive data on procedures, volumes, mortality, complications and innovations is shared with physicians and made available to patients online.
- Innovative research quickly moves from the bench to the bedside.
- Focus on innovations has led to the creation of new inventions and 26 spin-off companies to date.

Patient-Centered Care: Reducing Costs, Improving Efficiency and Patient Experience

- Consolidation of clinical services into 27 patient-centered institutes improves efficiency by reducing redundant services and enhancing collaboration among specialists.
- Institutes are based upon specific diseases or organ systems and combine medical, surgical, diagnostic and support services under one leadership and in some cases in one central location.
- The nation's first Patient Experience Officer has created programs to improve the patient experience – patient navigators help patients manage the complexities of a hospital stay; Voice of the Patient Advisory Council members share ideas on improving the patient experience.
- Initiatives to promote healing and enhance the patient and employee experience include Arts & Medicine Institute, which integrates visual and performing arts and research, and Healing Solutions, which offers massage therapy, pastoral care, yoga and pet therapy.

Integrated Healthcare Delivery

- Main campus tertiary care facility, 15 family health centers, nine community hospitals and one affiliate hospital in Ohio; 40,000 employees, 2,000 physicians 8,000 nurses.
- All hospitals, outpatient clinics and home healthcare programs are accredited by The Joint Commission.
- Other locations including a hospital and outpatient clinic in Florida; and facilities in Canada, Abu Dhabi and Las Vegas.
- Critical care transport program, including ambulances, 3 helicopters and 2 jets, used for urgent medical emergencies and provides hospital transfers from around the world.
- Pioneer and advocate of the electronic medical record – at the forefront of EMR technology, currently over 200,000 patients in its EMR system and creating innovative partnerships with Google and Microsoft.

Wellness and Prevention

- Movement from sick care to healthcare demonstrated by a commitment to employee wellness. Employee weight loss, exercise and stress reduction programs include yoga, fitness center, *Weight Watchers* and *Curves* memberships, and smoking cessation and walking programs – all free.
- Disease management and prevention programs help patients and employees live more healthy lives; also reduce hospital stays for complications related to chronic diseases.

A Commitment to Community

- Active community outreach program, including mobile screening, community health partnerships and health fairs are provided at our facilities and in the community.
- Partnerships with local schools, churches and wellness clinics provide community members much-needed healthcare services.
- Office of Civic Education Initiatives summer internship programs expand learning of 600 local high school students, providing a glimpse into a career in healthcare.
- Current Community Benefit numbers for 2008 exceed \$430 million to date.