Innovative Quality (IQ) Healthcare Collaborative

Using the Force:

Leveraging the Purchasing Power of Employers to Improve Healthcare Quality and Efficiency

November 29, 2017

Participating Providers

and BI Firm

Starbucks, Virginia Mason Medical Center (VMMC), and Aetna Health Care Collaborative

- Formed in 2005
- Focus on uncomplicated back pain
  - ☐ Imaging frequency and costs increasing at unsustainable rates
  - ☐ Employees directed to specialists inappropriately
  - ☐ Long waits for care
  - ☐ Lost productivity and increasing short-term disability income costs
- Met regularly including clinical, administrative, and finance personnel from VMMC

Health care collaborative goals achieved

Quality standards set by purchasers

- Evidence-based care
- 100% patient satisfaction
- Same-day access
- Rapid return to function
- Affordable price for buyer and seller

Employer benefits

- Lower course of treatment cost
  - No imaging
  - Minimal physician time
  - No Rx
- Minimal productivity loss

Provider benefits (VMMC experience)

- MRI usage dropped from 43% to 8%
- Margins 3X higher than prior model

Other conditions addressed
High volume, low per-capita cost conditions

- Migraines
- Shoulder, knee and hip pain
- Upper respiratory illness
- Breast symptoms
- Diabetes
- Screening and prevention
- Depression
- Abdominal pain
- Chest pain

Panel Discussion

During audience Q & A – you can also text a question to 817-706-3993

Call to Action

- **Employers**
  - Get more directly involved
  - Leverage your collective scale
  - Direct your employees to participating providers for IQ Healthcare

- **Providers**
  - Review your process of care
  - Heighten focus on quality and patient safety
  - Collaborate with us - Help us help you with your patient acquisition strategy

- **Health Plans**
  - Collaborate with us – Help eliminate waste and variation
  - Offer ways to improve patient safety and quality
  - As we replicate to other conditions help us expand the project quickly