

TRANSPARENCY
And Engagement

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SOCIETY OF ACADEMIC ANESTHESIOLOGY ASSOCIATIONS 2015

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Who is the
UNIVERSITY
of Utah...

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ACCESS

- 4 Hospitals
- 11 Community Clinics
- 14 Regional Partners
- 10% of the Continental U.S.
- 1,380 Physicians

DISCOVERY

- \$270 Million+ Grants in FY2015
- 2,500 Peer-Reviewed Papers
- 810+ Grants Received 2015
- NO Comprehensive Cancer Center

EDUCATION

- School of Medicine
- College of Nursing
- College of Pharmacy
- College of Health
- School of Dentistry

1.4 MILLION Patient Visits

\$3.2 BILLION Expense Budget FY15

50% IN 5 YEARS

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By the way,
WHERE
is Utah...

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THE NEW YORKER

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UTAH HAS THE BEST HEALTH AT THE LOWEST COST

Worst Health/ Most Affordable

Best Health/ Most Affordable

Worst Health/ Least Affordable

Best Health/ Least Affordable

UT \$5,801

WA \$4,276

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What the Dean
EXPECTS FROM
 the (Anesthesiology) Dept.

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WHAT THE DEAN SEES

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CHANGE IS UPON US

BETTER LIKE THIS? **OR LIKE THIS?**

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CHANGE IS UPON US

BETTER LIKE THIS? **OR LIKE THIS?**

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UNDERSTAND THE DEAN'S VISION

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ANESTHESIOLOGY'S CONTRIBUTIONS

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FIND THE ALIGNMENT

health care SOLUTION?

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Engagement &
TRANSPARENCY
to Transform University Health Systems

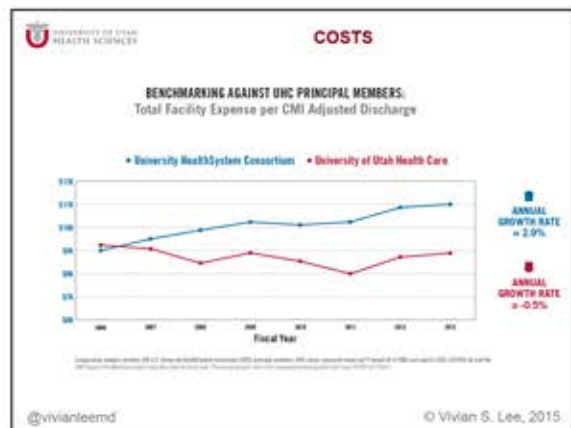
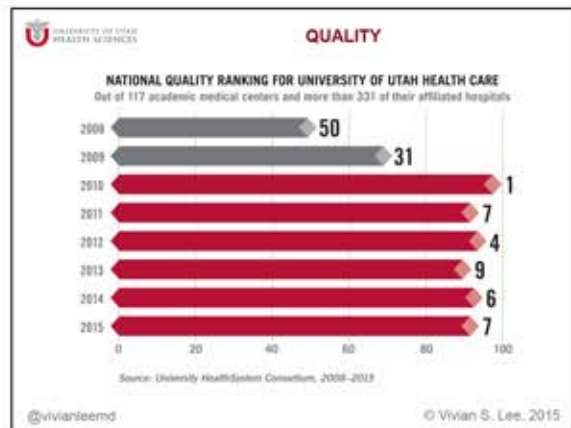
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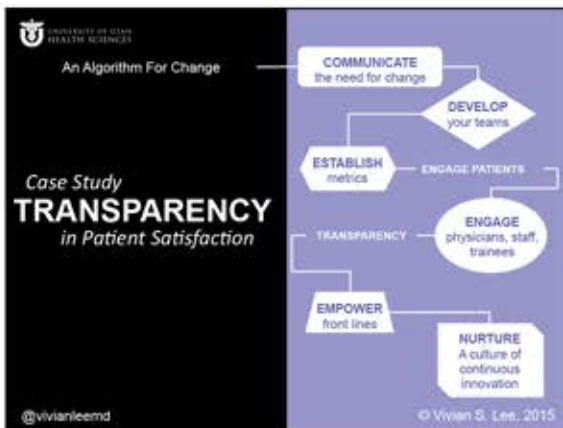
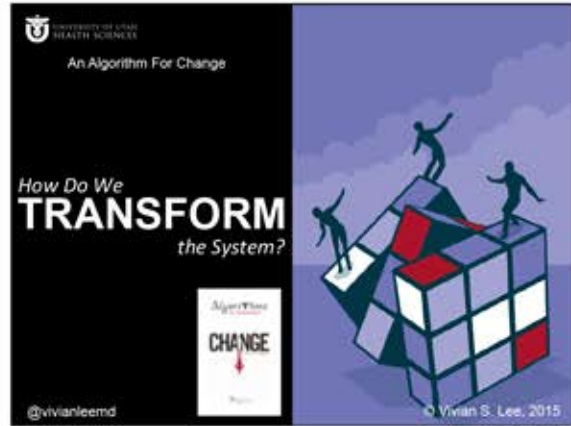
THE TRANSFORMATION

V = $\frac{\text{Q} + \text{S}}{\text{\$}}$

(VALUE) (QUALITY) (SERVICE) (COST)

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HOW WE MEASURE SATISFACTION

CARE PROVIDER

	Very Poor	Poor	Fair	Good	Very Good
1) Friendliness/courtesy of the care provider					
2) Explanations the care provider gave you about your problem or condition					
3) Concern the care provider showed for your questions or worries					
4) Care provider's efforts to include you in decisions about your treatment					
5) Information the care provider gave you about medications (if any)					
6) Instructions the care provider gave you about follow-up care (if any)					
7) Degree to which care provider talked with you using words you could understand					
8) Amount of time the care provider spent with you					
9) Your confidence in this care provider					
10) Likelihood of your recommending this care provider to others					
11) Comments (describe good or bad experiences)					

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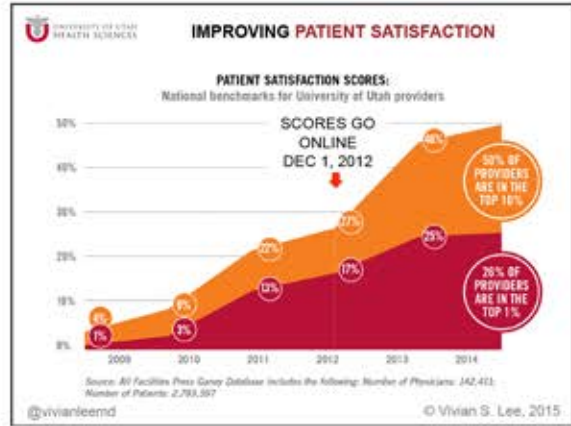
HOW WE ENGAGE FACULTY WITH DATA

	National Rank		
	2011	2012	2013
MD - Cardiology			
Care Provider: Section	29	63	81
Friendliness/courtesy of CP	28	59	76
CP explanations of prob./condition	29	67	80
CP concern for questions/worries	31	63	80
CP efforts to include in decisions	29	67	84
CP information about medications	28	62	74
CP instructions for follow-up care	28	52	68
CP spoke using clear language	29	59	76
Time CP spent with patient	31	55	72
Patients' confidence in CP	40	73	93
Likelihood of recommending CP	24	61	89

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HOW WE ENGAGE FACULTY WITH DATA

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CONTRIBUTING TO A NATIONWIDE SOLUTION

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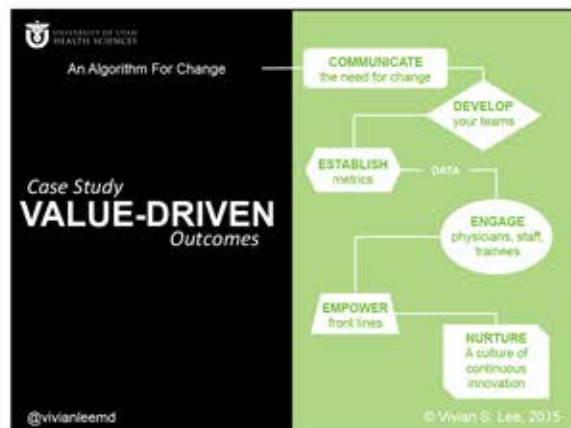
CONTRIBUTING TO A NATIONWIDE SOLUTION

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THE TRANSFORMATION FROM VOLUME TO VALUE

$$V \text{ (VALUE)} = \frac{Q \text{ (QUALITY)} + S \text{ (SERVICE)}}{\$ \text{ (COST)}}$$

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THE TRANSFORMATION FROM VOLUME TO VALUE

Harvard Business Review

The Big Idea

THE STRATEGY THAT WILL FIX HEALTH CARE

"For a field in which high cost is an overarching problem, the absence of accurate cost information in health care is nothing short of *astounding*."

Robert S. Kaplan and Michael E. Porter
"The Big Idea: How to Solve the Cost Crisis in Health Care" *HBR*, September 2011



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VALUE DRIVEN OUTCOMES



You Don't Want to Know


5396

547

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VALUE DRIVEN OUTCOMES



Value

Cost

Quality

Gain and Value

Labor

Supply

Pharmacy

Diagnostic Imaging

Other


Operating Room Utilization

Accommodation

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VDO ALLOCATE EXPENSES



Laboratory

Supply

Pharmacy

Diagnostic Imaging

Other

Operating Room Utilization

Accommodation

Cost Type Groupings

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VALUE-DRIVEN OUTCOMES - APPENDECTOMY

Day 1: 8:00am - 11:00am
Day 2: 8:00am - 11:00am
Day 3: 8:00am - 11:00am
Day 4: 8:00am - 11:00am

Emergency Department (10:00am - 11:00am)

Operating Rooms

Surgical ICU

Step down and Floor Units

Laboratory

Pharmacy

Other Services

Total Cost of Providing Patient Care



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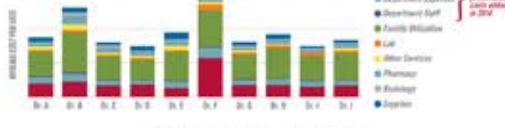
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VDO ALLOCATE EXPENSES

UNIVERSITY OF UTAH AVERAGE COSTS OF CARE FOR TOTAL JOINT REPLACEMENT

Value-Driven Outcomes (VDO) Report

DRS 470 - Major joint replacement of the lower extremity



2010 2011 2012 2013 2014

NEW (University of Utah added in 2014)

Billing Provider

Department Expenses

Department Staff

Facility Utilization

Lab

Other Services

Pharmacy

Radiology

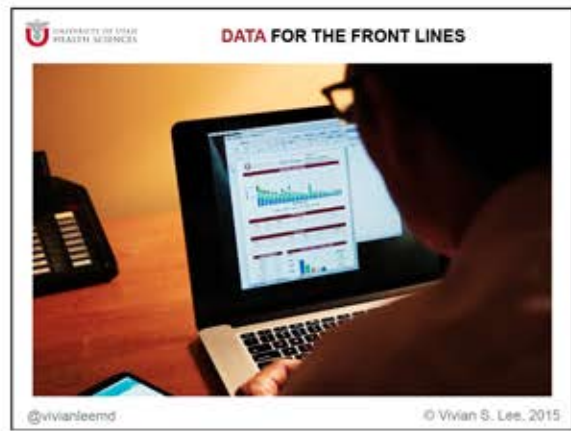
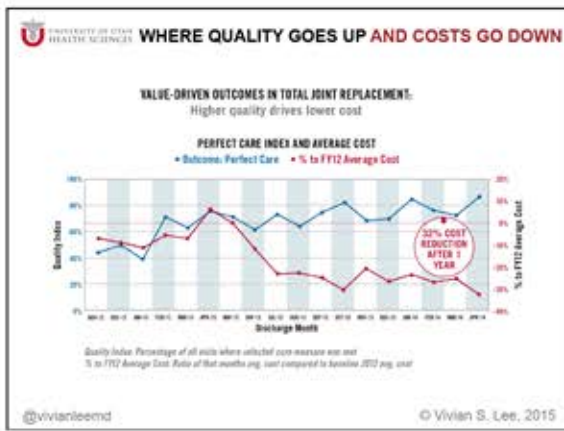
Supplies

Source: Average hospital cost per case, *Healthcare* 2012-2014

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UNIVERSITY OF UTAH HEALTH SCIENCES **DATA FOR A LEAN PROCESS**

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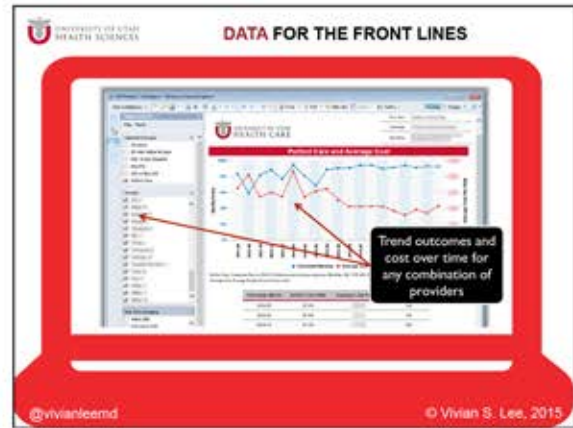
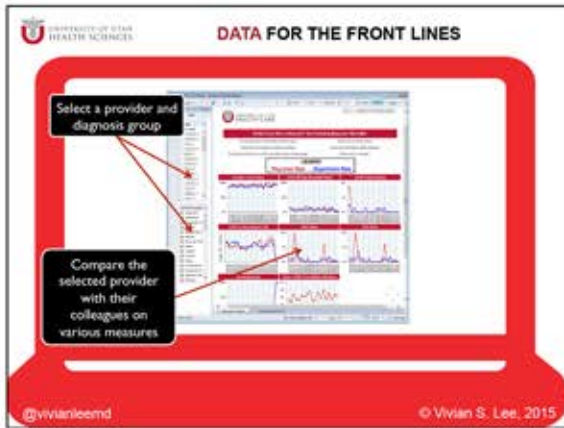


UNIVERSITY OF UTAH HEALTH SCIENCES **DATA FOR THE FRONT LINES**

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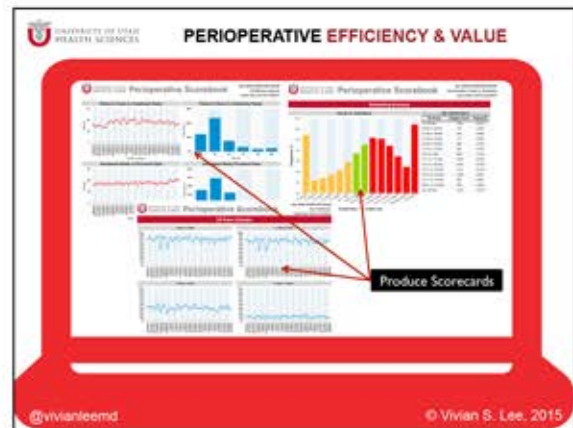
DATA FOR THE FRONT LINES

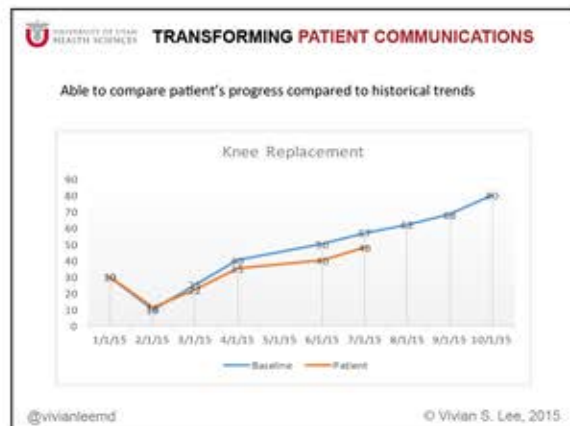
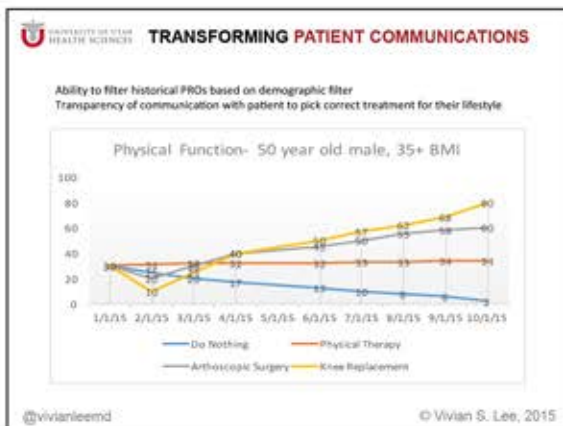
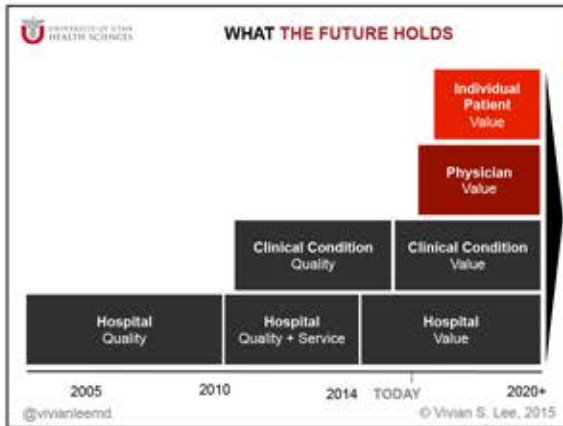
Key Operating Room Areas

- Space
- Labor
- Supplies/implants
- Anesthesiology
- Pre-Op Care
- Post-Op Care
- Equipment

Perioperative VALUE

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TRAINING FOR THE FUTURE



DATA-DRIVEN
PATIENT-CENTERED TRANSPARENT

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FIND THE ALIGNMENT



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“THE SECRET TO CHANGE IS TO FOCUS ALL YOUR ENERGY NOT ON FIGHTING THE OLD, BUT ON BUILDING THE NEW.”
-Socrates

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THANK
You

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