

# Are You A High Value Provider?

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## What Is Value?

Value = Quality / Payment

Michael Porter inputs "Outcome" for quality and payment includes all costs associated with the full cycle of care (Harvard Business Prof).

All participants in a system delivering healthcare must focus their skill and knowledge on the patient.

## What Matters?

- When you look at the value equation, value depends on results not inputs, results are outcomes rather than volume of service delivered.
- Outcomes are going to be tied to conditions the customer brings with them, how we optimize the management of that condition drives value.
- Because there is an efficiency component in the value equation, however decreasing cost without achieving the targeted outcome does not equal value.

## Who Are Providers?

- Traditionally it is the physician, however today the term often includes NP's & PA's.
- Within the traditional provider community there are also a multitude of "other" providers representing specialties, mental health, home care, etc.
- Although not often thought of as a provider, the hospital community is certainly considered a provider today.
- How providers are organized is also changing rapidly, often this is being done to enhance the value equation variables.

## Organizational Models

- Remembering that the “provider” definition has expanded, how are we organizing?
- Hospitals stood alone and their medical staff were independent.
- Then the independent medical staff members retired and new members became employed.
- As payment incentives became more prevalent physician organizations began to form and leverage the payer.
- With the ACA came the wellness/value vehicle known as an ACO.
- We now are seeing clinically integrated network formation that allows members to work with payers.

## What Do Patients Want?

- Make Healthcare Easy.
- Respect My Opinion.
- Know Who I Am.
- Respect My Time.
- Be Transparent – I Need To Know.
- Help Me Navigate The System.

## Panel Questions

- Kathleen Dunckel, MD; Alcona FQHC
- Desiree Brewer, MPH, MPA; Caravan Health
- Steve Barnett, DHA, CRNA; McKenzie Health System