

HEALTH CARE COMPLIANCE ASSOCIATION

TONE AT THE TOP: A HEALTHCARE LEADER'S PERSPECTIVE ON COMPLIANCE

DENVER REGIONAL CONFERENCE
OCTOBER 21, 2016

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What's with the Goldfish?



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Healthcare Complexities

- Regulatory Oversight
- Changing Payer Dynamics & Alternative Payment Models
- Delivering Value
- Transparency & Consumerism



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Changing Health Reform Landscape

Preparing Today for a Changing Health Reform Landscape Tomorrow

Payers

- Expanding role of government = budget pressures
- Payers testing new reimbursement models
- Reimbursement tied to quality still modest (e.g., 2% to 3%)

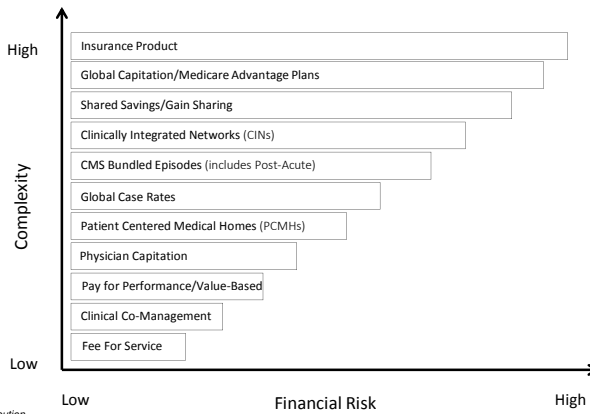
Consumers

- Continued movement to High Deductible Health Plans (HDHP)
- Pricing sensitivity leads consumers in exchange based plans to select narrow networks
- Increased transparency makes consumers likely to shop “easy to compare” services

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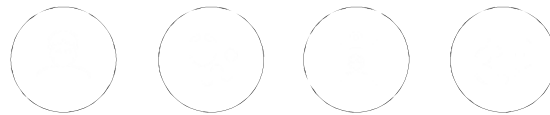
Payment & Delivery Models

Alternative Payment and Delivery Models



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Focus on Delivering Value



Patients

- Convenience and access
- Patient safety and clinical outcomes
- Positive experience
- Cost-effective

Physicians

- An effective and efficient place to practice
- A voice into operations
- Opportunities to grow their practice

Employees

- Competitive compensation and benefits
- Training and development
- Resources and equipment

Payers & Employers

- Comprehensive network of access points and service lines
- Competitively priced
- Clinical outcomes

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High Value Delivery System

Quality

- Provides a distinctive patient experience
- Delivers high quality outcomes
- Advances clinical analytics for care improvement

Efficiency

- Manages efficient operations
- Leverages scale for new revenue sources
- Achieves value through technology and process improvement

People

- Develops and retains high performing leaders
- Fosters a culture of engaged employees
- Supports company's ethics & compliance program

Growth

- Creates differentiated service lines
- Measures outcomes and cost for value
- Attracts, converts, and retains patients
- Creates alignment with physicians
- Establishes a network of access points
- Pursues growth through acquisitions and innovation

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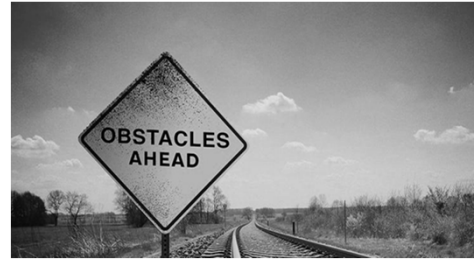
Team Engagement Strategies

- Hiring for Fit
- Mission/Vision/Values/Behavioral Standards
- Employee Rounding for Outcomes
- Goal Cascading
- Exceptional – Solid – Low Assessments
- Recognition

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Being a Strategic Business Partner

- Know the business...know the market
- Know how decisions are made
- View your role as a resource – not an obstacle



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THANK YOU!



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