

Q&A

A Conversation with Jeff Goldsmith, PhD: Reform Opens the Door For Consumer-Oriented Market

A consultant urges plans to streamline Web sites and devise new contracting strategies to prepare for an influx of individual customers

HEALTH SECTOR			
S&P Healthcare	429.50	▼ 4.72	(-1.09%)
MS Hlthcare Prov	602.01	▲ 13.87	(+2.30%)
MS Healthcare	2,243.52	▲ 3.18	(+0.14%)

Announcement: Moody's: U.S. not-for-profit healthcare outlook remains negative for 2012

HealthAffairs

Thursday, August 9, 2012 As of 7:39 PM

THE WALL STREET JOURNAL.

It May Be Time to See Doctor

After Recent Slowdown, Health-Care Firms Detect Uptick in Outpatient Visits



More Americans Put Off Medical Care as Costs Rise

National Health Expenditure Projections: Modest Annual Growth Until Coverage Expands And Economic Growth Accelerates

Challenge and Response ... using your experience to steer direction

Survey: Few ACOs Ready For Financial Risk

CAIN BROTHERS' BANKER COMMENTARY by Wyatt Ritchie

Guideposts for Health Care Organizations

Dialogue regarding fundamental questions of purpose and strategy is at an all time high in the board rooms of health care organizations today. Insurers becoming providers, providers becoming insurers, acute care hospitals adding non-acute services, etc., etc. Real existential questions are being grappled with as there is general belief that change is occurring and will be required of all who participate in the largest segment of the economy. In light of the current environment, it is important to look to history for potential insights. Two well known industries, financial services and auto manufacturing, provide some guideposts.

FitchRatings

20 September, 2012 2:28 PM

US Non-Profit Hospitals Face Reimbursement Reductions

providers that will be able to handle a change in reimbursement levels are the ones that remain focused on operating efficiency, resource allocation, physician alignment, and investment in electronic medical records.

JUNE 2012  
A DATA BOOK  
Health Care Spending and the Medicare Program

Moody's Healthcare Quarterly (Newsletter)

14 pages (6301 words) — Published Jul 16, 2012  
Price \$550.00

...The Supreme Court decision upholding key provisions of the Patient Protection and Affordable Care Act (PPACA), which effectively translates into no change to the current reform environment, is credit negative for US healthcare insurers, particularly as we approach implementation of key provisions of the law that go into effect in 2014.

# Managing Ambiguity

- Anticipate reduction in Medicare payments
- Embrace Medicare shared savings programs
- Create Accountable Care Organizations
- Establish bundled payment initiatives

- get control of the budget
- Preventive care to the forefront

- Continuing reimbursement pressures
- Consolidation in size & scale
- Value based payment models to forefront

- new payment models
- Physician alignment
- Growth strategies
- Balance sheet growth
- Improved governance & management

*... using internal experiential  
encounter data to steer direction*

# Industry Opinions (external)

- Anticipate reduction in Medicare payments
- Embrace Medicare shared savings programs
- Create Accountable Care Organizations
- Establish bundled payment initiatives

**Investment Banker**

- Continuing reimbursement pressures
- Consolidation in size & scale
- Value based payment models to forefront

**Fitch Ratings**

- get control of the budget
- Preventive care to the forefront

**US Comptroller**

- new payment models
- Physician alignment
- Growth strategies
- Balance sheet growth
- Improved governance & management

**Moody's**

## **Future Expectations**

**external opinions**  
**inside the industry**

## **Industry Transformation**

- **reduce variability**
- **manage risk**
  - **different trend lines**
  - **rethinking service line management**

## **Comprehending Past Trends via data points**

- **drilling down within the patient discharge record to:**
  - **comprehend and manage risk**
  - **manage clinical protocol compliance**
  - **create relevant benchmarks to gauge performance**

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MS Healthcare	2,243.52	▲ 3.18	(+0.14%)
NYSE Arca Pharma	338.11	▼ 2.85	(-0.84%)
S&P Hth Care Eqp	523.15	▼ 6.94	(-1.31%)

**BREAKING NEWS**  
KEY POINT IN SCOTUS DEBATE WAS WHETHER MANDATE WAS A TAX OR A PENALTY

WITH CRUDE (Aug) 1.93 -2.39%  
78.29

Announcement: Moody's: U.S. not-for-profit healthcare outlook remains negative for 2012

Health Affairs

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More Americans Put Off Medical Care as Costs Rise

KPMG Survey Reveals Major Disconnect Among Healthcare System, Health Plan And Pharma Execs On New Payment S

IN BROTHERS' BANKER COMMENTARY by Wyatt Ritchie

for Health Care Organizations

different Trend Lines

**Fitch Ratings**

20 September, 2012 2:28 PM

**US Non-Profit Hospitals Face Re**

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**FTC's mixed merger message: Hospitals parse antitrust, reform requirements**

FTC ramps up merger challenges, while overhaul encourages consolidation



**Survey: Few ACOs Ready For Financial Risk**

# Industry Opinions (external)

Reform creates urgency

sense of effectiveness required

Capital costs are inherent in change

builds facility experience

population management skills more important than  
controlling the dollars

Organizational Development & Restructuring are required  
with strategic decisions in order to survive

# From Here to There by Finding Your Data Points

**Avoid unintended consequences**

Create a comprehensive discharge database. The database will have 100+ discreet data elements about the patient encounter.

Recast top down analyses the provider needs detailed information and a tool to get at (manipulate) the data.

Acquire external database of regional facility discharges, duplicate report formats with clustered facility results.

Medical Management Analyses

# Industry Opinions (inside)

Everything is interrelated; changing behaviors is paramount

## Manage Risk

- Creating an ACO (controlling the dollars) is attractive; but requires population skills many providers have not demonstrated
- High quality\low cost is difficult; requires responsibility for entire episode of care even when beyond walls of provider. Reducing deviation in process is crucial.

## IT Infrastructure

Implementation of EHR can be disruptive; will benefits (meaningful use) be demonstrated.

## Relationship Building

- Incentive reimbursements will test durability of provider partnerships; care is a continuum process. Will specialists produce quality performance measures.
- Engage patients in their care management



# Difficult Strategy Issues

*... everything is related*

- New payment models
- Decreased physician visits
- Competition for particular physician specialists
  - Compensation plan types
- Questions re appropriate care
  - Readmission penalties
  - Implement standardized care management protocols
  - Adverse Events
- Healthcare is becoming discretionary
- HER can be disruptive to a physician practice
- Ability to report performance measures
- Transparency and cooperation between providers & insurers
- Precedes financial analyses and simulations

**Know your past**

# Finding Your Data Points: Discharge Record - extended

County General Hospital  
Patient Abstracts Report

PAGE: 1  
DATE/TIME: 27-DEC-2007 4:41 PM

ID 718020590

Discharge 09/05/2009

**DEMOGRAPHIC INFORMATION:**

Patient type Inpatient  
MDC 4 RESPIRATORY SYSTEM  
DRG 96 BRONCH/ASTHMA AGE >17 W CC  
Payer 42 MG WCAID  
Financial class HK  
Age 48  
Sex Female  
Zip/Postal code 10021  
Length of stay 6  
Medical record number A000420000  
Employer name  
Social security number 999-66  
Birth date 03/21/1961  
Ethnic origin 2  
Marital status M  
Unplanned return to surgery No  
Autopsy performed 09/05/08  
SSN/National ID 067569  
Case manager  
Primary nurse

**ADMISSION/DISCHARGE INFORMATION:**

Admission date 08/29/08  
Discharge date 09/05/08  
Length of stay 6  
Comparable LOS 3.50  
Discharge status 1 - Home  
Admission time 11:20  
Discharge time 13:42  
Admission source 7  
Readmission Yes  
Previous discharge date 06/12/08  
Admission type 1  
Wait list days 0  
Date of last create/update 09/04/08  
Date of last modification 12/21/08

**ICD-9-CM INFORMATION:**

MDC 4  
DRG 96  
ICD-9-CM Diagnoses  
493.92 ASTHMA NOS W (AC) EXAC  
276.8 HYPOPTASSEMIA  
599.0 URIN TRACT INFECTION NOS  
466.0 ACUTE BRONCHITIS  
401.9 HYPERTENSION NOS

7032 CARDIOPULMONARY  
70819400 PF EKG 12 LEADS INTE 1 0.00 0.00  
7060 RADIOLOGY/NUCLEAR MED 1  
70609404 US ABDOMINAL-LIMITED 1 148.00 122.96  
70609404 PF US ABDOMINAL-LIM 1 0.00 0.00  
7071 PHARMACY/RXA  
70710216 POTASSIUM CHLORIDE 2 1 1.00 0.19  
70710922 LEVOPROLOXACIN 500MG/1 1 136.95 26.01  
70710954 SOLID-MEDROL 125MG VI 1 10.17 1.99  
70710969 MORPHINE SULF 4MG/LM 1 2.73 0.52  
70711082 TERBUTALINE SULFATE 1 93.97 17.17  
70711098 DEXTROSE 5% 50ML INV 1 3.49 0.69  
70711341 RANITIDINE 50MG/50ML 1 17.73 3.41  
70711386 IFRATROPIUM ER 0.025 2 7.92 1.51  
70711387 -ALBUTEROL 0.5% INHL 2 5.40 1.05

Day 2 06/20/2007  
6024 MEDICAL/SURGICAL  
60241001 6FL SEMI-PRIVATE ROO 1 1103.00 917.17  
6170 RESPIRATORY SERV  
61702930 PULSE OXIMETRY CHECK 1 41.00 17.17

61702956 NASAL CANNULA W/ OXY 1 49.00 20.20  
61702973 PEAK FLOW 2 24.00 10.10  
61702978 SUBSEQUENT MED/NEB R 6 384.00 160.20  
61702981 OXYGEN EVALUATION 1 0.00 0.00

7011 BIOCHEMISTRY  
70111851 BASIC METABOLIC PANE 1 111.00 39.39  
7012 LAB/HEMATOLOGY  
70122090 CBC/PLATELETS WITH A 1 80.00 28.21  
70124000 PROTHROMBIN TIME 1 57.00 29.13  
70122410 APTT 1 17.00 8.49  
70122415 PT FTT 1 17.00 8.49  
70121630 URINALYSIS ROUTINE 1 13.00 6.50

7071 PHARMACY/RXA  
70701497 ENOXAPARIN 40 MG STR 1 446.10 84.54  
70701515 ESOMEPRAZOLE INJECTI 1 82.80 18.17  
70710916 KETOALAC TROMETE 80 12 12.00 2.20  
70710954 SOLID-MEDROL 125MG VI 2 21.04 4.02  
70711089 DEXTROSE 5% 50ML INV 2 2.06 0.40  
70711216 QUETIAPINE 200MG TAB 2 7.44 1.41  
70710916 KETOALAC TROMETE 80 4 4.51 0.84  
70710963 SERTRALINE HCL 50MG 2 23.82 4.51  
70710432 ZOLPIDEM TARTRATE 5M 2 13.08 2.40  
70710449 AL/MG HYDROXIDE-SIME 1 1.38 0.26  
70710760 AZITHROMYCIN 500MG 1 80.68 18.18  
70710891 HEPARIN SODIUM 100U/ 4 6.36 1.21  
70710954 SOLID-MEDROL 125MG VI 2 20.34 3.69  
70711098 DEXTROSE 5% 50ML INV 2 7.98 1.51  
70711112 SODIUM CHLORIDE 0.9% 1 2.69 0.51  
70711216 QUETIAPINE 200MG TAB 1 27.30 5.05  
70711232 LAMOTRIGINE 25MG TAB 2 32.95 6.16  
70711386 IFRATROPIUM ER 0.025 6 31.68 5.90  
70711387 -ALBUTEROL 0.5% INHL 8 21.60 4.10

Day 3 07/01/2007  
6024 MEDICAL/SURGICAL  
60241001 6FL SEMI-PRIVATE ROO 1 1103.00 917.17  
6170 RESPIRATORY SERV  
61702930 PULSE OXIMETRY CHECK 1 41.00 17.17  
61702956 NASAL CANNULA W/ OXY 1 49.00 20.20  
61702973 PEAK FLOW 2 24.00 10.10  
61702978 SUBSEQUENT MED/NEB R 6 384.00 160.20  
61702981 OXYGEN EVALUATION 1 0.00 0.00

7011 BIOCHEMISTRY  
70111341 CD TOTAL 2 154.00 54.30  
70111851 BASIC METABOLIC PANE 1 111.00 39.39

70111877 CDMB 2 154.00 54.30  
70111879 TROPONIN T 2 262.00 92.38  
7012 LAB/HEMATOLOGY  
70122090 CBC/PLATELETS WITH A 1 80.00 28.21  
7071 PHARMACY/RXA

42.96  
15.67  
1.24  
1.24  
1.24  
1.24  
1.24  
1.24  
0.92  
5.79  
0.79  
0.70  
5.14

224 HARRIS,SAM  
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224 HARRIS,SAM  
224 HARRIS,SAM  
224 HARRIS,SAM  
224 HARRIS,SAM

590.81 ESOPHAGEAL REFLUX  
311 DEPRESSIVE DISORDER NEC  
254.0 CARPAL TUNNEL SYNDROME  
280.0 LEUKOCYTOSIS NOS  
465.9 ACUTE URI NOS  
789.01 ABDGMAL PAIN RT UPR QUAD

**PHYSICIAN INFORMATION:**

Physician License	Number	Name	Specialty	UPIN
Attending physician	224	MARTIN, KEN	CARDIO	B95555 114071
SURGEON; T# #1	224	HARTIN, KEN	CARDIO	B95555 114071
EMER DEPT MD	677	WANG, LO	EMERGENCY	H06058 225857
ADMIT MD	224	MARTIN, KEN	CARDIO	B95555 114071
PRIMARY CARE MD	113	CASS, HARIB	INTERNAL MED	H29948 210213
DISCHARGE MD	224	MARTIN, KEN	CARDIO	B95555 114071

**UTILIZATION SUMMARY:**

Department	Units	Charges	Total Costs
5062 DIETARY REVENUE	1	0	0.00
6024 MEDICAL/SURGICAL	6	6618	3502.87
6170 RESPIRATORY SERV	58	2390	999.02
6231 EMERGENCY DEPT	1	677	427.39
7011 BIOCHEMISTRY	17	1770	624.10
7012 LAB/HEMATOLOGY	10	642	226.97
7021 ELECTROCARDIOLOGY	1	235	89.65
7032 CARDIOPULMONARY	1	0	0.00
7060 RADIOLOGY/NUCLEAR MED	2	148	122.96
7071 PHARMACY/RXA	291	4614	876.20
<b>Total</b>	<b>388</b>	<b>17094</b>	<b>8868.56</b>

**UTILIZATION DETAIL:**

Day/Department/Procedure	Units	Charges	Total Costs	Physician	Physician name
Day 1 06/29/2007 5062 DIETARY REVENUE 50624000 2 GRAM SODIUM 1800 C	1	0.00	0.00	999	NAME NOT FOUND
6024 MEDICAL/SURGICAL 60241001 6FL SEMI-PRIVATE ROO	1	1103.00	917.14	224	MARTIN, KENNETH
6170 RESPIRATORY SERV 61702930 PULSE OXIMETRY CHECK	1	41.00	17.14	224	MARTIN, KENNETH
61702956 NASAL CANNULA W/ OXY	1	49.00	20.48	224	MARTIN, KENNETH
61702973 PEAK FLOW	2	24.00	10.78	224	MARTIN, KENNETH
61702978 SUBSEQUENT MED/NEB R	1	0.00	0.00	224	MARTIN, KENNETH
61702978 SUBSEQUENT MED/NEB R	1	64.00	26.05	224	MARTIN, KENNETH
61702981 OXYGEN EVALUATION	1	0.00	0.00	224	MARTIN, KENNETH
6231 EMERGENCY DEPT 62315003 ED LEFT-3 EXPANDED MD	1	677.00	427.39	999	NAME NOT FOUND
7011 BIOCHEMISTRY 70111230 AMYLASE SERUM	1	104.00	36.67	8027	ANTON, ED
70111385 LIPASE	1	103.00	36.52	8027	ANTON, ED
70111852 COMPREHENSIVE METABO	1	153.00	53.58	8027	ANTON, ED
7012 LAB/HEMATOLOGY 70122090 CBC/PLATELETS WITH A	1	80.00	28.21	8027	ANTON, ED
7021 ELECTROCARDIOLOGY 70214400 ELECTROCARDIOGRAPH	1	235.00	89.65	224	MARTIN, KEN



# Managing Risk – care protocols

Identifying resource consumption is important not just to minimize costs but for identifying and modifying staff behaviors -- while still achieving optimum outcomes

Day 3	07/01/2007			
6024	MEDICAL/SURGICAL			
60241001	6FL SEMI-PRIVATE ROO	1	1103.00	917.14
6170	RESPIRATORY SERV			
61702930	PULSE OXIMETRY CHECK	1	41.00	17.14
61702956	NASAL CANNULA W/ OXY	1	49.00	20.48
61702973	PEAK FLOW	2	24.00	10.03
61702978	SUBSEQUENT MED/NEB R	6	384.00	160.51
61702981	OXYGEN EVALUATION	1	0.00	0.00
7011	BIOCHEMISTRY			
70111341	CD TOTAL	2	154.00	54.30
70111851	BASIC METABOLIC PANE	1	111.00	39.14
70111877	CKMB	2	154.00	54.30
70111879	TROPONIN T	2	262.00	92.38
7012	LAB/HEMATOLOGY			
70122090	CBC/PLATELETS WITH A	1	80.00	28.21
7071	PHARMACY/RXA			
70701497	ENOXAPARIN 40 MG SYR	1	223.05	42.36
70701519	ESOMEPRAZOLE INJECTI	1	82.50	15.67
70710027	AMLODIPINE 10MG TABL	1	6.52	1.24
70710145	DOCUSATE SODIUM 100M	1	1.03	0.20
70710155	ENALAPRIL MALEATE 10	1	3.72	0.71
70710363	SERTRALINE HCL 50MG	2	15.88	3.02
70710433	ZOLPIDEM TARTRATE 5M	1	6.54	1.24
70710449	AL/MG HYDROXIDE-SIME	5	6.88	1.31
70710760	AZITHROMYCIN 500MG I	1	80.68	15.32
70710788	CEFTRIAKONE SODIUM 1	1	153.33	29.12
70710891	HEPARIN SODIUM 100U/	3	4.77	0.91
70710954	SOLU-MEDROL 125MG VI	3	30.51	5.79
70711089	DEXTROSE 5% 50ML INJ	1	4.14	0.79
70711098	DEXTROSE 5% 50ML INJ	3	11.07	2.10
70711110	SODIUM CHLORIDE 0.9%	1	3.69	0.70
70711112	SODIUM CHLORIDE 0.9%	1	27.30	5.18
70711216	QUETIAPINE 200MG TAB	1	16.45	3.12
70711232	LAMOTRIGINE 25MG TAB	1	17.16	3.26
70711386	IPRATROPIUM BR 0.02%	6	23.76	4.51
70711387	-ALBUTEROL 0.5% INHL	6	16.20	3.08
70711485	ASPIRIN 81 MG ENTERI	2	2.00	0.38

## Managing Risk- locating readmissions

*... staff protests aside, locating readmissions can be achieved within a spreadsheet by appropriately sorting discharges using conditional formatting report features.*

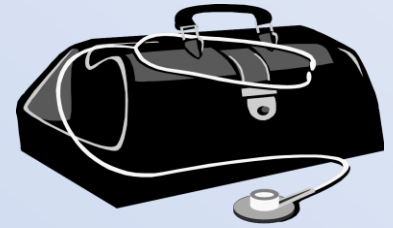
	A	B	C	D	F	G
1		MRN#	AdmitDate	DISCHdate	READMIT	MED-SERV
2	717000695 WILSON, JAMES	458886		7/6/2009		MED
3	720700453 SMITH, ROBT	469677		7/31/2009		PED
4	717100360 MORRIS, JOHN	470714		7/5/2009		MED
5	<b>718000546 BELL,FRANK</b>	<b>472530</b>	<b>7/1/2009</b>	<b>7/3/2009</b>		SUR
6	<b>720100547 BELL,FRANK</b>	<b>472530</b>	<b>7/5/2009</b>	<b>7/24/2009</b>	2	MED
7	719300598 CASTRO,J	474248		7/25/2009		MED
8	718700310 BANK,SCOTT	486811		7/12/2009		PSY
9	<b>718700501 WILLIAMS, E</b>	<b>506138</b>	<b>7/1/2009</b>	<b>7/9/2009</b>		SUR
10	<b>720200003 WILLIAMS,E</b>	<b>506138</b>	<b>7/24/2009</b>	<b>7/23/2009</b>	15	SUR

# Managing Risk- adverse events

707.21	pressure ulcer
977.9	severe allergic reaction
998.4	retention of a foreign object in a patient
996.62	inflammatory reaction due to other vascular device
999.31	unspecified infection due to central venous catheter
999.32	bloodstream infection due to central venous catheter
E856.	accidental poisoning by antibiotics
E876.5	Wrong surgical procedure on a patient
E884.2	Patient death associated with a fall

Payment denials due to patient harm is the **new normal**

# Finance -Physician Integration-Compensation



- Straight salary
- Equal shares
- Productivity based comp
- Incentive based comp
- Capitation

## How Has the Rise of Physician Employment Changed Hospitals' Recruitment Strategies? Becker's Hospital Review

The appeal of hospital employment to physicians is no secret. Upon completion of their training, more physicians are looking to work in either larger, independent group or hospital-owned practices, whether for financial reasons, lifestyle preferences or a combination of the two. The number of independent physicians, or providers with a financial stake in their practice, shrunk from 57 percent in 2000 to 39 percent in 2012 and a projected 36 percent in 2013, according to data from Accenture.

In the latest annual Residents and Fellows Survey conducted by Cejka Search, 46 percent of respondents from medical schools' 2012 graduating classes said group practices were the ideal choices, while 29 percent said hospital-affiliated practices were most preferred. And interest in employment is not restricted to fresh-faced residency graduates, either. Many established physicians in private practice are losing interest in entrepreneurship and the risks associated with it.

"The fact that established physicians also want to become employed has changed hospitals' attitudes toward recruitment," says Max Reiboldt, CPA, president and CEO of healthcare consulting firm Coker Group.

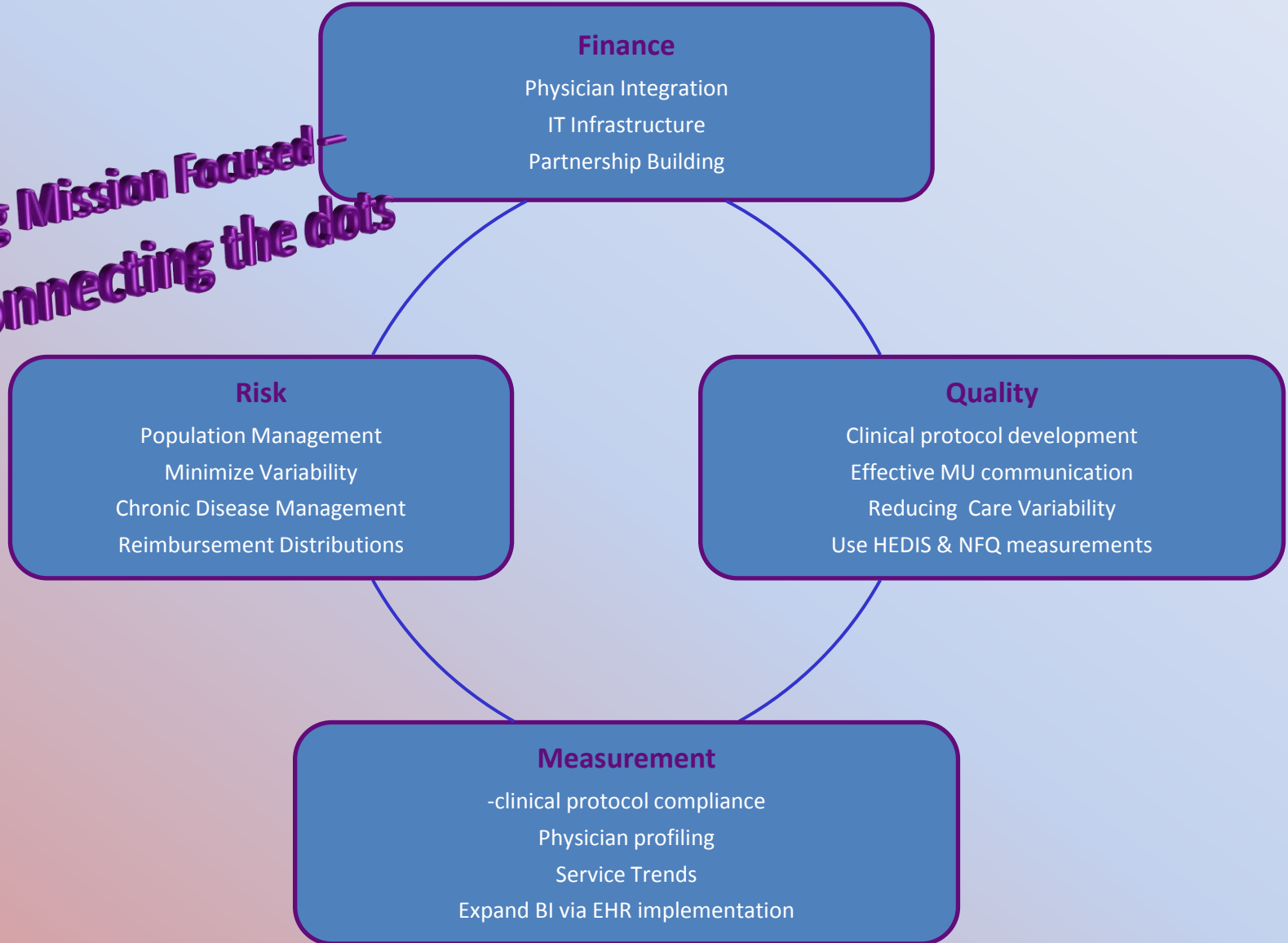
These findings suggest a natural and progressive physician exodus from private practice into group practices and health systems, begging the question of whether physician recruitment is still imperative to hospitals these days.

## Finance – ACO Development

- Multi-year relationship with insurer to re-engineer care processes; sharing information re ER visits and readmissions
- Improve Service Line Management that targets and manages chronic disease conditions
- Acquire benchmarks (*eg* HEDIS, NFIQ) to measure performance and provide plausibility
- Prepare for government payment innovation



*Staying Mission Focused -  
by connecting the dots*





Brian Rucco collaborates with healthcare providers, insurers and industry watchdog organizations producing fact based insights about rapidly changing local healthcare environments. Business Intelligence analyses have helped clients better *manage risk*, understand *disruptive innovation* and locate *root cause* issues through data driven analyses.

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