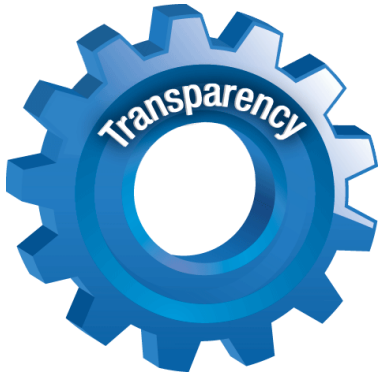




Memorial Healthcare System

Transparency Initiatives

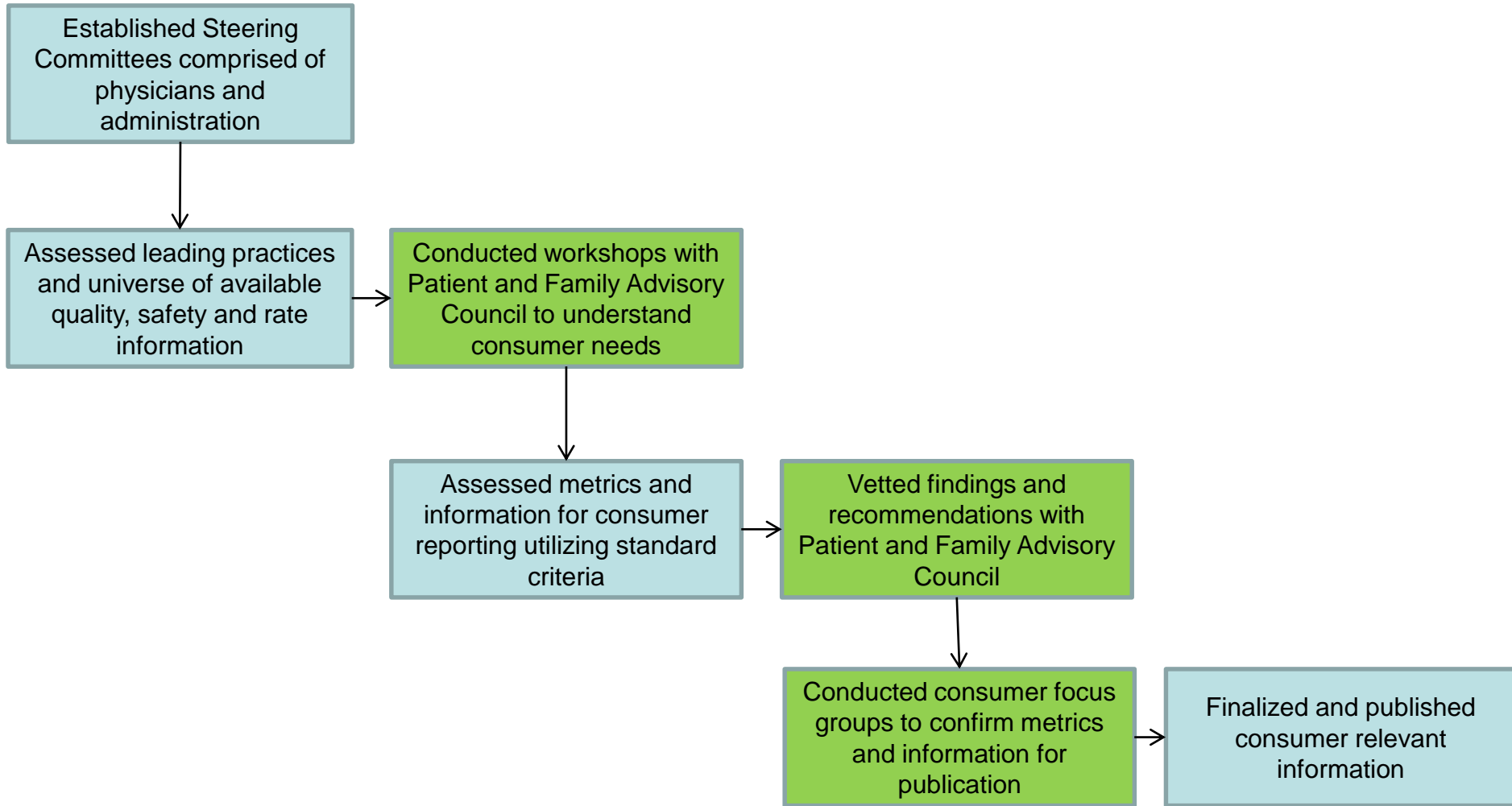
Transparency - Overview



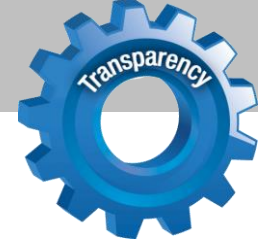
- One of MHS' key Strategic Objectives, as defined in our 2020 Strategic Plan, is to be a leader in **quality and safety**, and **pricing transparency**
- In support of this objective, we are executing 2 projects to make key **information easily accessible to patients and their families** and the communities we serve:
 - Consumer Rate Transparency
 - Quality and Safety Info Access

Empowering Patients and their Families to Make Better Healthcare Decisions

Transparency – Assessment Process



Consumer Rate Transparency



Consumer Rate Transparency - Maturity Model

Memorial
Healthcare System
Current State



	1 – Basic	2 - Emerging	3 – Attainable	4 - Aspirational
Capabilities	<ul style="list-style-type: none"> Estimated rates provided Central 954 number available 	<ul style="list-style-type: none"> Firm rates – Diagnostics Estimated rates – Procedural Services Central 954 number available – “Single Point of Contact” Self-pay rates available on static website Website provides info on select high-volume diagnostics/interventions 	<ul style="list-style-type: none"> Firm rates – Diagnostics Estimated rates – Procedural Services Central 954 number available – “Single Point of Contact” Self-pay and insured rates available on interactive website Website provides info on majority of diagnostics / interventions 	<ul style="list-style-type: none"> Firm rates Central 954 number available – “Single Point of Contact” Self-pay and insured rates available on interactive website Website provides info on costs for total episode of care, all diagnoses Star rating system Consumer feedback
Enablers	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Defined self-pay rates 	<ul style="list-style-type: none"> Defined self-pay rates Technology solution linking payer and provider contract info 	<ul style="list-style-type: none"> Defined self-pay rates Technology solution linking payer and provider contract info Risk-based / capitated / bundled rates model
Evolution	Common Industry Practice	Current Leading Practice	Expected Future State	Optimal “Amazon Experience”



Consumer Rates on MHS.net



Nuestro Sitio En Español

- About Memorial Healthcare System
- Health Services
- Patients & Visitors
- Find a Doctor
- Locations
- Health Library
- Career Center

Stronger Than Cancer

Find your strength. >

Memorial Cancer Institute

Atar
Breast Cancer Patient

A banner for Memorial Cancer Institute featuring a black and white portrait of a woman, Atar, a breast cancer patient. The text "Stronger Than Cancer" is prominently displayed in white on a dark purple background. Below it, the text "Find your strength. >" is followed by the Memorial Cancer Institute logo.

- Maps & Directions →
- Memorial MyChart →
- Schedule an Appointment →
- Pay Your Bill Online →
- Self-Pay Rates →**
- Quality and Safety →

Memorial Newsroom



Memorial MyChart

Secure Online Access to your Health Record

Login Here

A blue box for Memorial MyChart with the Memorial logo and a heart icon. It contains the text "Secure Online Access to your Health Record" and a "Login Here" button.

<http://www.mhs.net/>



Quality and Safety Information Transparency

Selecting Metrics for Publication

% % # #
% % # #
% # % # # # # % %
% % # % % # # #
% % # # % % # # #

Relevant to Consumer?

Not relevant to consumer

Readily Available?

Not readily available

Appropriate Benchmarks?

No available benchmarks

Evidence Based?





Accomplishments and Plan

Available Now



Coming In October 2015



Coming in April 2016



Surgery



Mother Baby



Pediatric Orthopedics



Quality and Safety Information on MHS.net



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Stronger Than Cancer

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Memorial Cancer Institute

Atar
Breast Cancer Patient

A banner featuring a black and white close-up of a woman's face. The text "Stronger Than Cancer" is in large white font on a dark purple background. Below it, "Find your strength. >" is in a smaller white font. The Memorial Cancer Institute logo is in the bottom left. On the right, the name "Atar" and "Breast Cancer Patient" are written in white.

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- Quality and Safety →**

Memorial Newsroom



Memorial MyChart

Secure Online Access to your Health Record

Login Here

A blue box with the Memorial MyChart logo and text. The logo consists of a stylized "M" and a heart icon. The text "Secure Online Access to your Health Record" is in white, and "Login Here" is in a smaller white font below it.

<http://www.mhs.net/>



