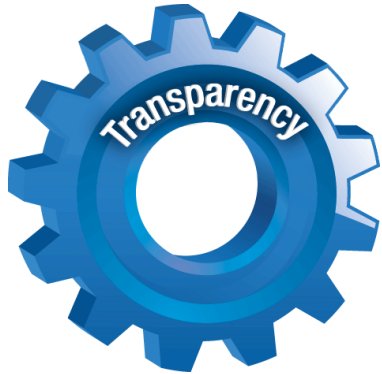




# **Memorial Healthcare System**

## **Transparency Initiatives**

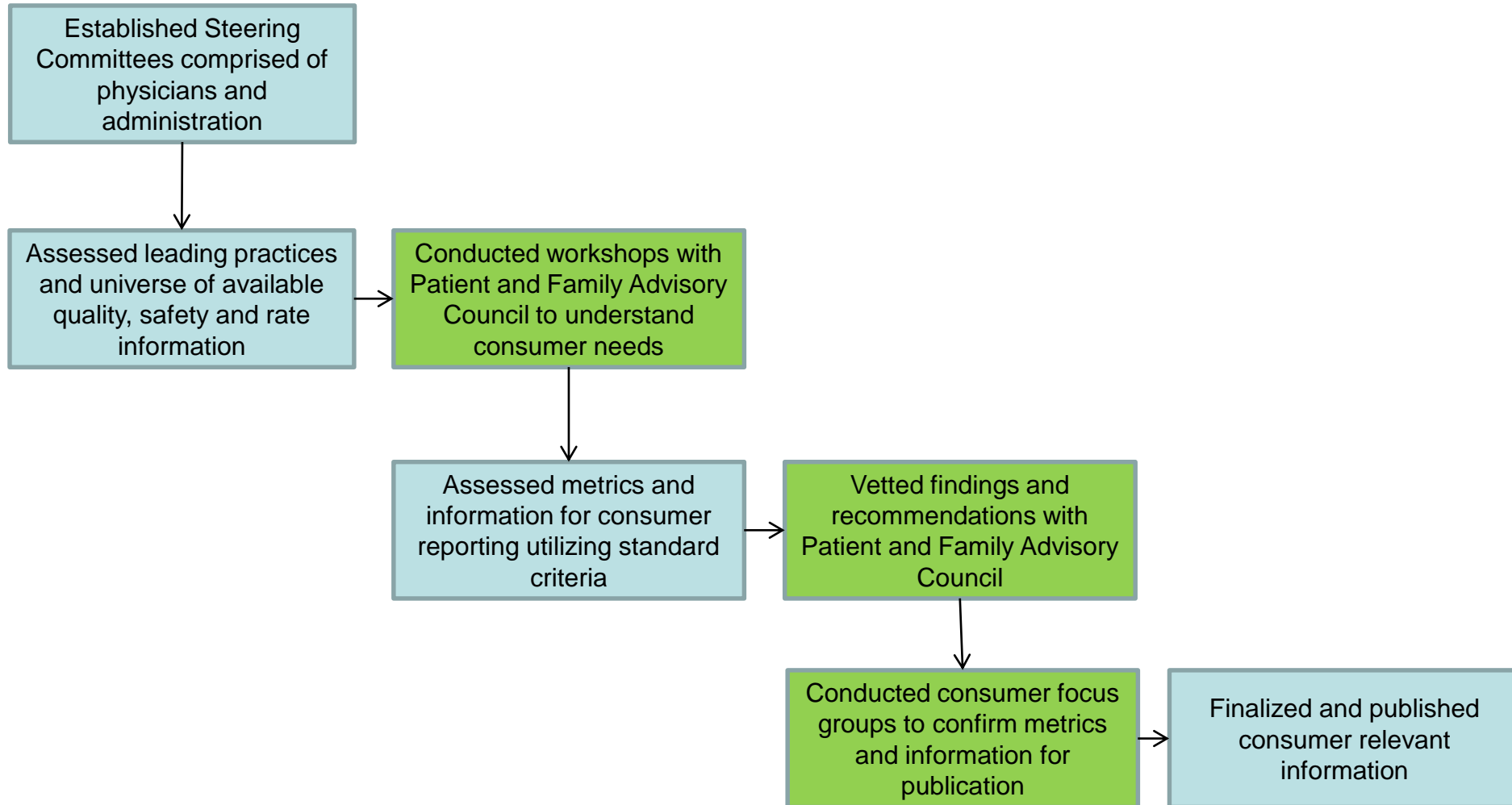
## Transparency - Overview



- 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"> <li>Estimated rates provided</li> <li>Central 954 number available</li> </ul>	<ul style="list-style-type: none"> <li><b>Firm rates – Diagnostics</b></li> <li>Estimated rates – Procedural Services</li> <li>Central 954 number available – “Single Point of Contact”</li> <li><b>Self-pay rates</b> available on <b>static website</b></li> <li>Website provides info on <b>select high-volume diagnostics/interventions</b></li> </ul>	<ul style="list-style-type: none"> <li>Firm rates – Diagnostics</li> <li>Estimated rates – Procedural Services</li> <li>Central 954 number available – “Single Point of Contact”</li> <li>Self-pay and <b>insured rates</b> available on <b>interactive website</b></li> <li>Website provides info on <b>majority of diagnostics / interventions</b></li> </ul>	<ul style="list-style-type: none"> <li>Firm rates</li> <li>Central 954 number available – “Single Point of Contact”</li> <li>Self-pay and insured rates available on interactive website</li> <li>Website provides info on <b>costs for total episode of care, all diagnoses</b></li> <li><b>Star rating system</b></li> <li><b>Consumer feedback</b></li> </ul>
Enablers	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li><b>Defined self-pay rates</b></li> </ul>	<ul style="list-style-type: none"> <li>Defined self-pay rates</li> <li><b>Technology solution linking payer and provider contract info</b></li> </ul>	<ul style="list-style-type: none"> <li>Defined self-pay rates</li> <li>Technology solution linking payer and provider contract info</li> <li><b>Risk-based / capitated / bundled rates model</b></li> </ul>
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 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 is the tagline "Find your strength." with a right-pointing arrow. The Memorial Cancer Institute logo is in the bottom left, and the name "Atar Breast Cancer Patient" is in the bottom right.

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 with the Memorial MyChart logo and text. The logo consists of a stylized "M" and a heart. The text says "Secure Online Access to your Health Record" and "Login Here" with a 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?

Patient Satisfaction

Volumes

Quality and Safety





# 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



Nuestro Sitio En Español

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**Stronger Than Cancer**

Find your strength. >

**Memorial Cancer Institute**

**Atar**  
Breast Cancer Patient

A banner featuring a close-up of a woman's face, Atar, a breast cancer patient. The text "Stronger Than Cancer" is prominently displayed in white on a dark purple background. Below it, the Memorial Cancer Institute logo and the text "Find your strength. >" are visible. On the right side of the banner, the name "Atar" and "Breast Cancer Patient" are written.

- 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 login. It features the Memorial MyChart logo, the text "Secure Online Access to your Health Record", and a "Login Here" button.

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



