

Redefining Excellence

Patient Experience and the Employers Centers of Excellence Network (ECEN)



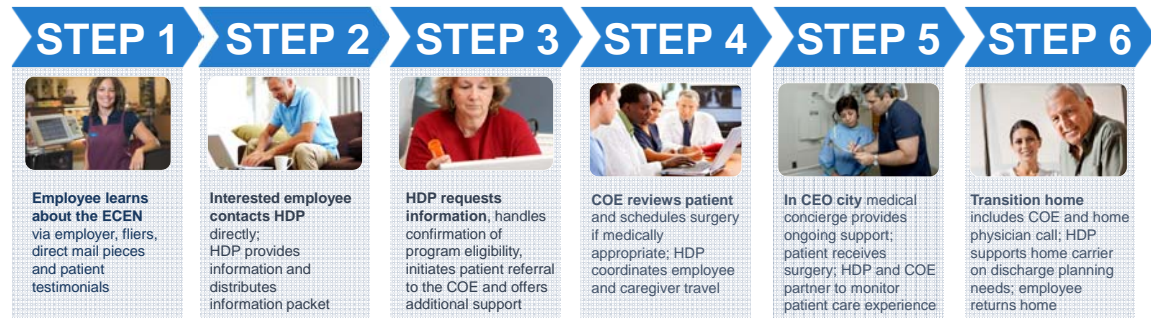
Center Assessment and Selection

The Pacific Business Group on Health initiated a partnership with third party administrator Health Design Plus, a leader in the development and management of travel surgery programs. Through this partnership, experts in value-based payment, medical care, patient safety and orthopedics developed a comprehensive, multi-step center of excellence (CoE) assessment and selection process.

	Preliminary Review	Invited Request for Information	Team Assessment Call	Request for Proposals	In-person Site Visit	Selected
Number of Centers	175	55	22	17	9	5

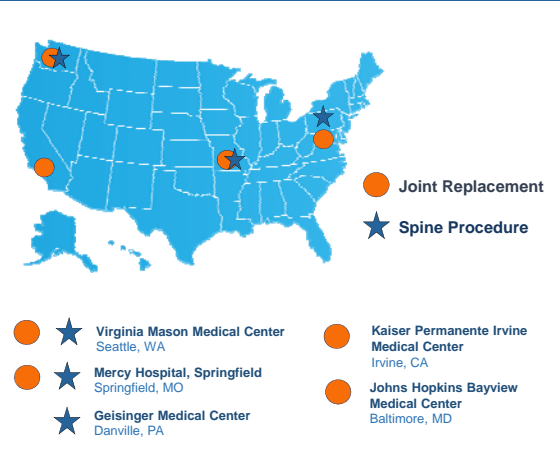
Preliminary Review	<ul style="list-style-type: none"> • Experience with bundled payment • High priority location • >20 publicly available data points or rankings
Invited Request for Information	<ul style="list-style-type: none"> • Ability to offer a prospective bundled rate • minimum volume levels (center and surgeons) • Center resources
Team Assessment Call	<ul style="list-style-type: none"> • Surgeon, Operations and Contracting representatives • Review appropriateness criteria • Evaluate plan for long distance care transitions
Request for Proposals	<ul style="list-style-type: none"> • Program structure, patient experience and quality • Protocols and processes (across care continuum) • Pricing/Bundled Case Rates
In-person Site Visit	<ul style="list-style-type: none"> • Meet leadership and frontline staff • Walk-through all key areas (clinic, OR, PACU, Floor, PT, patient services)
Continued Assessment	<ul style="list-style-type: none"> • Annual review of center and surgeon outcomes for entire book of business • Collection and evaluation of ECEN patient outcomes

A Guided Patient Care Experience



In order to re-define excellence, in addition to identifying incredibly high quality CoEs, the ECEN team focused on care management and customer service to identify key process measures for ensuring patient-centered care across the care continuum. From utilizing shared decision making to determine the appropriate care path, through the use of a 24/7 patient navigator at the CoE to support the patient and the caregiver during their stay, to collecting patient reported outcomes on pain and function to measure long-term success, patients' needs are anticipated for their entire ECEN experience. A prospective bundled payment mechanism further reinforces care coordination across the entire CoE team.

Spine and Joint Network



Testimonials

More than 900 patients from several large self-insured employers participating in the ECEN have had a joint replacement through the ECEN program since it launched on 1/1/14.

"Through the ECEN, we have the opportunity to partner with other Centers of Excellence to continuously enhance the care we deliver and set the standard for travel joint replacement programs."

Dr. Harpal Khanuja
Chief, Department of Orthopaedic Surgery
Johns Hopkins Bayview Medical Center

ECEN satisfaction rates are notable with 98% of patients reporting that they would recommend the program to a friend or coworker.

The doctor was fantastic. The help down here [at Mercy, Springfield] has been absolutely wonderful. This is the way it should always be for everything when someone has to deal with a hospital visit.

Tom Adams
Lowe's Customer Service Associate
Moline, Illinois