



The Forum is a coalition of doctors, hospitals, health plans and business that was founded in 1997 to improve the health care financing and delivery system.

Reforming the Care Delivery System

The Forum believes that the most challenging problems facing health care are the intertwined issues of cost, quality and access. Members of the Forum – including doctors, hospitals and payers – recognize that the private sector must improve the care delivery and financing system so that more Washington state residents can access both affordable coverage and affordable care. Highlights of pilot projects and initiatives that members are operating include:

Wellness and Prevention (addressing quality and cost)

Regence BlueShield– worksite wellness programs; **Premera Blue Cross**– wellness or health risk assessment; **The Everett Clinic** – chronic disease management, health, wellness and prevention promotion; **Virginia Mason** – system for prevention of common cancers and chronic diseases; **Virginia Mason, The Everett Clinic, Regence** – intensive outpatient care program for Boeing employees and dependents who benefit from additional interventions and intense case management; **Group Health Cooperative** – an online health risk appraisal linked to medical records, includes health coaches, online resources, rewards, and reporting; **Inland Northwest Health Services**, a collaboration of **Providence** and Empire Health Services, promotes positive health outcomes through disease and injury prevention and wellness programs.

Innovative settings (addressing quality, cost and access)

MultiCare - operates two pilot retail clinics for patients who are uninsured, underinsured or insured and want the convenience of extended hours to receive care; **Providence Health & Services** - operates the Women's Maternity Clinic at Sacred Heart Medical Center, providing high quality, full range OB services to low income, pregnant women; the **Providence Addictions Recovery Center** in Lewis County serving low income, indigent,

and court ordered patients; and the SOS Clinic in Walla Walla, assisting the uninsured working poor to access health care.

Medical Home/Coordinated Primary Care (addressing quality, cost and access)

Group Health (Factoria); **Virginia Mason**; *Medical Home Reimbursement Public/Private Reimbursement Pilot*, **Group Health**; *New Reimbursement Models to Support Coordinated Primary Care*, **Premera** is working with **MultiCare**, **Swedish** and **The Everett Clinic** on a series of pilot projects that would reward more effective use of primary care to improve outcomes, increase patient satisfaction and reduce costs. The Swedish project includes Medicaid, uninsured and patients with high deductibles.

Pharmacy management (addressing quality and cost)

Regence – operates a rigorous clinical review of prescription drugs by pharmacists and doctors; **Regence and MultiCare** – starting a pilot to increase use of generics; **Premera** – increased use of generics, reduced co-pay for tablet splitting maintenance medications, and management of members using five or more chronic medications; **The Everett Clinic** – prescription management and e prescribing; **Group Health** – 60-70% generic fill rate.

Reducing variation in care (addressing quality and cost)

Shared Decision Making Pilot with State:

Group Health, The Everett Clinic; Multicare – working with three primary care sites to reduce costs and variation in care and improve quality.

Increased Use of IT (addressing quality)

Swedish, The Everett Clinic, MultiCare Virginia Mason and **Group Health** – implemented EMRs; **OneHealthPort** – making EMRs available to providers; **Group Health** –employing technology, secure



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messaging, online Rx and appointing, lab test results, web-based care from pharmacists and at-home blood pressure monitoring without office visits; **Swedish** and **Premera**— testing a model of providing telemedicine to rural hospitals to reduce complications and costs and improve quality; **MultiCare** and **Regence** – providing e-consults between physicians and patients; **MultiCare** - providing patients access to their own electronic health record and helping independent and small practice physician groups have access to electronic health records; **Regence** - members can use a member feedback feature to share health care experiences. **First Choice Health**, in collaboration with the state, gives grants to physician practices, health clinics and hospitals to enable them to improve health care for their patients through information technology.

Reducing Unnecessary Imaging (addressing quality and cost)

Premera, Virginia Mason, and The Everett Clinic

Implementing lean (Toyota) system (addressing quality and cost)

Virginia Mason, The Everett Clinic, and Group Health – are implementing lean, a management methodology that seeks to identify and eliminate waste and inefficiency from health-care processes, leading to higher quality, safer and more affordable care.

Patient Safety (addressing quality and cost)

Washington State Hospital Association, MultiCare, Regence, Group Health, Virginia Mason – reducing hospital readmissions; **MultiCare, Virginia Mason** – transition program for patients with heart failure; **MultiCare, Regence** – reducing length of stay pilot; **MultiCare** - 2009 pilot at two hospitals using bedside bar coding for administration of medication; **Virginia Mason** - reducing the likelihood of harm associated with anticoagulant therapy;

initiative to continuing goal to eliminate avoidable patient falls; eliminating deaths related to sepsis; goal of 100 percent compliance in preventing surgical site infections; safe patient handling program; **Providence Sacred Heart** has created a cardiac emergency network for eastern Washington, improving care for patients; **WSHA** – safe table learning collaborative to help hospitals across the state reduce infections; safe table learning collaborative to improve performance on the patient safety measures currently tracked by Medicare; rural healthcare quality network to provide rapid intervention using the latest medical evidence for patients having a heart attack or stroke; testing whether service expansions at community clinics and nurse hot lines can help reduce emergency visits.

Improved health care while reducing costs (addressing quality and cost)

The Everett Clinic - participated in a three-year demonstration project with CMS that saved \$2M during year two while offering measurable benefits for seniors, including higher quality care for patients with diabetes. **Providence Sacred Heart** - has piloted and is now spreading use of the Consistent Care program, designed to improve quality for patients who over utilize the emergency department by helping them receive the appropriate care in the appropriate setting through personalized case management services. **Providence's Everett Medical Clinic** - increases access to primary care services and reduces emergency department visits.

Administrative Simplification (addressing cost)

Over the past eight years, the **Forum** and **OneHealthPort** have spent millions of dollars to develop simplified, streamlined and transparent policies and procedures and to create a secure portal for the exchange of information. In 2008, we created the WorkSmart Institute, managed by OneHealthPort, which has identified 16 areas for improvement.