

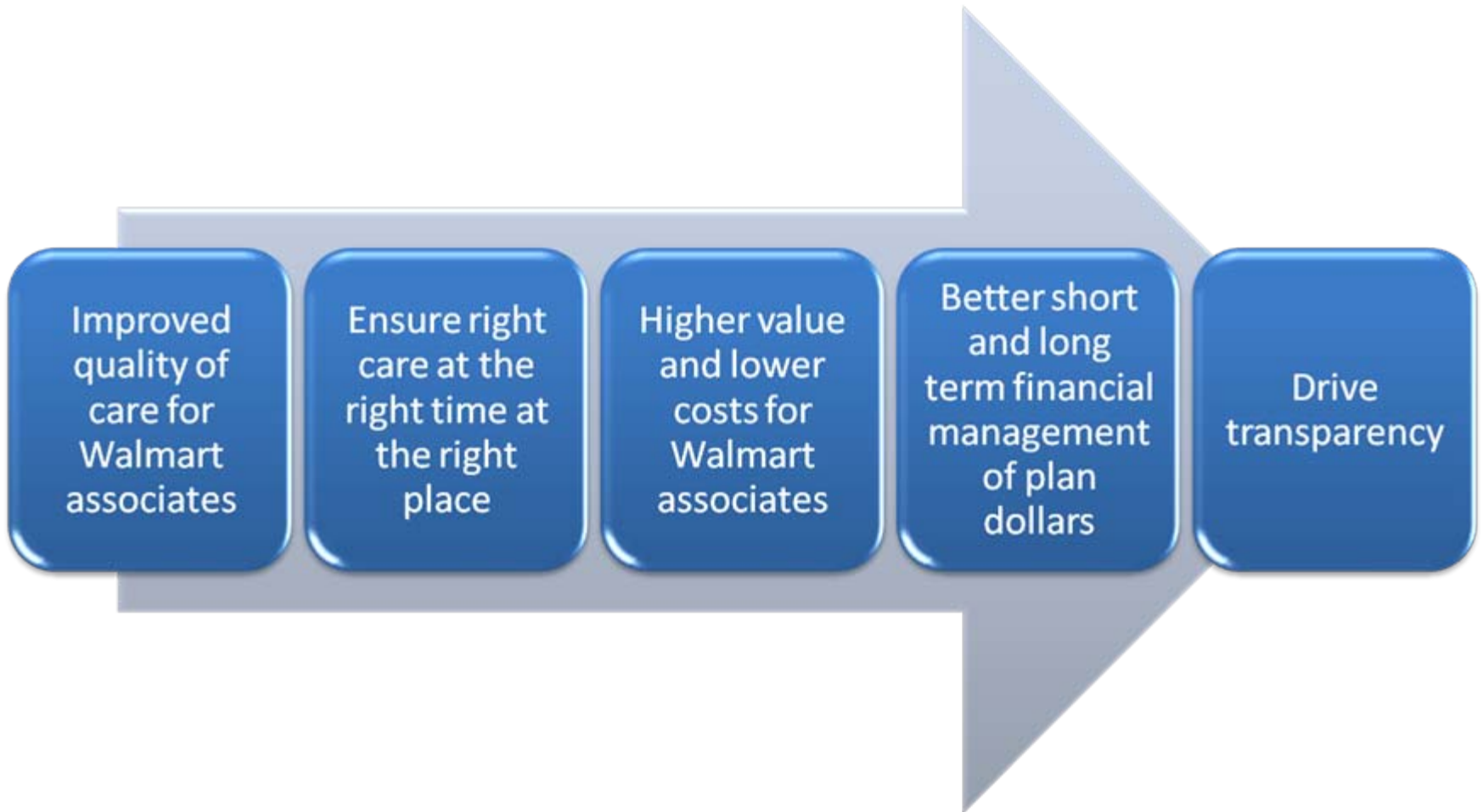
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# Centers of Excellence Offered by Walmart

Sally Welborn, Senior Vice President – Global Benefits

Saving  
people  
money  
so they  
can live  
better

# Objectives



# Healthcare Quality and Ethics Definitions

## Healthcare Quality

### Current

Is care delivered to a gold standard.

### Emerging

Is the treatment or surgery plan the correct one? Then is it delivered to a gold standard?

## Medical Ethics

### Current

Is care provided that may benefit the patient?

### Emerging

Determine desired patient outcome, then use the safest and least invasive measures to achieve it

# COE Benefit Design

- Voluntary
- Consultation and care at COE facility paid 100%
  - No deductible or coinsurance – unless HDHP
- Coverage includes travel, lodging and food for patient and one care giver

# COE Condition Selection Process

- Criteria
  - High cost procedures
  - High variability in cost
  - Evidence based medicine standards of care are published
  - High variability in following evidence based medicine standards
  - Travel is possible – not urgent

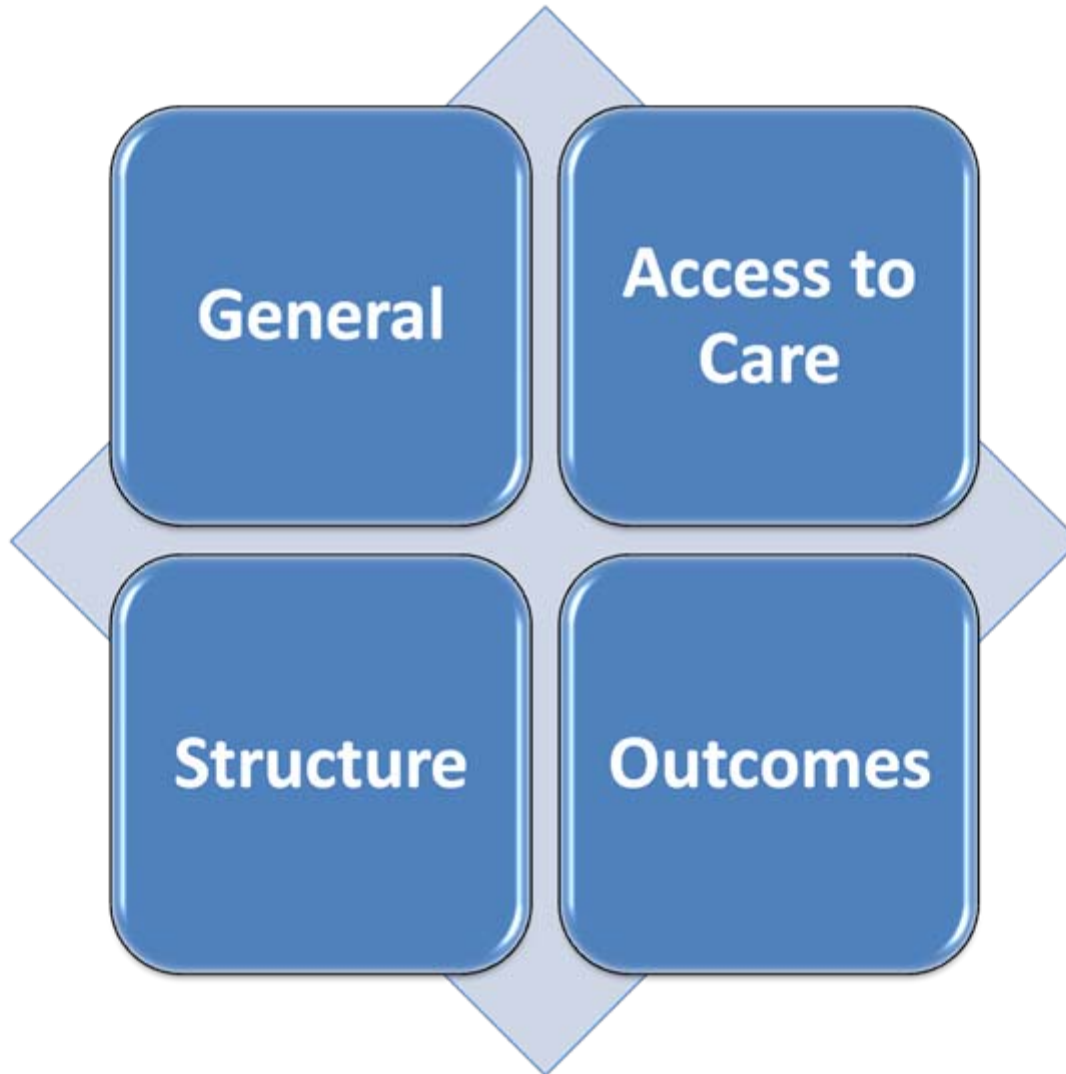
## Cardiac

- Open heart surgery for Coronary Artery Bypass Grafting (CABG)
- Heart valve replacement/repair (inpatient)
- Closures of heart defects (inpatient)
- Aneurysm repair – thoracic and aortic
- Other inpatient complex cardiac surgeries

## Spine

- Spinal fusion (cervical and lumbar)
- Total disk arthroplasty (Artificial disk)
- Removal of vertebral body
- Spine surgery revisions
- Other inpatient complex spine surgeries

# COE Provider Selection Process



# Providers Selected

## Cardiac

- Cleveland Clinic – Cleveland, OH
- Geisinger – Danville, PA
- Scott & White – Temple, TX
- Virginia Mason – Seattle, WA

## Spine

- Mercy – Springfield, MO
- Scott & White – Temple, TX
- Virginia Mason – Seattle, WA

## COE Bundle Definitions

- Focused on Payment Reform
- Based on DRG
- Includes evaluation, pre-op testing, procedure, and follow-up care while in travel city (wheels up to wheels down)
- Healthcare systems responsible for readmissions while in travel city
- Evaluation only bundle



# Healthcare System Responsibilities

- A team of physicians and the patient to decide care/treatment
- Ensure each member has a home physician who agrees to manage the patient post-procedure or post-evaluation; doctor to doctor conversations
- Provide patient with appropriate record to travel – in case of emergency and for ongoing care
- Provide evaluation protocols to TPA to allow them to facilitate patient getting as much evaluation testing done at home as appropriate
- Provide after care protocols to TPA to allow them to coordinate care with carrier case manager
- Evaluate each patient once episode is completed and formally discharge them to travel home
- Provide a Health Care Navigator

# Contract Principles

- Direct contracts with each Health Care System
- Expects all suppliers to commit to “doing the right thing” and provide care and administration accordingly
- Healthcare systems chosen because of quality first and then their cost effectiveness, with a commitment to not over-utilize for both reasons
- All terms kept confidential
- Transparency is expected from all parties