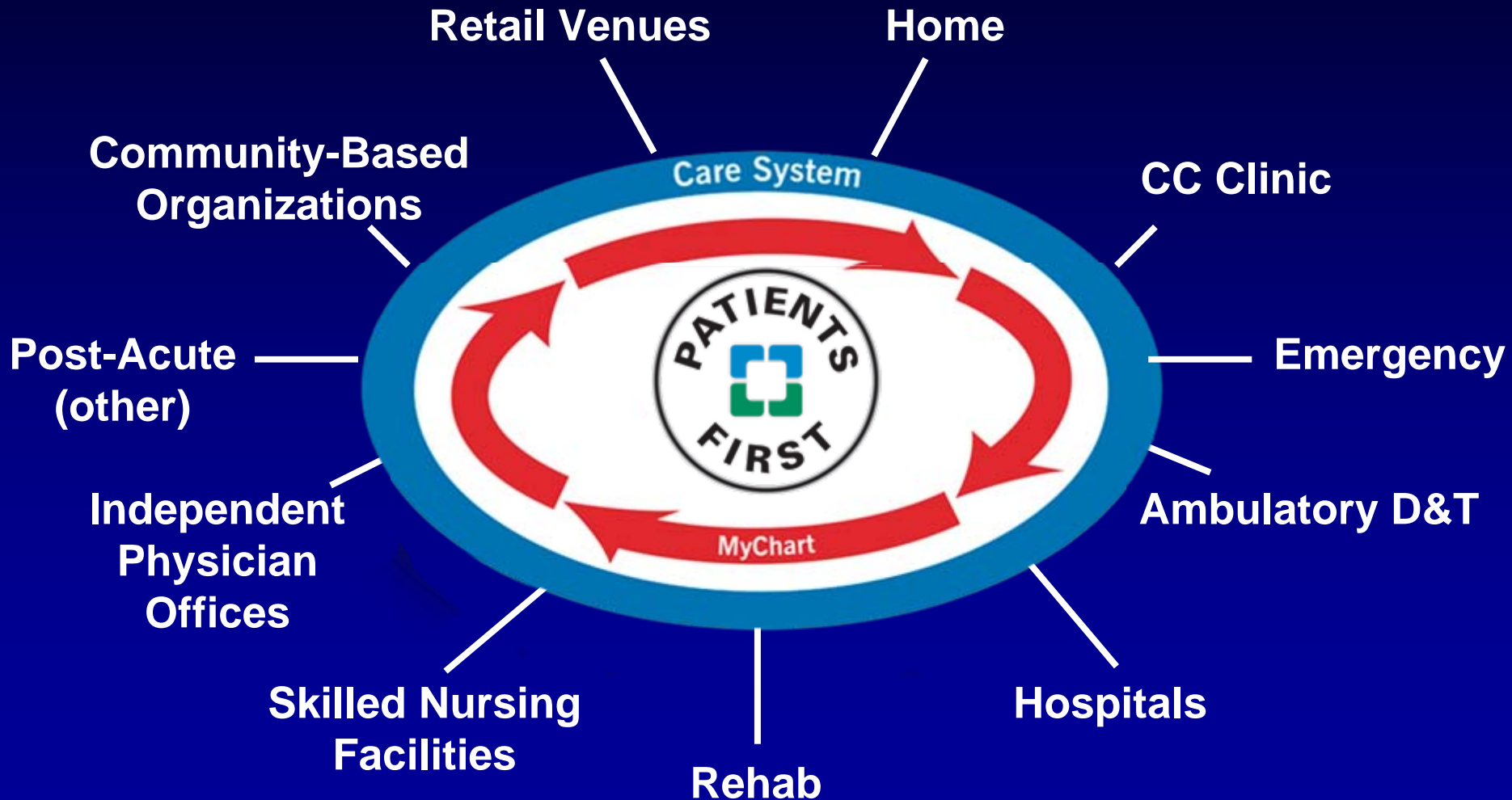


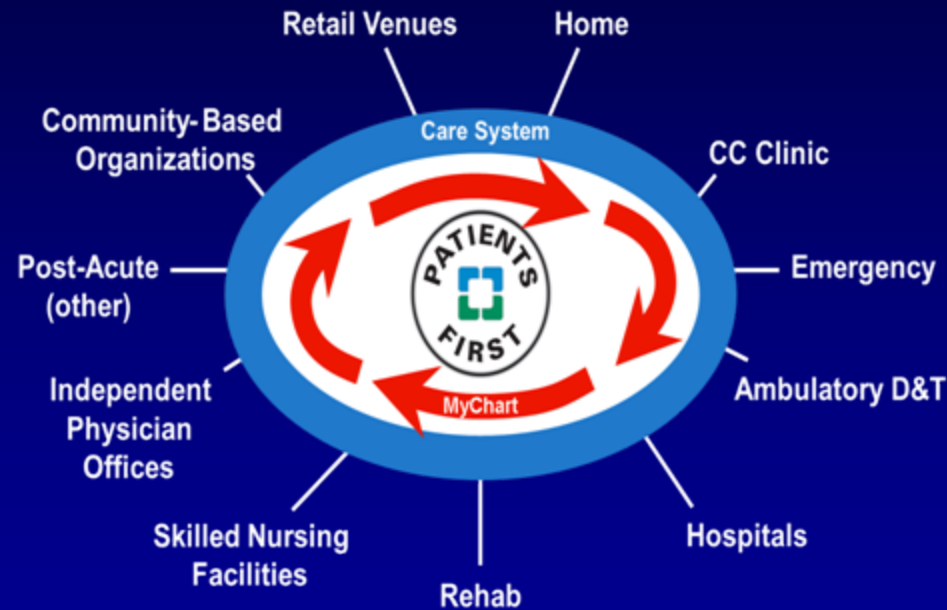
A photograph of a modern, multi-story building with a curved glass facade, reflecting the sky and surrounding environment. The building is situated behind a large, well-maintained green lawn. In the foreground, a long, narrow pond with several large, dark rocks scattered throughout its surface reflects the building and the sky. The text "Cleveland Clinic Transforming Healthcare" is overlaid in large, white, bold letters with a drop shadow effect on the pond's reflection.

Cleveland Clinic Transforming Healthcare

Integrated Care Model for Population Health



Cleveland Clinic Integrated Care Model



- **Primary & specialty care**
- **Integrated, continuous system of care**
- **Transcends time & physical location**
- **Right care, right place, right time**
- **Yields Quality, Safety, Experience, Affordability**

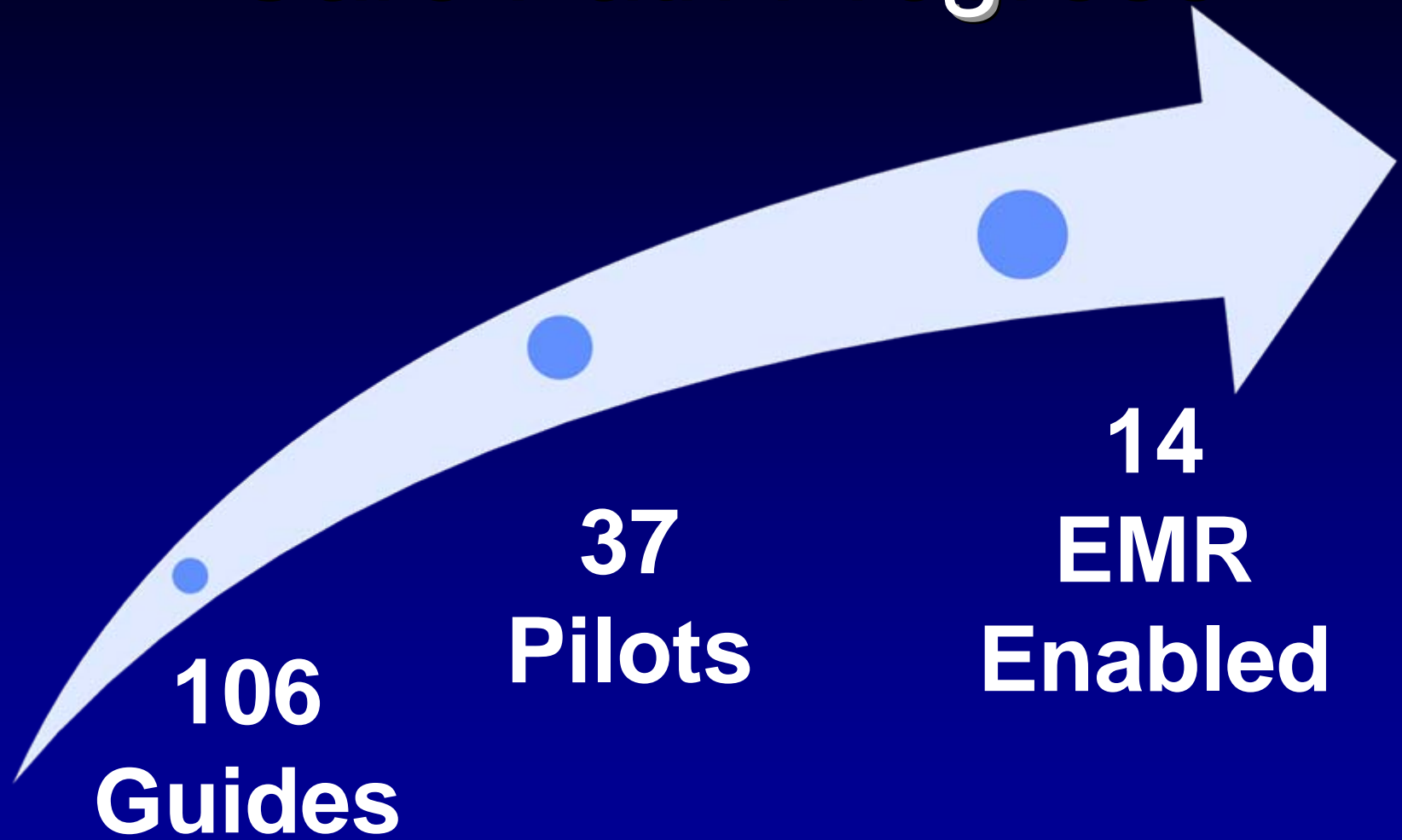
Progress

- **Patient-Centered Medical Homes**
- **Care Paths**
- **Bundles**
- **Medicare ACO**

Patient-Centered Medical Home

- **NCQA Level 3 in 2010**
- **JCAHO certified in 2013**
 - **230 PCPs**
 - **300,000 lives**
 - **First system in USA**
- **Practice transformation**

Care Path Progress



Bundles

- **Total Hip Replacement**
- **Total Knee Replacement**
- **Coronary Artery Bypass (CABG)**
- **Cardiac Catheter Intervention (PCI)**

ACO

- **Effective January 1, 2015**
- **CC Hospitals & Physicians**
- **Independent Quality Alliance Physicians**
- **33 quality standards**
- **60,000 Medicare patients**
- **Transformative care**

At Risk Lives

378,000

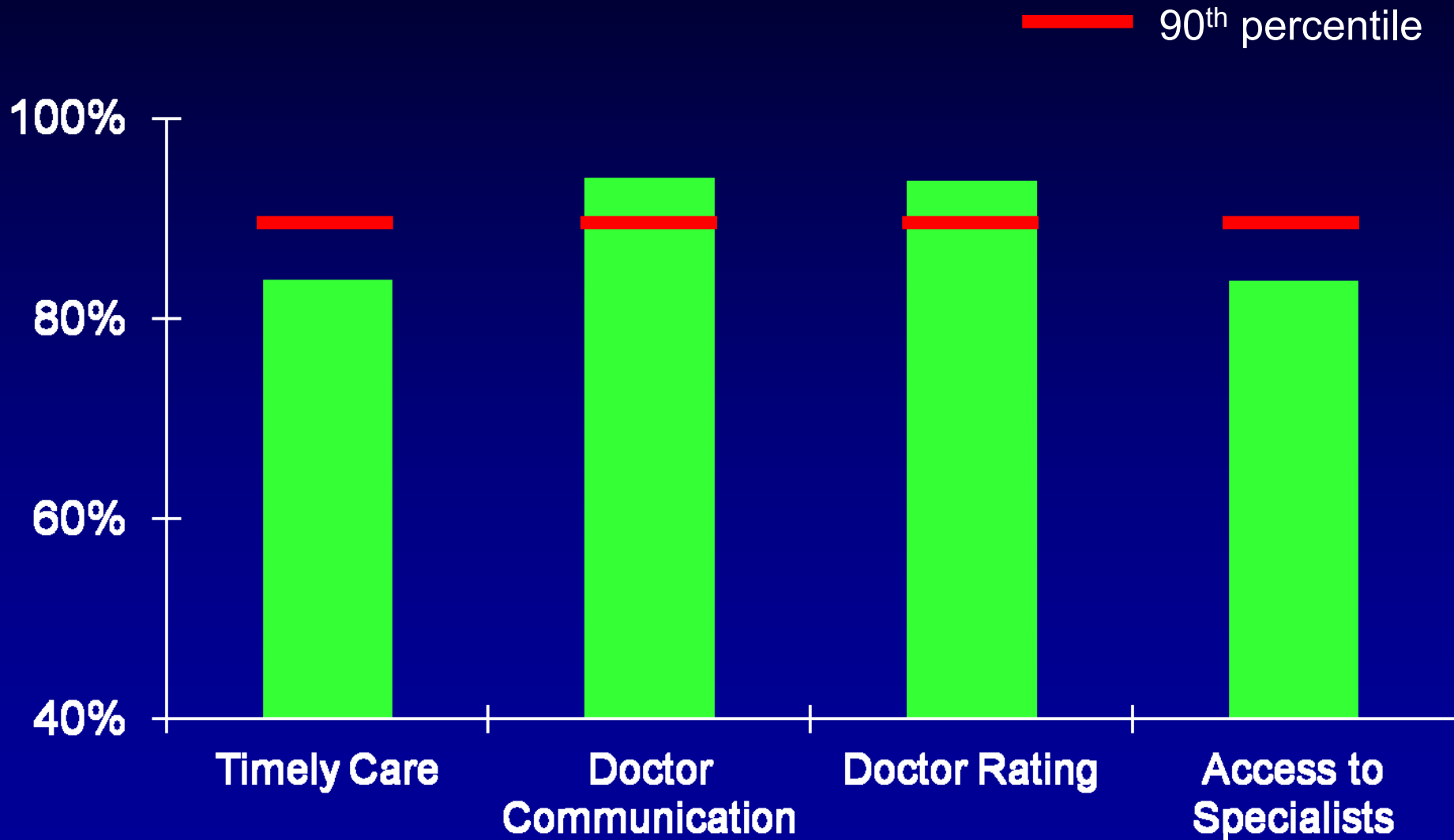
126,000



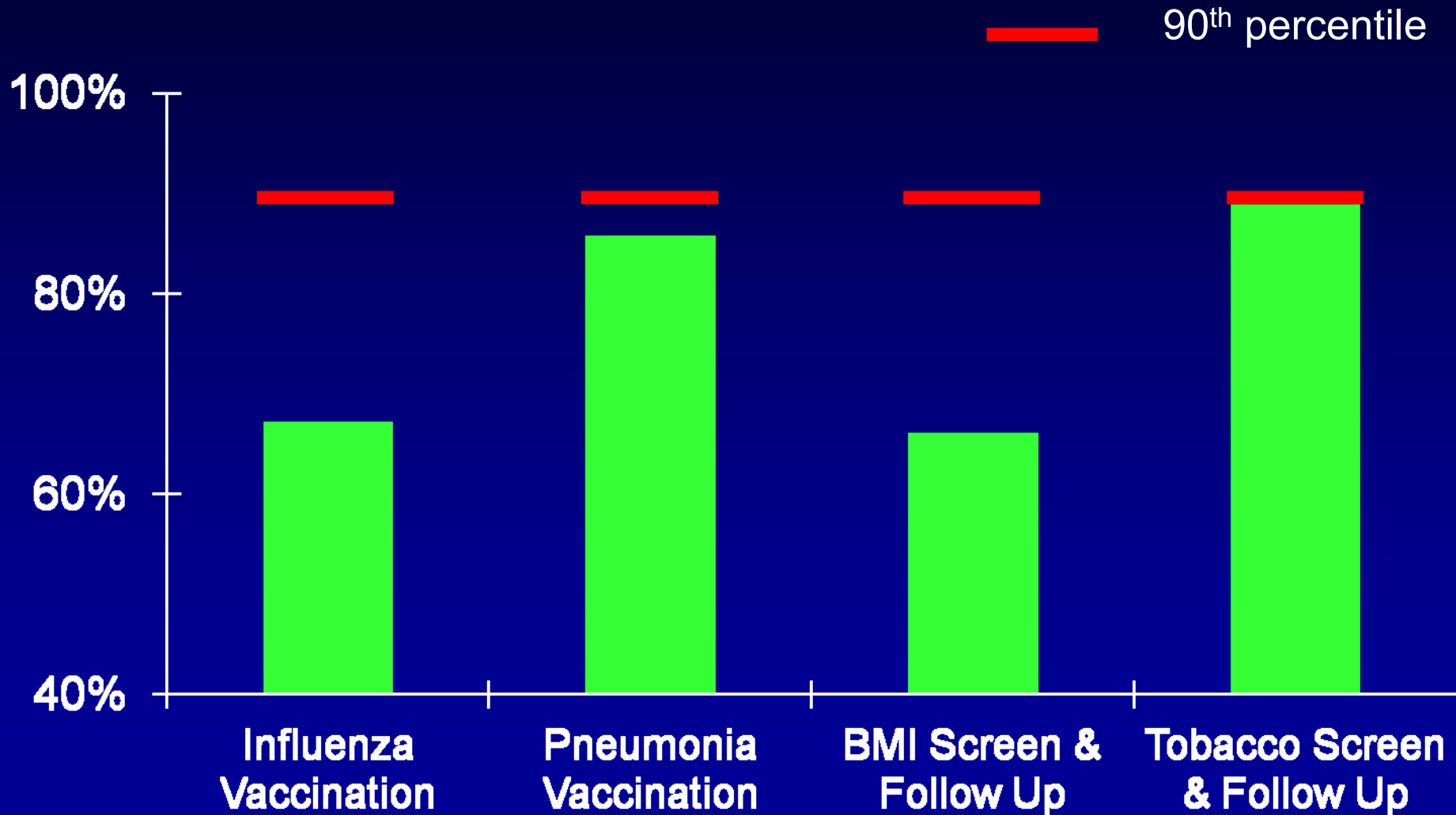
2014

2015

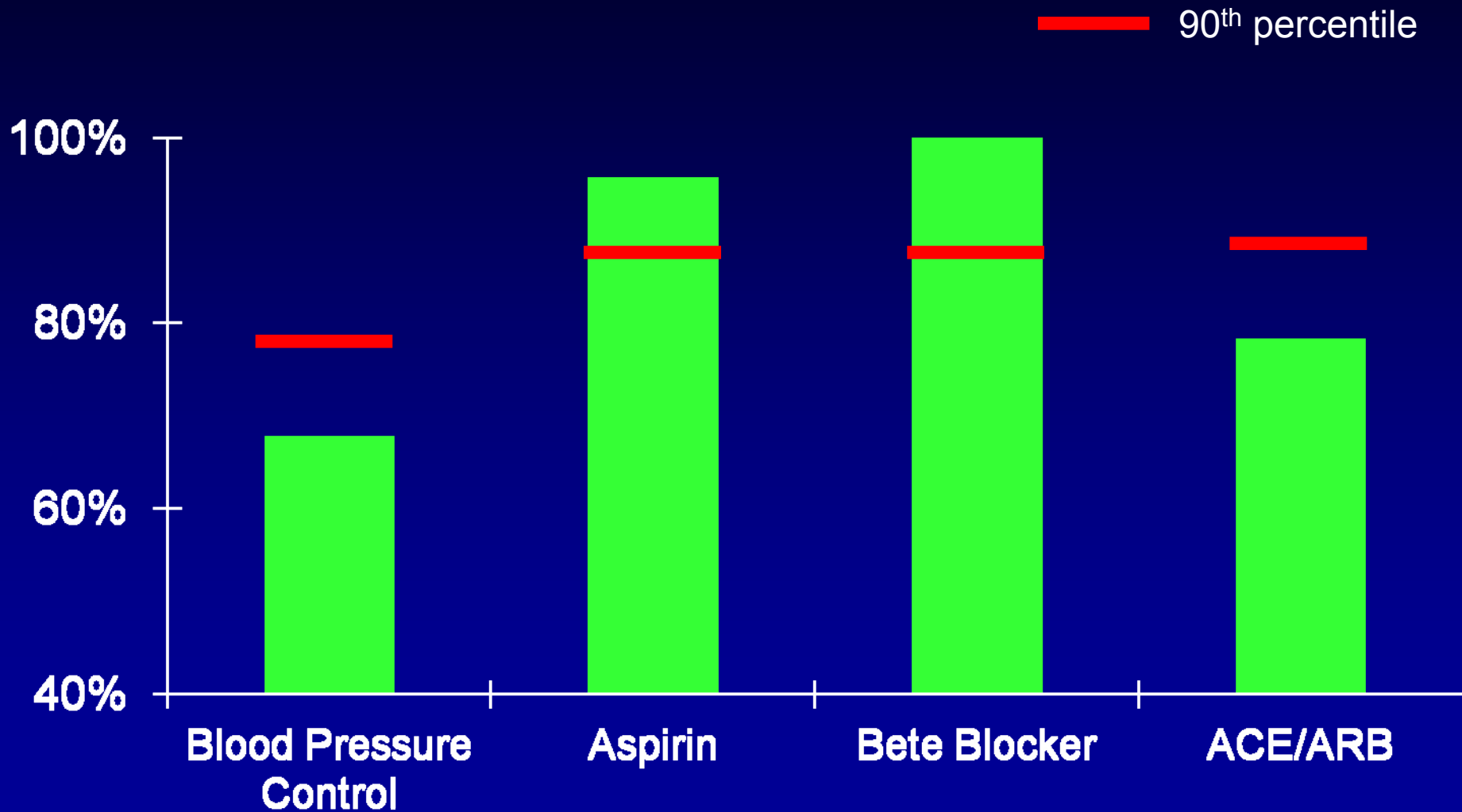
ACO Measures

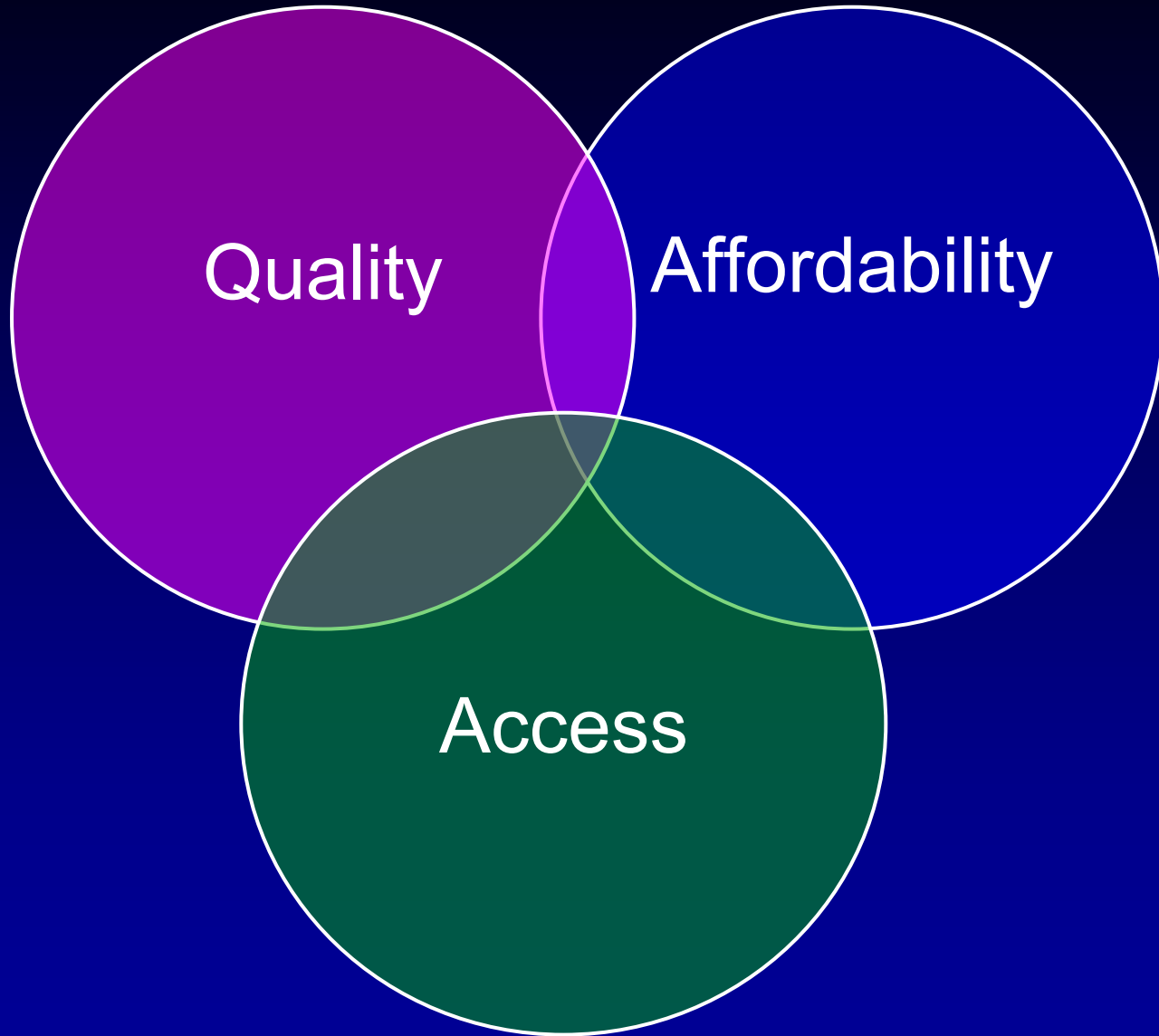


ACO Measures



ACO Measures





Quality

Affordability

Access



Access



Virtual Visits



Hospitals



**MyCare
Online**



EDs



Health Spot



FHCs

Anytime Anywhere

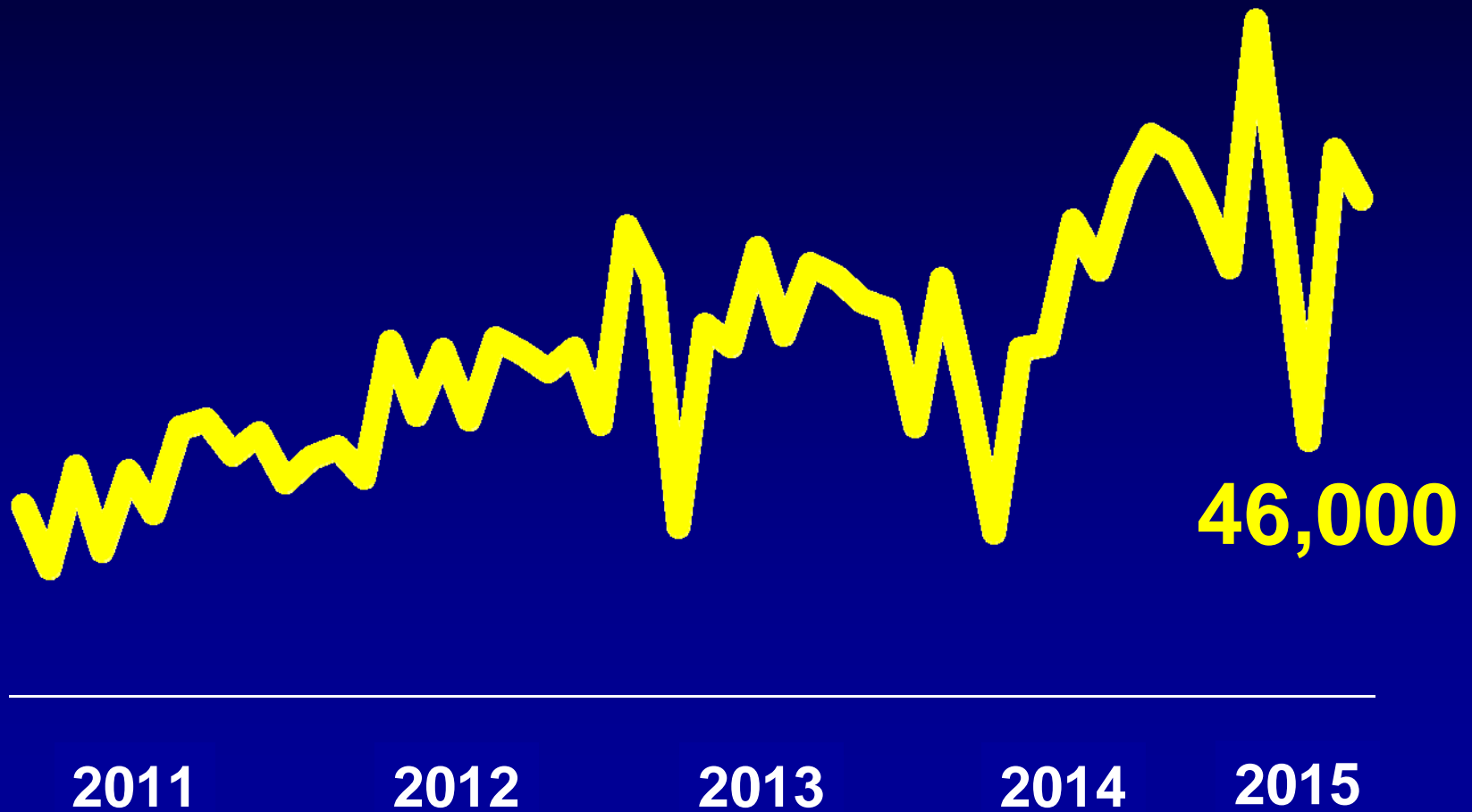


**Walk-In
Clinics**



Express Care

CCHS ED visits



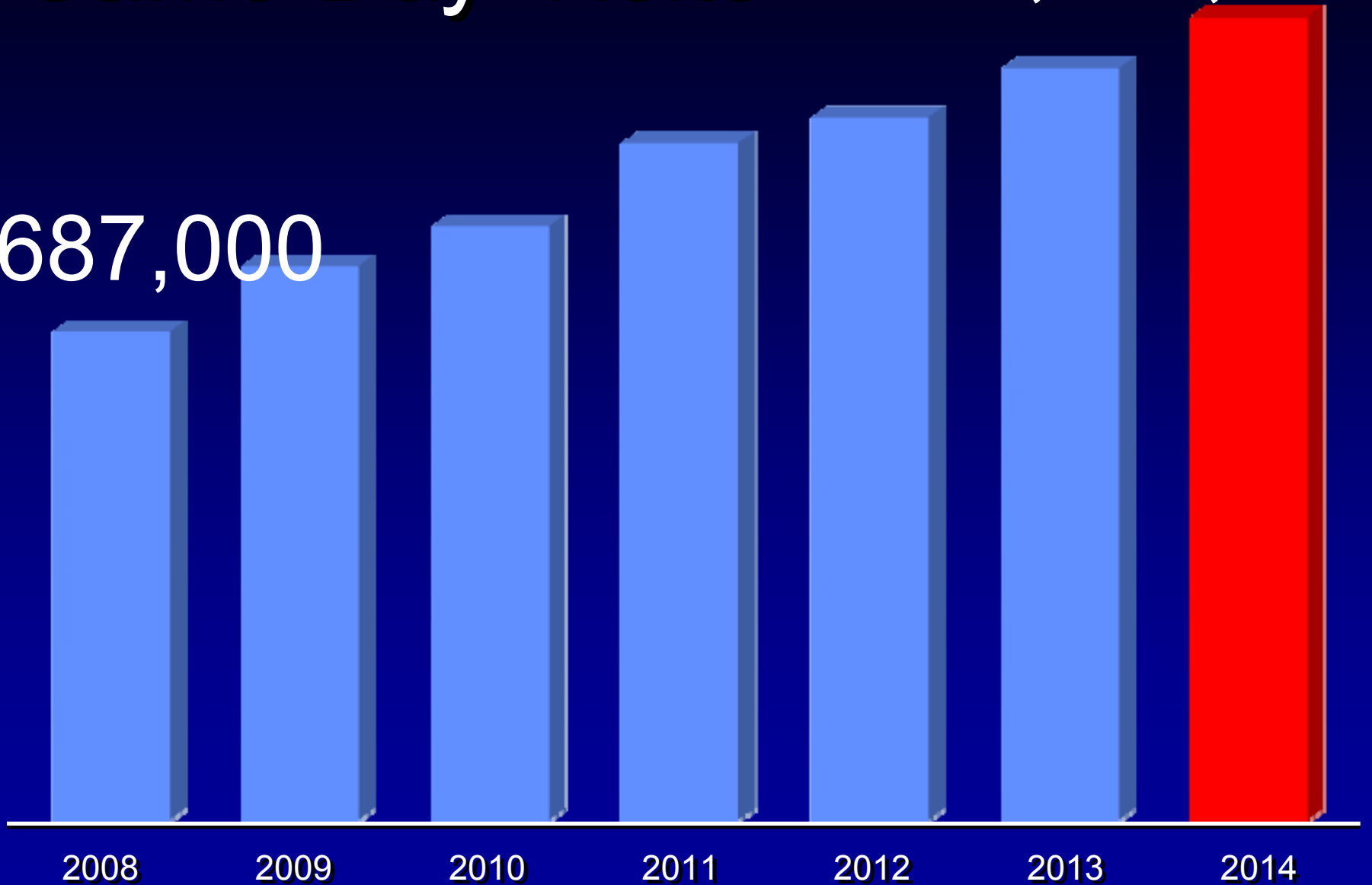
CCHS Door to Provider



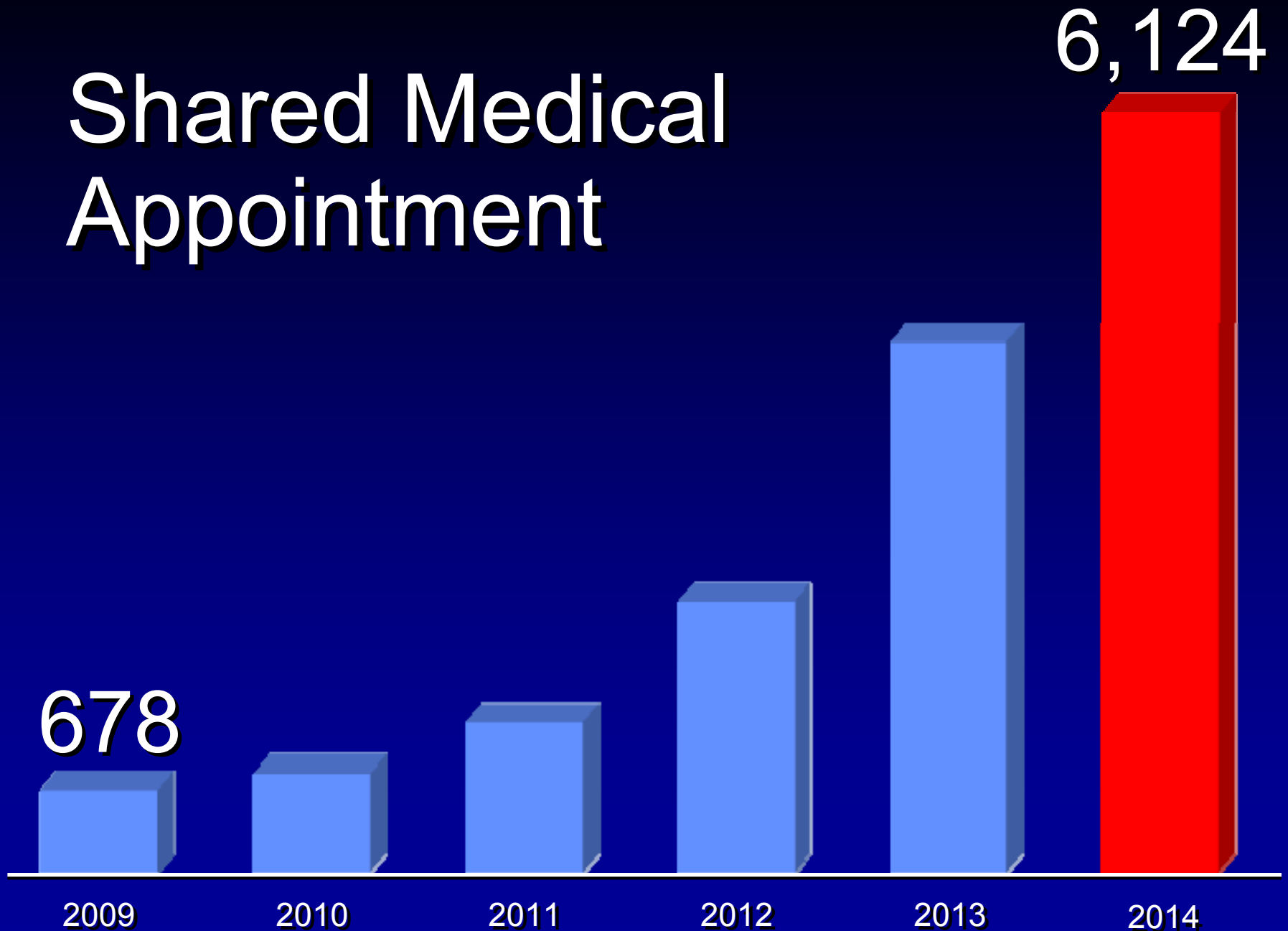
Same Day Visits

687,000

1,130,255



Shared Medical Appointment



**2 Million
MyChart users**



MyChart

- Test Results
- Messages
- Appointments
- Preventive Care
- Health Summary





1:30 PM
Tracy M.
HAVE A GOOD LAUGH!
In addition to helping prevent heart disease, laughter increases the activity of disease-fighting cells, builds pain and reduces stress!
www.4station.com



healthspot



healthspot

care4station



healthspot



healthspot

care4station

Healthspot





Cleveland Clinic

Mobile Stroke Treatment Unit

Mobile Stroke
Treatment Unit

Cleveland Clinic



13'-0"

13'-0"

 Cleveland Clinic Children's

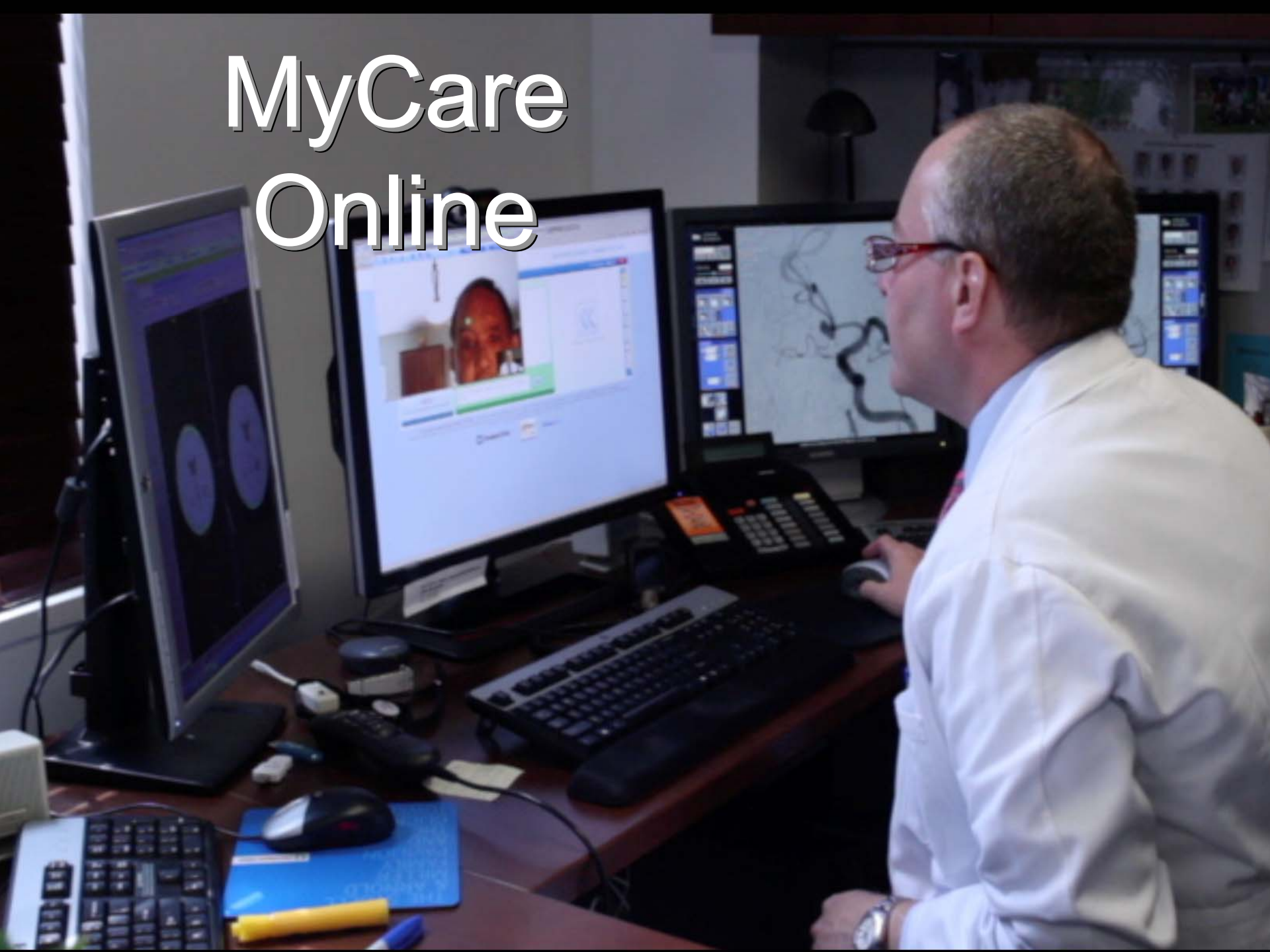
 Cleveland Clinic Children's

MOBILE HEALTH UNIT



4_KIDS

MyCare Online





Quality



Neurological Institute

Women's Health Institute

Orthopedic & Rheumatologic Institute

Respiratory Institute

Taussig Cancer Institute

Heart & Vascular Institute



Cleveland Clinic
Sydell and Arnold Miller Family
Heart & Vascular Institute

2013
Outcomes

Outcomes

Cleveland Clinic

Cleveland Clinic

Cleveland Clinic

Cleveland Clinic

Cleveland Clinic

Cleveland Clinic

Cleveland Clinic

Cleveland Clinic

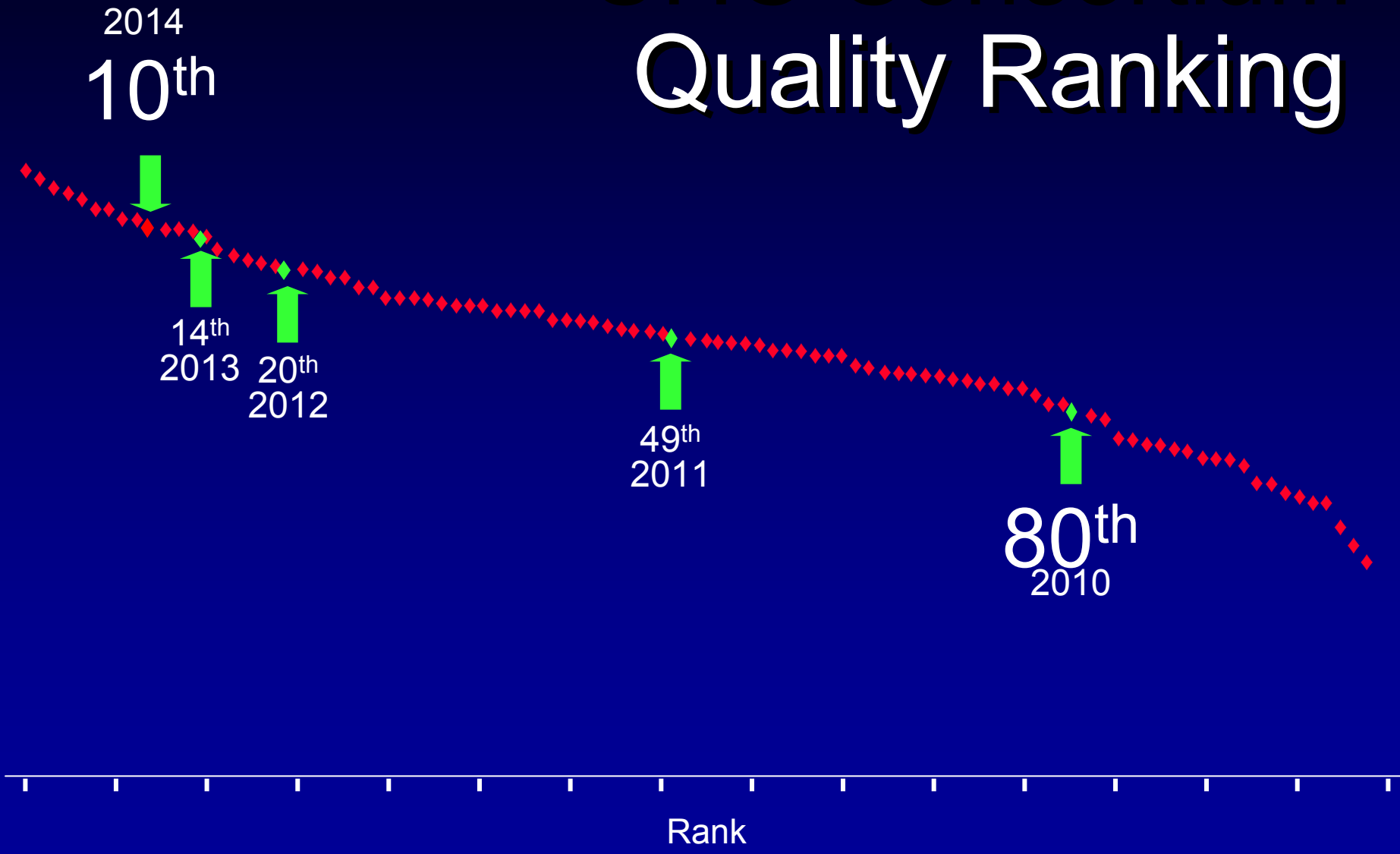
Cleveland Clinic

P

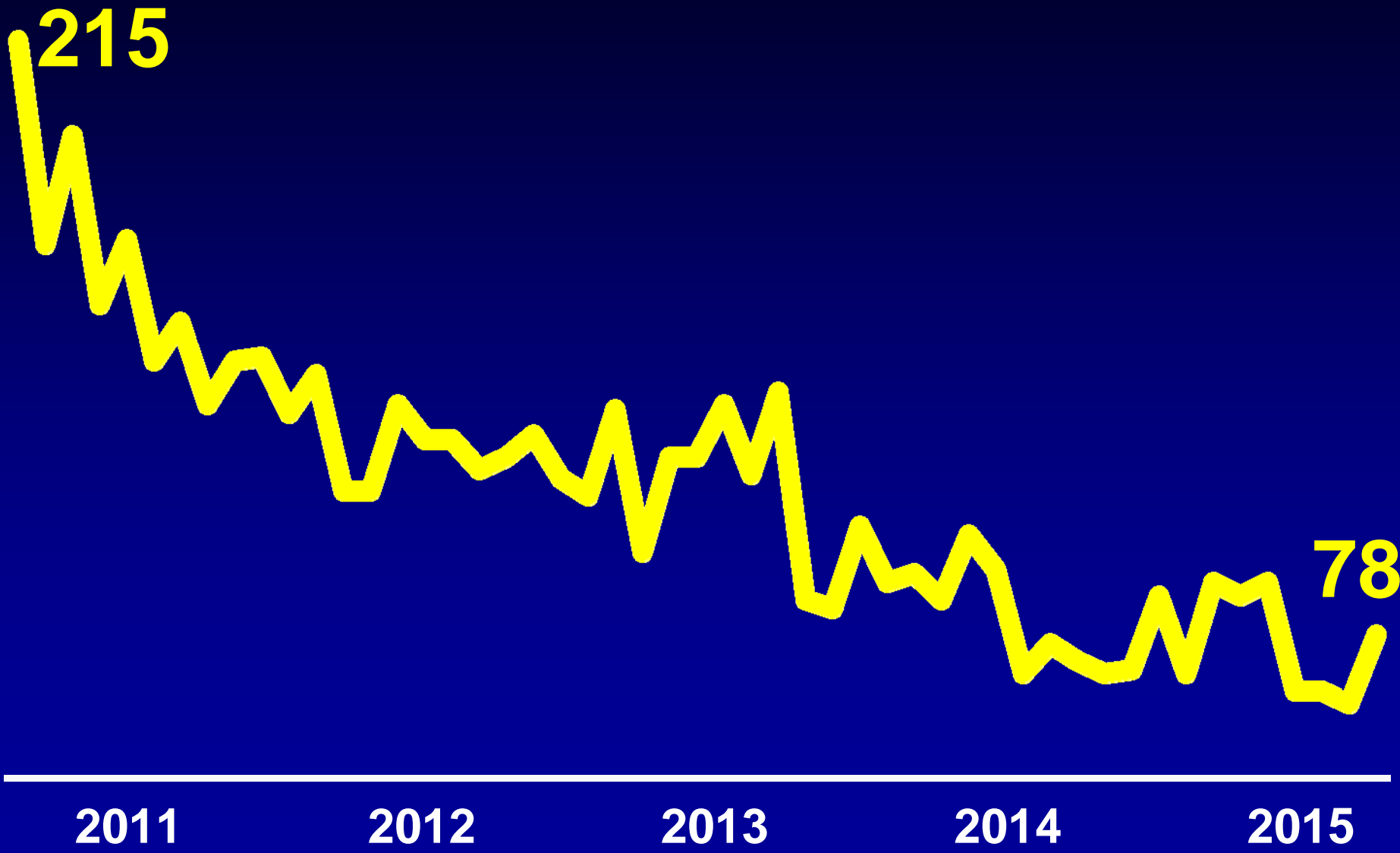
C

De

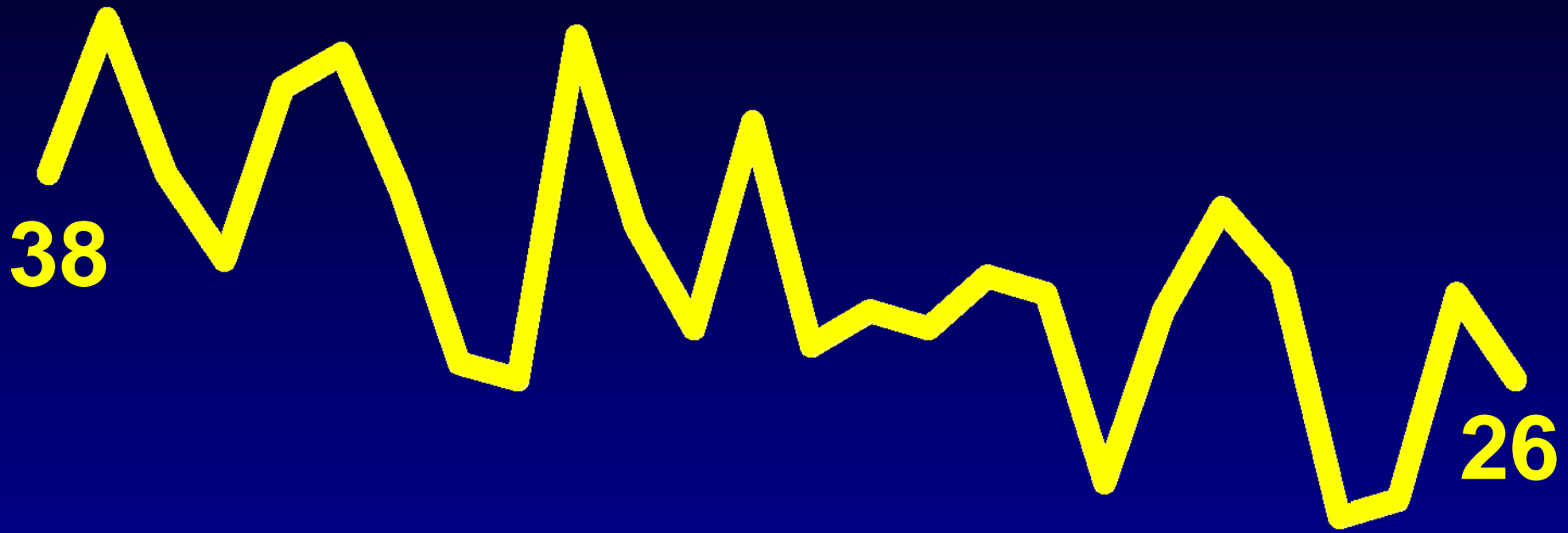
UHC Consortium Quality Ranking



Patient Safety Indicators



Hospital Acquired Infections



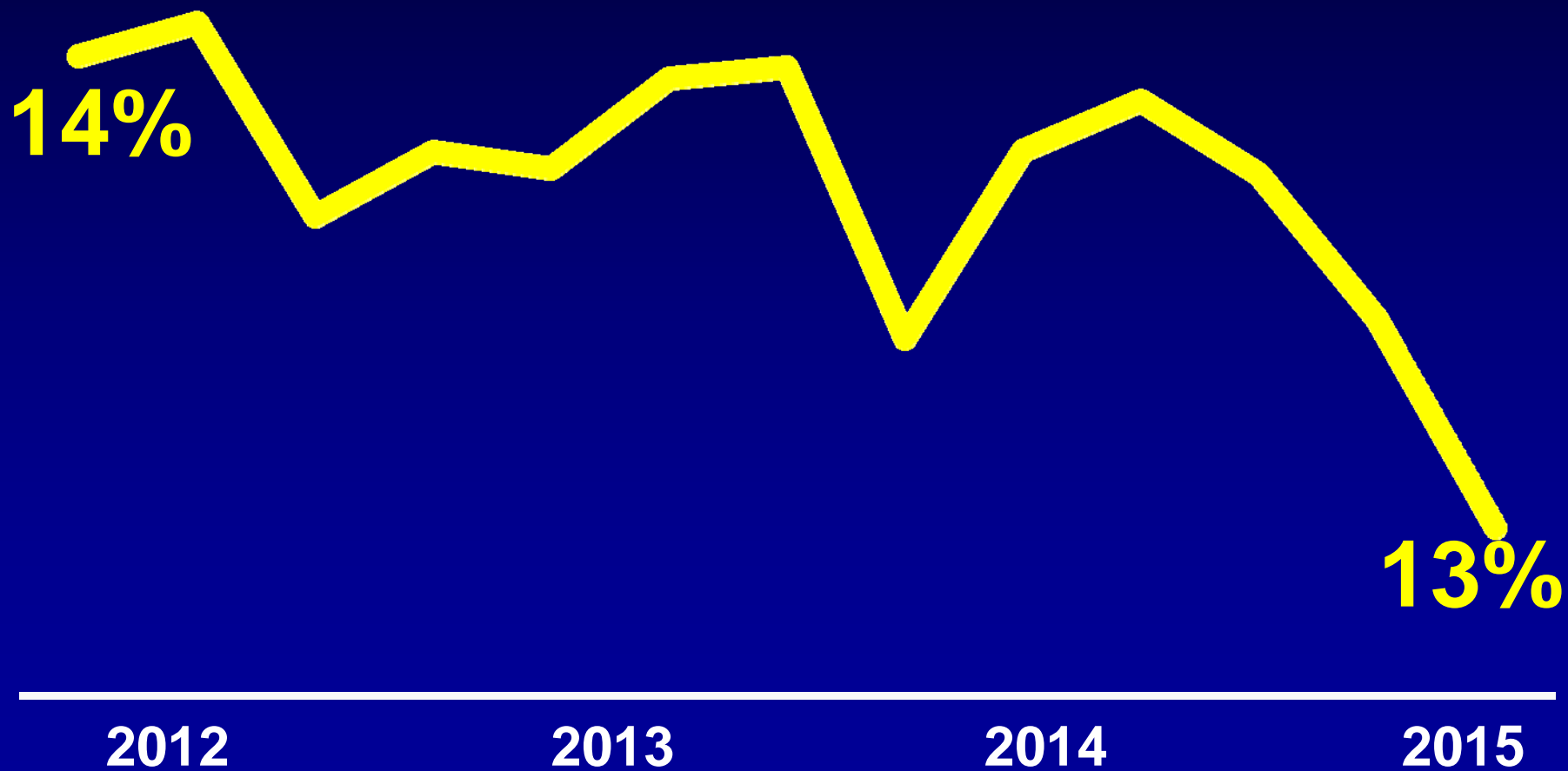
2013

2014

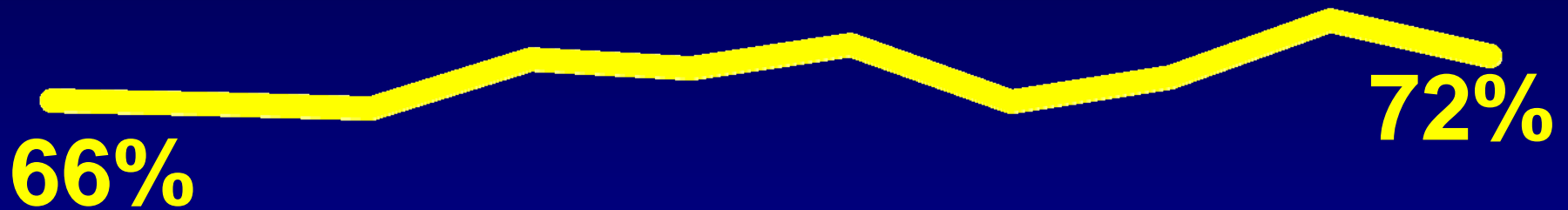
2015

All Cause Readmissions

30-Day Readmission Rate



Hand Hygiene

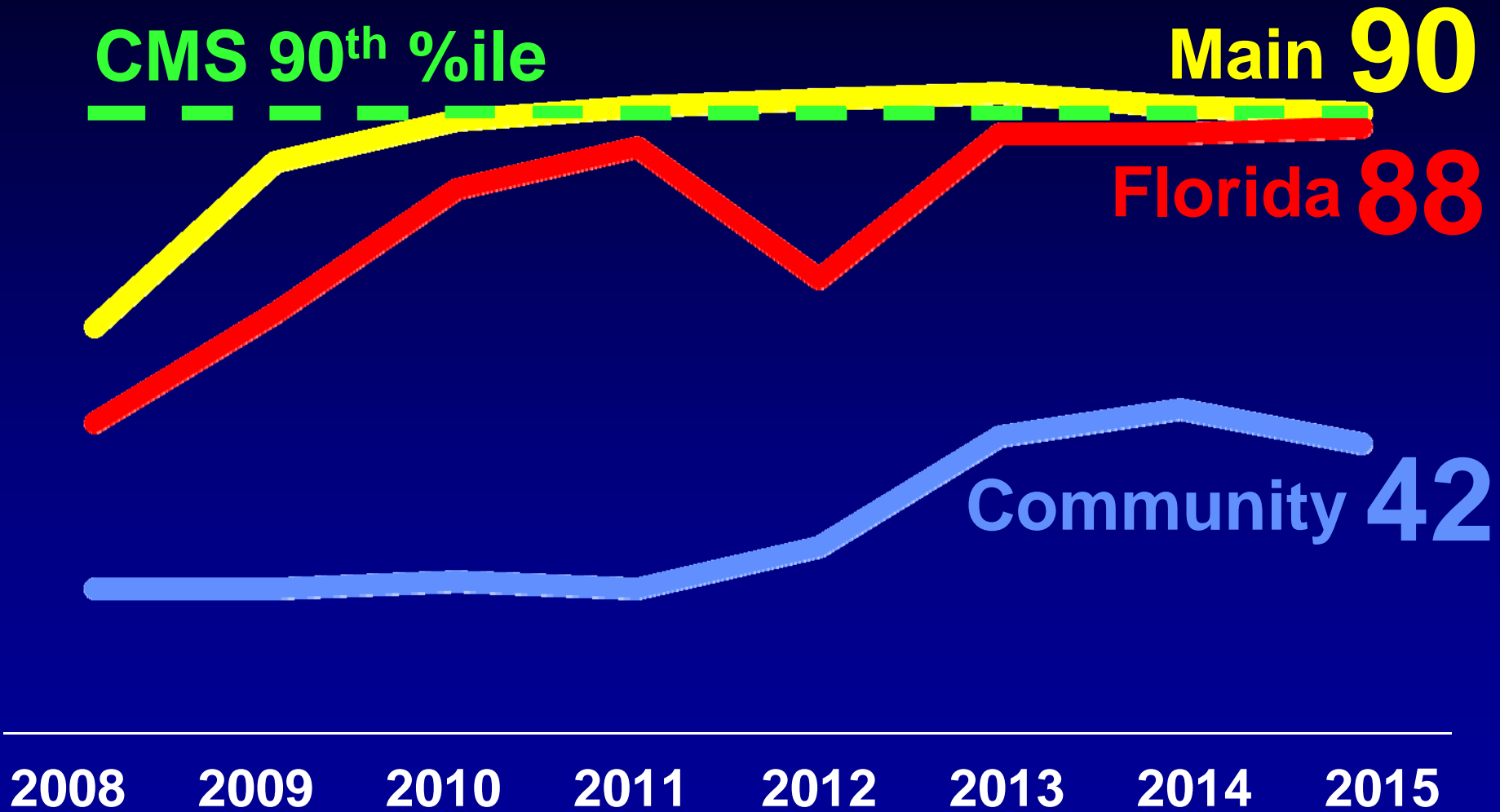


2013

2014

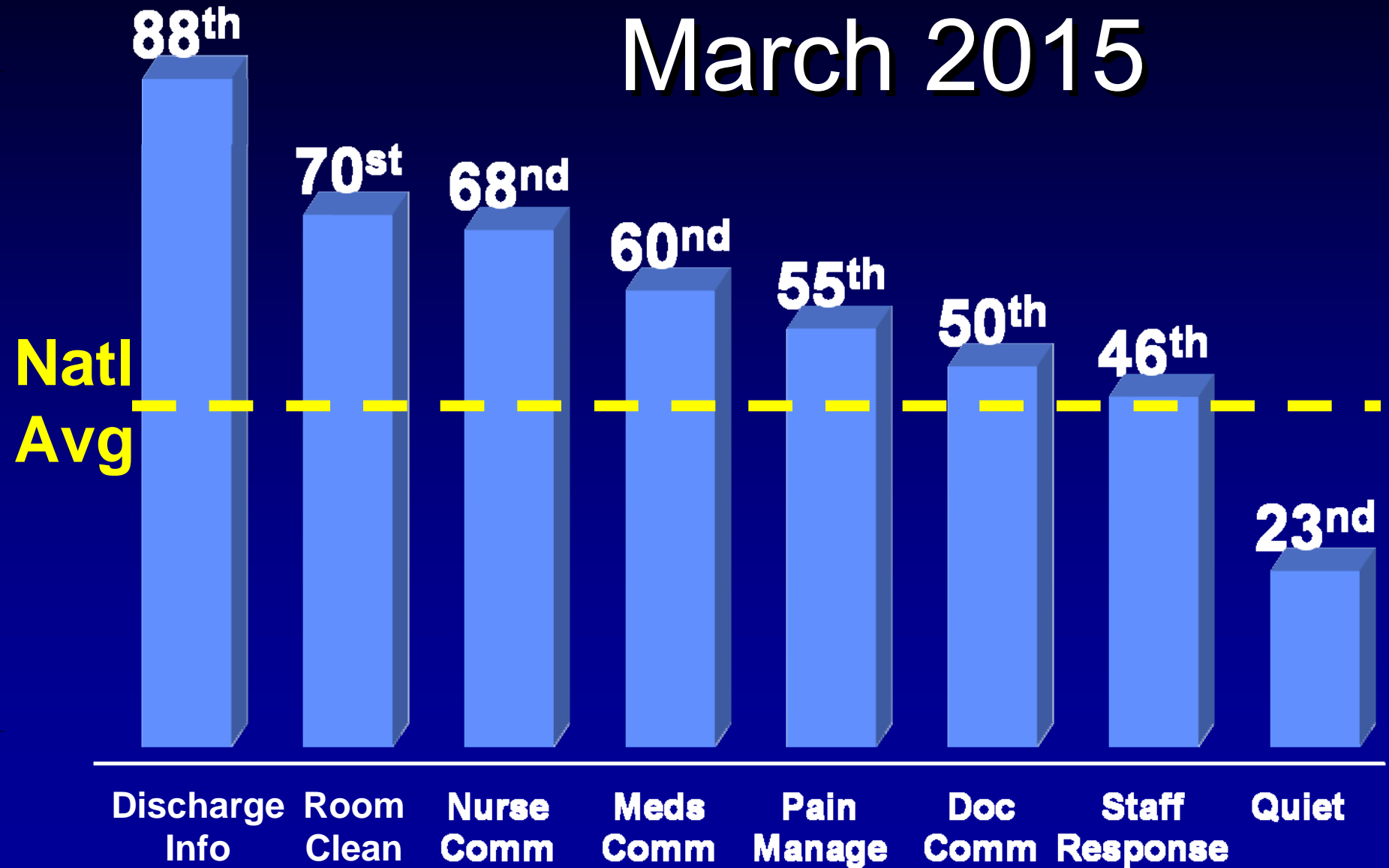
2015

Rate Hospital

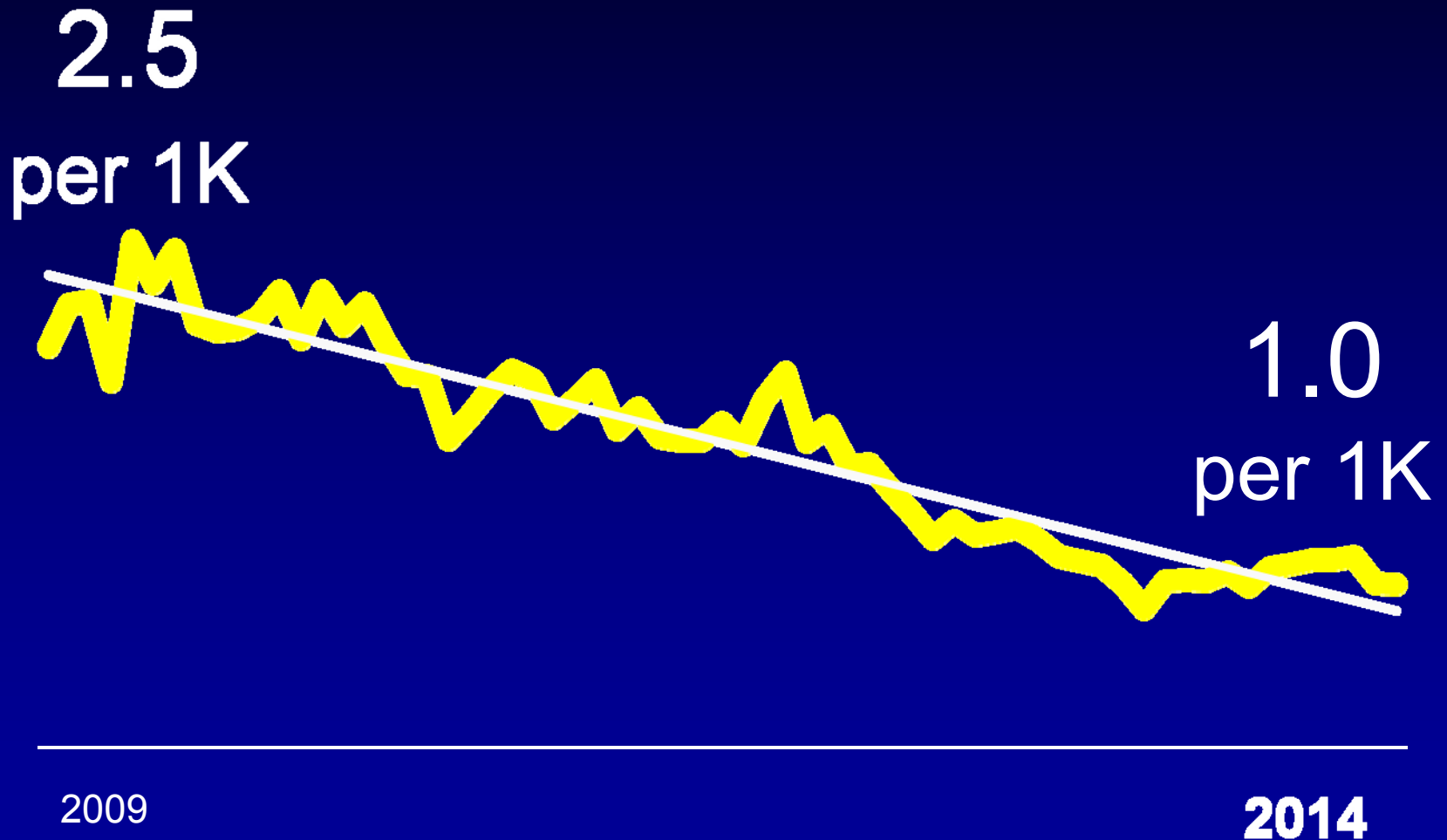


HCAHPS Percentile

March 2015



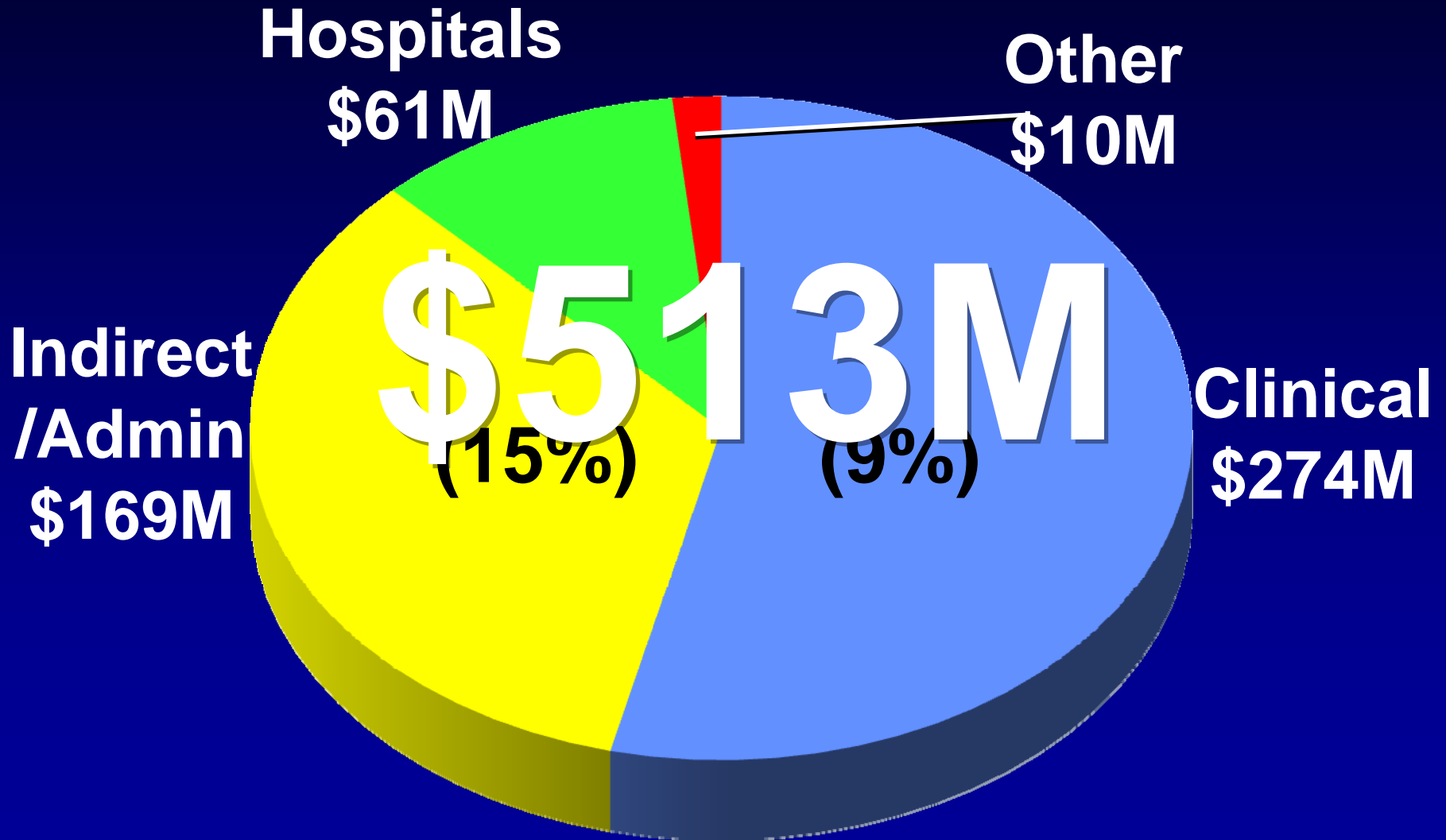
Complaints and Grievances





Affordability

2014-15 Efficiencies





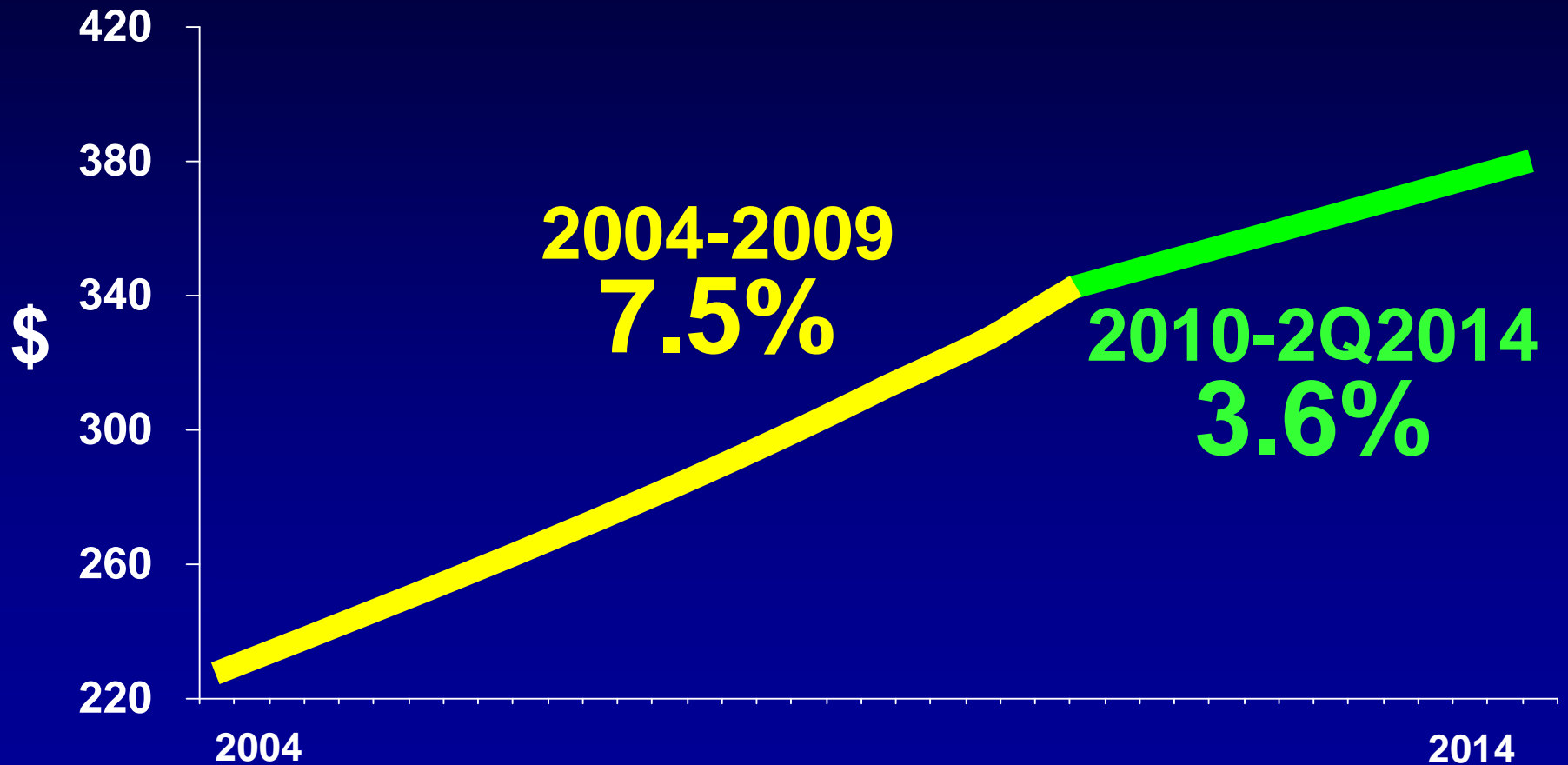
My Two Cents

932
Ideas

\$3,200,000
Savings



Employee Health Costs



Energy Usage Index



Recycled Waste

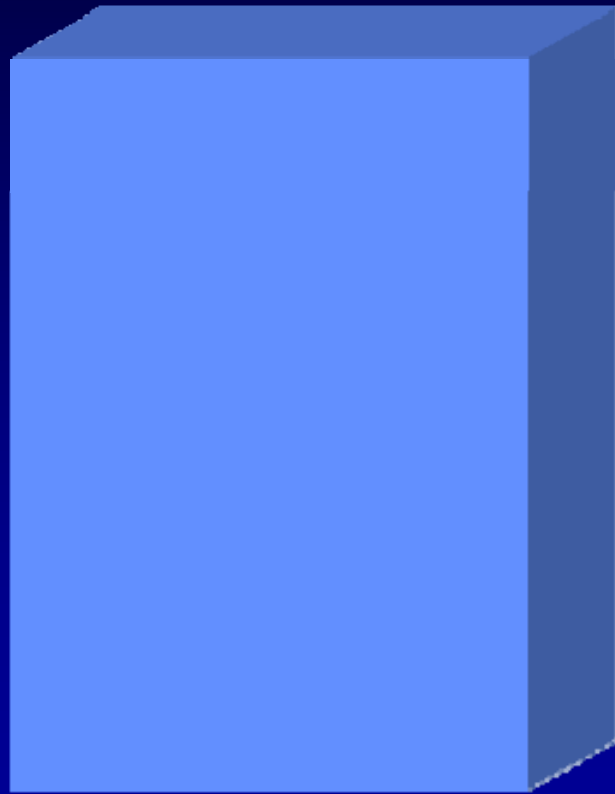


Stroke Cost Per Day

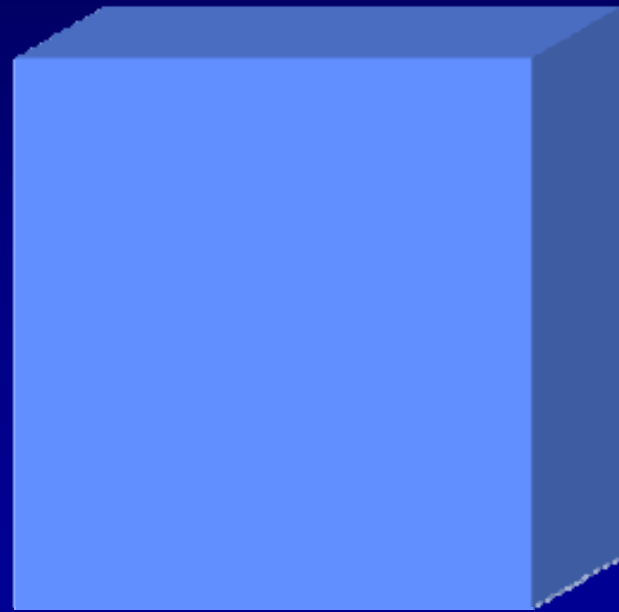
\$3,402

↓ 25%

\$2,553



Pre Care Path



Post Care Path

Multiple Myeloma Drug Cost

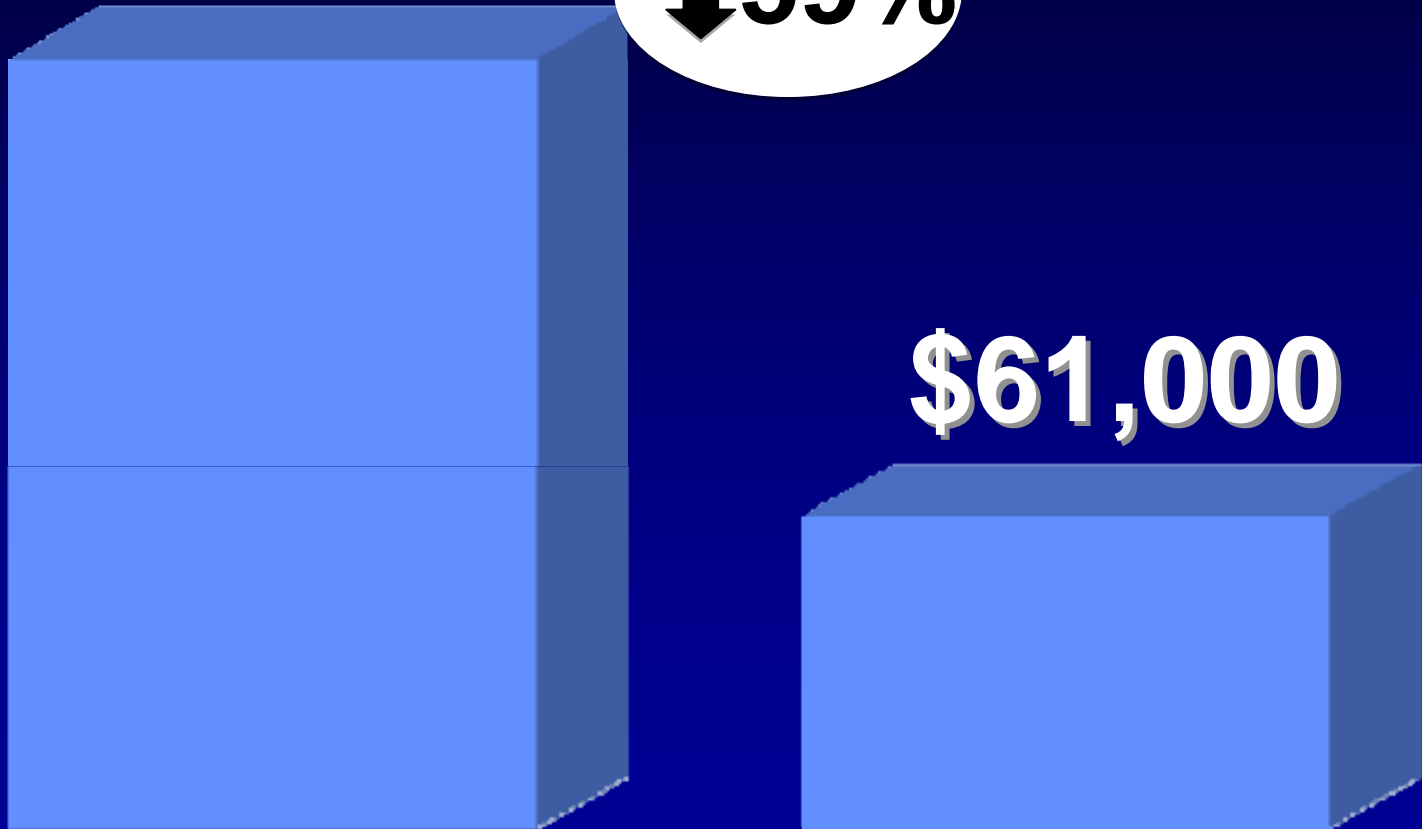
\$150,000

↓59%

\$61,000

Pre Care Path

Post Care Path



Thyroid Surgery Cost Per Case

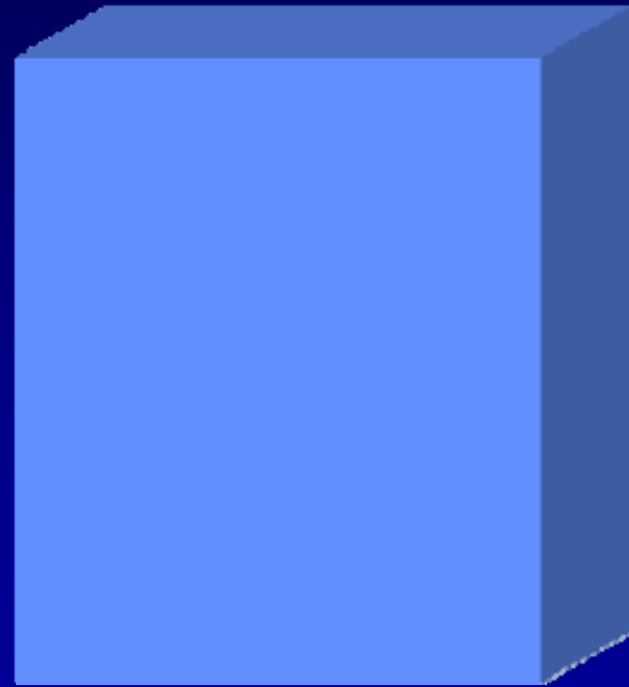
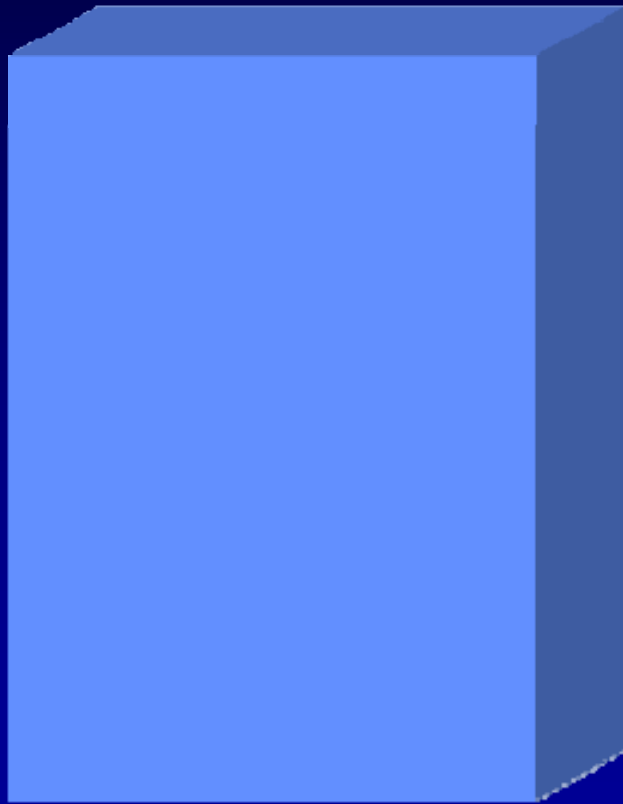
\$3,100

↓16%

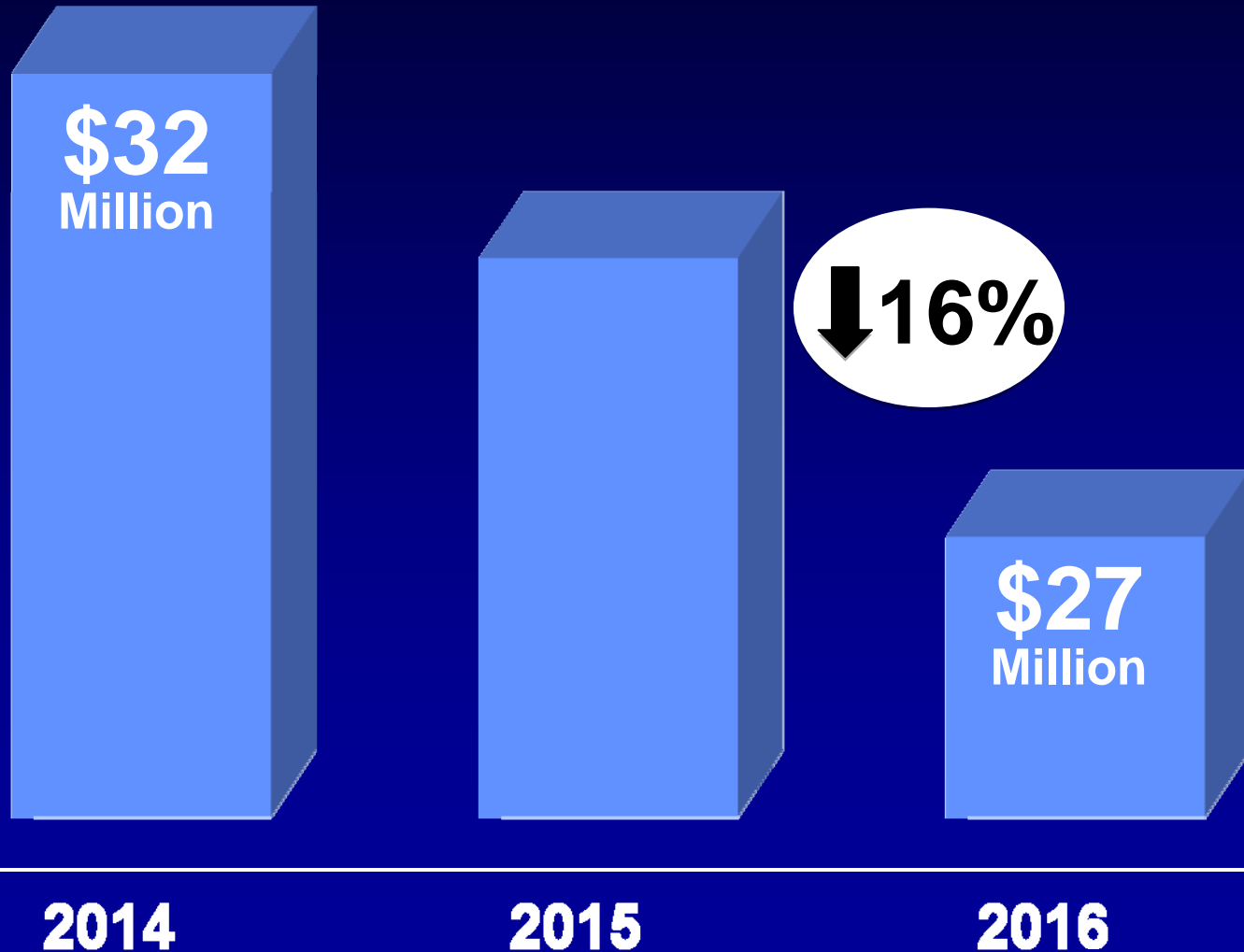
\$2,600

**Main Campus
2013**

**Marymount
2014**

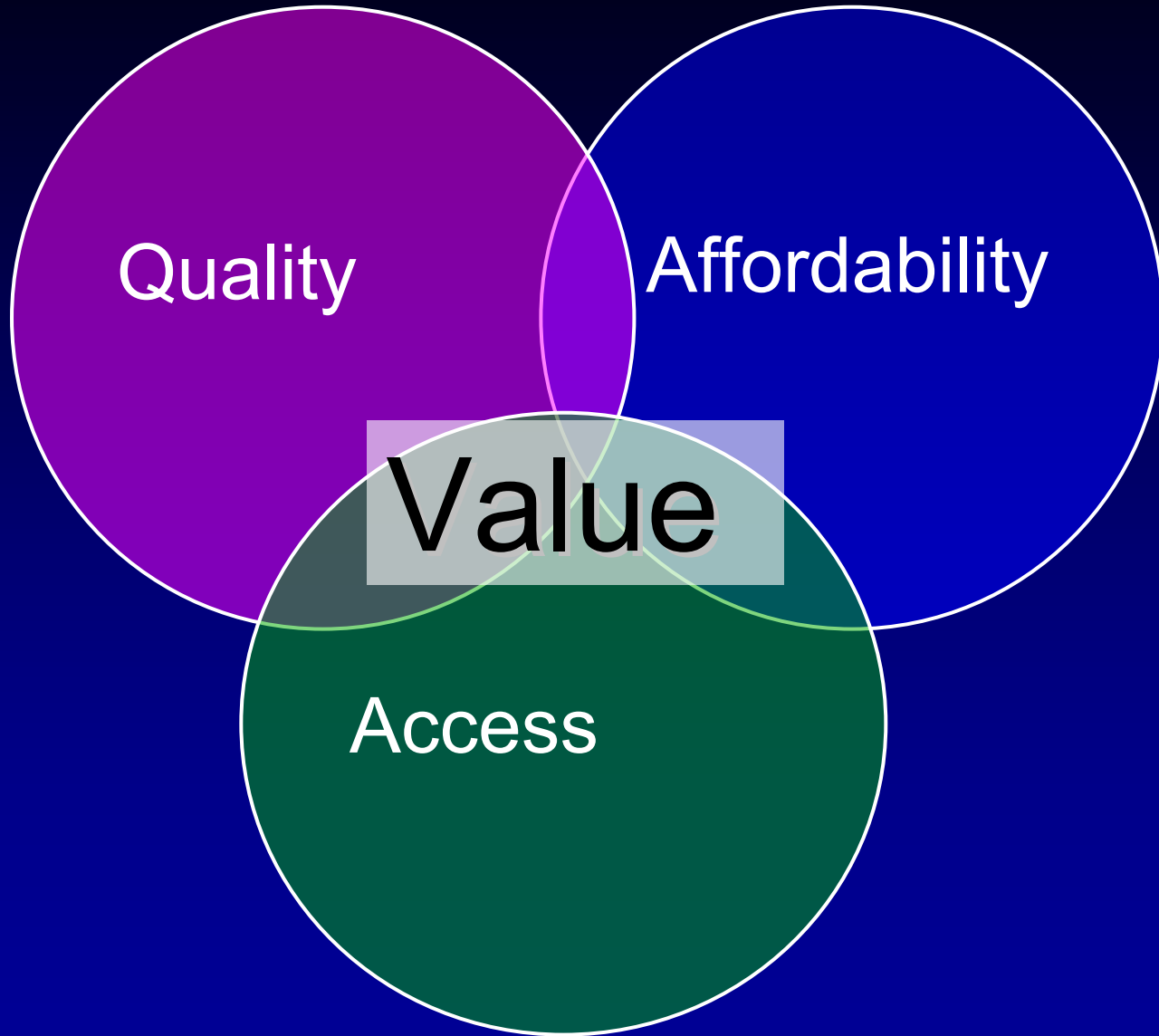


ORI Joint Implant Vendor Consolidation



Theranos





Quality

Affordability

Value

Access



Cleveland Clinic

Every life deserves world class care.