



The *Triple Aim*

Achieving The Triple Aim: Summaries of Success

Bellin Health, Wisconsin: Bellin Health works with employers using an innovative framework it calls the **Total Health Model**. The model's four components — Health Knowledge, Health Advancement, Productivity Enhancement, and Health Navigation — offer employees greater access to health services and improved health, and employers decreased costs. If adopted on a national level for employers, this model could generate **\$40 billion in savings annually**.

HealthPartners, Minnesota: HealthPartners Medical Group introduced **BestCare** in 2004, a program designed around Consistency (reliable processes), Customization (adapting care to individual needs), Convenience (improving access), and Coordination (using Medical Home model). HealthPartners calculates that spreading their best practices nationwide would **save \$2 trillion in ten years**.

Genesys Health System, Flint, MI: In a uniquely challenging environment that has struggled with chronic unemployment for decades, Genesys Health System and its partners Genesee Health Plan and Genesys Physician Hospital Organization use **HealthWorks** to better engage patients in their own care. The combination of a Patient-Centered Medical Home and a Health Navigator who supports patients, providers, and links both with community resources helps to improve access and appropriate utilization. Genesys says that Healthworks is demonstrating **10 percent to 25 percent lower health care costs** than competitors, across a diverse population that includes both insured and uninsured.

QuadMed, Wisconsin: QuadMed is a leader in employer-sponsored, worksite health care, bringing nearly all primary health care services in-house for its own 22,000 employees and dependents, and managing clinics for two other national companies. Thirty- to 90-minute appointments support prevention and wellness, onsite lab, x-ray and ancillary services offer convenience and coordination, and the result is more spending on primary care and less on hospitalization and pharmacy. QuadMed **spends about 31% less** to cover QuadGraphics employees than the average Wisconsin company.

Queens Health Network, New York City: Queens Health Network is a regional health care system that is part of the New York City Health and Hospitals Corp. With a largely low-income client population, QHN focuses on improved access through an ambulatory redesign initiative (reducing visit cycle time — the amount of time from the patient's arrival to departure — from 260 minutes to less than 60 minutes), disease management, guiding patients to appropriate levels of care (resulting in **\$1.8 million savings** through reduced ED visits and admissions), and the use of electronic health information technology to support care (through more than \$9 million in health IT funding over last four years).

About the Triple Aim: The Triple Aim is an initiative of the Institute for Healthcare Improvement aimed at helping health care organizations simultaneously achieve improvements in the individual experience of care, the health of the population, and the per capita cost of care.

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