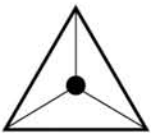


About HealthPartners

HealthPartners, headquartered in Minnesota, is an integrated health care organization providing health care services, health plan financing and administration, medical education and research. It is the largest consumer-governed, nonprofit health care organization in the nation.

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.



The *Triple Aim*

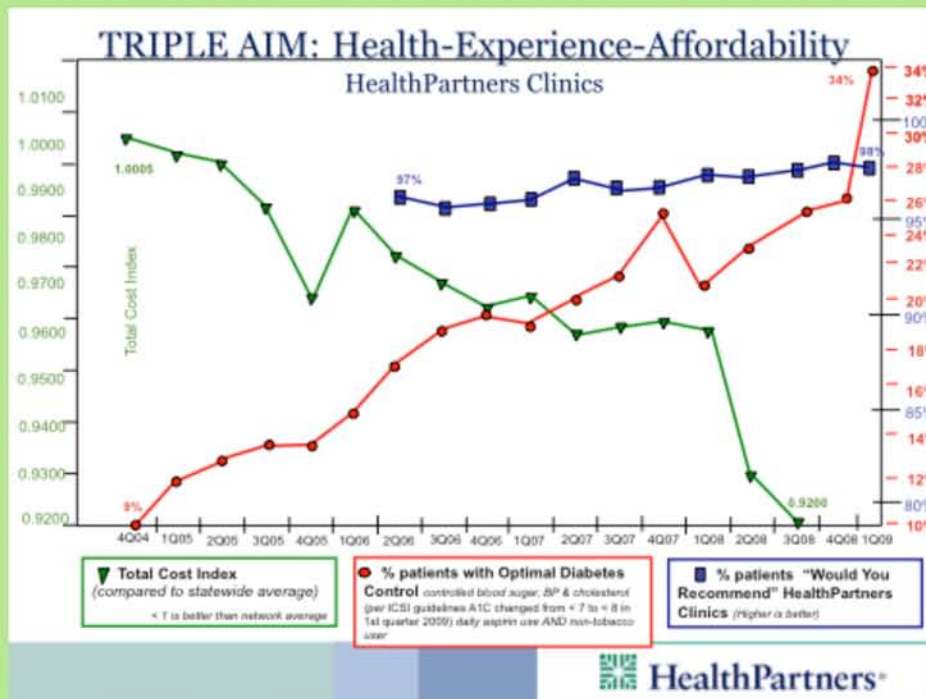


HealthPartners Uses “BestCare” Practices To Improve Care and Outcomes, Reduce Costs

The HealthPartners Approach:

HealthPartners Medical Group (HPMG) includes 700 physicians, 25 primary care clinics, 9 specialty care clinics, 8 urgent care clinics, 17 pharmacies, 6 eye care centers, home care and hospice services. HPMG introduced “BestCare” in 2004, a program designed to achieve best practices based on the following design principles:

- **Consistency:** Reliable processes that systematically deliver the best care customized to the needs of individuals, and supported by electronic medical records.
- **Customization:** Care that is adapted to individual needs and values. Examples include: using demographic data to identify and address racial disparity gaps, and supporting patients in expressing preferences and making decisions about their care.
- **Convenience:** Improved patient access, convenience and engagement through online scheduling, test results, email consults, and post-visit coaching. Also includes a focus on enhancing health by delivering timely and relevant information to patients.
- **Coordination:** “Medical homes” promote better coordination of care across sites, specialties, conditions and times. The right care is delivered in the right setting, reducing hospital readmissions and complications. Includes proactive chronic disease management through phone, computer, and face-to-face coaching.



Results: Dartmouth Atlas researcher Elliott Fisher has found that if the entire nation adopted care similar to high-value Medicare regions such as Minnesota, Medicare costs would decline by between 20 and 30%. At the same time, HPMG's costs are 8% lower than the Minnesota average, making them between 28% and 38% lower than the national average. Consequently, between \$1.7 trillion and \$2.4 trillion could be saved nationally over the next decade through care redesign like the HealthPartners approach. HPMG has made measurable progress on all three Triple Aim goals. Here is a sample of results over the past four years:

- 129% increase in patients receiving optimal diabetes care; 48% increase in patients receiving optimal heart disease care.
- In the post-hospital transitional care program, length of stay is 30% shorter than the community norm and re-hospitalization is 40% less.
- 350% reduction in appointment waiting time
- Increase in generic drug prescriptions from 63% (2006) to 76% (2009)
- 39% decrease in emergency room visits, 24% decrease in admissions
- Inpatient costs for behavioral health patients decreased by nearly 20% with help from the outpatient case management program
- National awards for quality including the prestigious National Quality Forum Award and the AMGA Acclaim Award.

The graph above shows all key indicators moving in the right direction: while quality of care and patient experiences improve, costs are going down.

If HealthPartners' best practices were adopted nationwide, the country would save an estimated \$2 trillion in ten years.

For more information about HealthPartners' work on the Triple Aim, please contact:

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