CARING NOW, PIONEERING THE FUTURE

A VISION FOR THE FUTURE OF HEALTH

Front and back cover photos by Jason Shepherd.
Imagine getting the best health care that science has to offer, and right down the hall some of the world’s brightest minds are working tirelessly to make it even better. Tailoring care. Making discoveries. Training for the future. Why are we here? To make your health care more accessible, more affordable and more precise than ever before—even if you just need a physical.

At the University of Utah, we see the transformation of health care as an opportunity to lead. In our unwavering commitment to our patients and communities as lifelong partners in health, we are dedicated to building value, trailblazing innovation and harnessing expertise to redefine and prepare for a compassionate future of health care.

We hope you’ll join us on this revolutionary journey.

Sincerely,

Vivian S. Lee, MD, PhD, MBA
CEO, University of Utah Health
Dean, University of Utah School of Medicine
A. Lorris Betz Senior Vice President for Health Sciences

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LEADING THE NATION IN HIGH-VALUE HEALTH

“I suggest it’s time to stop talking about the Canadian solution, or the French solution, and start talking about the Utah solution.”

— Denis A. Cortese, MD, Former CEO, Mayo Clinic

Nationally, Utah is ranked as having the healthiest population at the lowest cost. From this unique position, University of Utah Health has the capacity to improve care delivery, training and innovation and create a new model of health care for the country.

DELIVERING ON A HIGH-VALUE EQUATION

“This is the organization that can revolutionize health care.”
— Robert S. Kaplan, PhD, Harvard Business School

Our patients and insurance partners are demanding a new kind of high-value health care—delivered by an integrated health system that is more accessible and organized around patients. We define this high-value health care as exceptional quality and service delivered at a reasonable cost. We have used this value equation to inform our strategic business model.
There’s something extraordinary going on at the University of Utah Health Care system that’s promising to revolutionize the way medical care is priced and delivered not only here, but throughout the world — and the world is paying attention. A four-year-long push toward innovation in assessing the costs and delivery of medical services is attracting international notice and has helped lead the U’s health care facilities to the No. 1 ranking among all academic hospitals in the U.S.”


For the last seven years in a row, University of Utah Health has been recognized as one of the top university health systems in the nation for quality. This means our students can train in the best clinical environment in the nation. For patients, this means better access, fewer complications, better survival, better communication and shorter stays.
LEADING THE NATION IN PATIENT SATISFACTION

“...reducing patient suffering—the kind caused not by disease but by medical care itself—has become a medical goal... . When the university [of Utah] began, it was in about the 30th percentile nationally on the Press Ganey survey. Now, half its providers are in the 90th percentile and 26 percent are in the 99th percentile.”


Today, patient satisfaction with our providers is among the top in the nation. Adding more than 20% new providers over the past two years, we can train even more physicians in delivering exceptional care.

Source: All Facilities Press Ganey Database includes the following:
Number of Physicians: 209,164; Number of Patients: 3,949,518
The University of Utah was the first to go down this road... and patient care will be better for it.


In 2012, we became the first academic medical center in the nation to publish our patient satisfaction results and comments online for the world to see. Patients value this information, and our providers push one another to improve. Today, more than 50 of the nation’s top health systems—like Cleveland Clinic, Wake Forest, Piedmont and Stanford—have followed suit.
LEADING THE NATION IN COST MANAGEMENT

“The problem in Utah—and at hospitals nationwide—was that no one knew how much it actually cost to deliver care to patients. Most hospitals calculate average per-patient costs that give them a rough idea of how much they are spending. But such data don’t tell you anything about what is driving the costs, where the waste is, or how to eliminate it without undermining the quality of care.”

— Casey Ross, “She’s calling for a health care revolution,” STAT News, October 17, 2016

In 2012, University of Utah Health Sciences set out to break new ground. To prepare our institution to provide high-value care with improved outcomes, we built Value-Driven Outcomes (VDO), a data-driven tool that provides a detailed view for every patient, every provider and every episode of care, clearly revealing the actual costs of care (to the health system), rather than the charges of care (to the patient).
CASE STUDY: WHEN QUALITY GOES UP COSTS GO DOWN

“[A recent] study by Lee and colleagues is an impressive and important step forward, not just for the University of Utah Health Care system but for the rest of U.S. health care and other health care systems around the world that are focused on value.”

—Michael E. Porter, PhD, Thomas H. Lee, MD, MSc, “From Volume to Value in Health Care: The Work Begins,” JAMA, September 13, 2016

The Perfect Care Index for quality of care increased while costs decreased by 10% in great part due to reduced costs associated with joint prosthesis and shorter hospital stays. Engaging doctors with data from this tool has proven to improve quality and decrease costs.

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IN THE NEWS - CONTRIBUTING TO A NATIONAL SOLUTION

The New York Times

- What are a hospital’s costs? Utah system is trying to learn, Sept. 7, 2015
- Doctors strive to do less harm by inattentive care, Feb. 17, 2015
- Given choice, patients pick cheaper medical procedure for children, Oct. 1, 2014

Harvard Business Review

- Why doctors shouldn’t be afraid of online reviews, Mar. 25, 2016
- Engaging doctors in a health care revolution, Jun. 2, 2014
- Online reviews could help fix medicine, Jun. 3, 2014

The Economist

- Patients around the world are starting to give doctors a piece of their mind. The result should be better care, July 25, 2014

USA Today

- Rethinking hospitals, one data point at a time, June 20, 2014
- Building a bridge between value and volume, Oct. 7, 2014

View articles at uofuhealth.org/transparency

STAT

- She’s calling for a health care revolution. The radical first step: listen to patients, Oct. 17, 2016

Deseret News

- In our opinion: The U’s health care system—the world is paying attention, Oct. 10, 2016

JAMA

- Implementation of a value-driven outcomes program, Sept. 13, 2016
- From volume to value in health care: The work begins, Sept. 13, 2016
- Value-driven outcomes program and health care cost and quality, Sept. 13, 2016

Catalyst

- Why does Utah rank so high in health care? May 2, 2016

NPR

- The Takeaway: Even hospitals are confused about health care costs (audio), Sept. 10, 2015

NIGHTLY NEWS

- Utah hospital cracks the code on better, more affordable care, Nov. 27, 2015

LEADING THE TRANSFORMATION OF ACADEMIC HEALTH CARE

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