MLH Mission, Vision & Values

Mission

Methodist Le Bonheur Healthcare, in partnership with its medical staffs, will collaborate with patients and their families to be the leader in providing high quality, cost-effective patient-and family-centered care. Services will be provided in a manner which supports the health ministries and Social Principles of The United Methodist Church to benefit the communities we serve.

Vision

Methodist Le Bonheur Healthcare is a faith-based healthcare system that, in partnership with its physicians, will be nationally recognized for delivering outstanding care to each patient, achieved through collaboration with patients and their families.

Values

Service ~ Quality ~ Integrity ~ Teamwork ~ Innovation
MLH Overview

• Currently operate 7 hospitals in West TN
  • 6 in Shelby County TN
  • 1 in Fayette County TN
  • Under construction - 100 bed hospital in Desoto County MS scheduled to open in 2013 (Olive Branch)
    • Residential Hospice
• 11,000 Associates
• 2,000 physician partners
• $1.4 billion net revenue
Le Bonheur Children’s Hospital

We ranked Top 50 in:
• Neurology/Neurosurgery
• Orthopedics
• Pulmonology
• Nephrology
• Cardiology/Heart Surgery
Outpatient Growth

• MLH received more than 330,000 outpatient visits in 2011

• Outpatient visits include:
  • Hospital-based OP procedures
  • Eight diagnostic centers
  • Five surgery centers
  • Four Methodist Minor Medical Centers
  • Four Le Bonheur Urgent Care Centers
  • Home Care
Serving the entire community

Be treated well.
Physician Alignment

- UT/Le Bonheur Pediatric Services (ULPS) - 115 physicians joint venture with UT
- Specialty Physicians Group (SPG) - 26 physicians specialists
- Primary Care Group (PCG) - 43 primary care physicians
- The West Clinic - 35 physicians in a PSA
- UT/Methodist Physicians (UTMP) - 90 physician multispecialty group (pending)
Quality Reporting

Progress Towards Meeting LeapFrog's Standards

- Willing to Report
- Some Progress
- Substantial Progress
- Fully Meets Standards

Methodist Healthcare 2011 LeapFrog Group Hospital Ratings

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<tr>
<th>LeapFrog Standard</th>
<th>University</th>
<th>South</th>
<th>North</th>
<th>Germantown</th>
<th>Fayette</th>
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<tr>
<td>Prevent Medication Errors</td>
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<td>Appropriate ICU Staffing</td>
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<td>Steps to Avoid Harm</td>
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What do business leaders want?

• Wellness solutions for their employees
• Most business are shifting decision-making accountability to employees (HSAs, etc.)
• They are looking to healthcare providers for innovations to improve quality and efficiency
Memphis Accountable Care Home 1 (MACH1)

- First ACO/PCMH Project is with Cigna
- Go-live was 08/01/11
- Was the first CIGNA pilot with multiple independent practices
- Total attributed patients to date – 18,423
- Expected to double in size in 2013
- MACH1 practices must meet quality metrics including:
  - Exceed market quality standard by 5%
  - NCQA PCMH Accreditation/Transformation
  - EMR Implementation and expansion
- Other ACO Projects will follow with other payers (BCBS)
MLH Partnering with BCBS - Tennessee

- Working together in innovative ways to accomplish our goals
- Jointly developing a framework for an ACO serving Memphians and region
- Collaborating to implement performance-based measures to ensure quality & reduce costs
Employer-based wellness clinics

Nurse Practitioner Model

• Shelby County Schools, City of Memphis, Hollywood Casino
  • Episodic Care
  • Employment Related Injuries
  • Pre-Employment Physicals
  • On-site Random Drug Screens
  • Can Dispense Medications On-Site
  • Disease Management
Employer-based wellness clinics

RN Model

- International Paper
  - Employee Health Screenings
  - Targeted Education
  - Disease Management
  - Travel/Seasonal Vaccines
  - Ergonomic Assessments
  - Lifestyle Management