

Webinar Agenda

A Value Based Approach to Healthcare Leadership

- Preserving the value thought in a pandemic
- Why Outcomes Measurement is Critical
- Innovations in PROMs Collection
- What about PREMs?

Chair: Alice Andrews, PhD

Chairperson

Alice Andrews, PhD



Sponsors

The Medtronic logo, featuring the word "Medtronic" in a bold, blue, sans-serif font.The Humana logo, featuring the word "Humana" in a bold, green, sans-serif font.

Exhibitors



Housekeeping

- We would like to thank our sponsors and exhibitors.
- Attendee cameras and audio are disabled.
- We are recording the webinar. Details of how to access the recording will be provided after the event.
- Please submit questions via the Q&A function. We will endeavor to respond to all questions during the webinar. We will respond to any unanswered questions in the post webinar Conference Series Resources.
- If you experience localized technical difficulties, please re-enter on the link sent to you. If there are wider technical challenges, we will provide a recording.

Sponsors

The Medtronic logo features the word "Medtronic" in a bold, blue, sans-serif font.The Humana logo features the word "Humana" in a bold, green, sans-serif font.

Exhibitors



ICHOM Conference Series 2020

2nd Webinar · 24th June · 15:00 BST/ 10:00 EST/ 16:00 CEST



Webinar Agenda

A Value Based Approach to Healthcare Leadership

- Preserving the value thought in a pandemic
- Why Outcomes Measurement is Critical
- Innovations in PROMs Collection
- What about PREMs?

Chair: Alice Andrews, PhD

Speakers



Dr Andrea Pusic



Dr Sally Lewis



Dr Marc Harrison



Dr Brian Donley

Sponsors

Medtronic

Humana

Exhibitors



Dr Andrea Pusic



Sponsors

Medtronic

Humana

Exhibitors



BRIGHAM HEALTH



BRIGHAM AND
WOMEN'S HOSPITAL

Prioritizing PROMs Through (and Beyond) the Pandemic

Andrea Pusic MD MHS FACS FRCSC

Chief, Plastic and Reconstructive Surgery, Brigham and Women's Hospital

Joseph E. Murray Professor of Surgery, Harvard Medical School

Director, Patient-Reported Outcomes, Value and Experience (PROVE) Center



HARVARD MEDICAL SCHOOL
TEACHING HOSPITAL

A FOUNDING MEMBER OF
PARTNERS
HEALTHCARE

Perspectives on Outcomes

Clinician-reported
Outcomes



Patient-reported
Outcomes





How Cataract
Surgery Can
Restore Your
Quality Of Life



Spine Surgery

Towards A Better Quality Of Life



Quality of Life Benefits

Gastric Sleeve Surgery

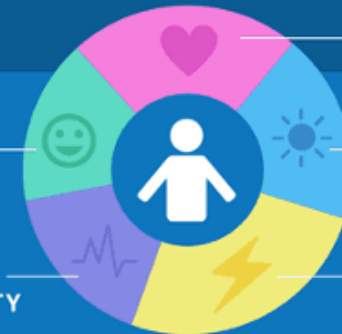
LESS ANXIETY
& DEPRESSION

REDUCED
DISABILITY

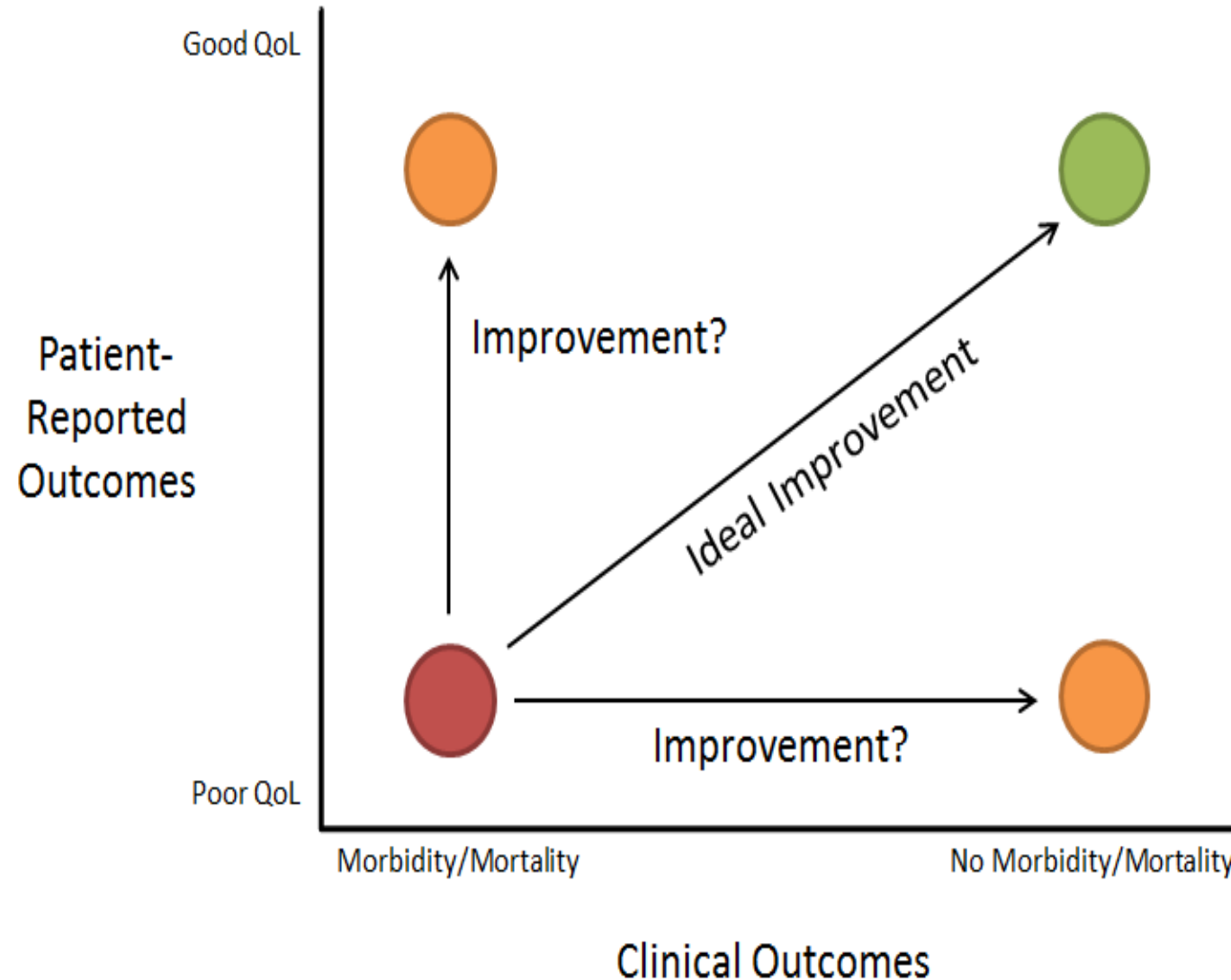
ROMANTIC
INTERESTS

BOOSTS SELF
CONFIDENCE

STAMINA
AND ENERGY



Optimizing Outcomes in Healthcare

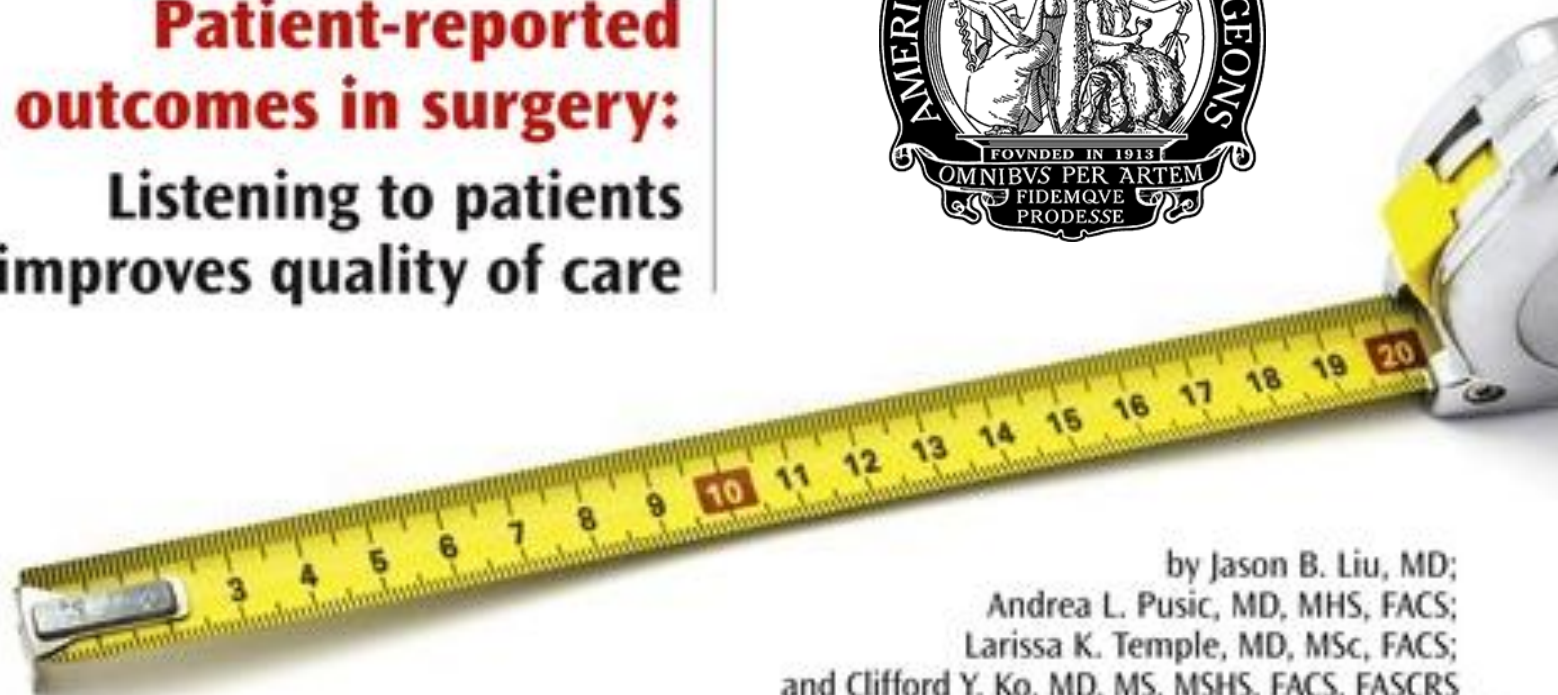




ICHOM International Consortium for Health Outcomes Measurement

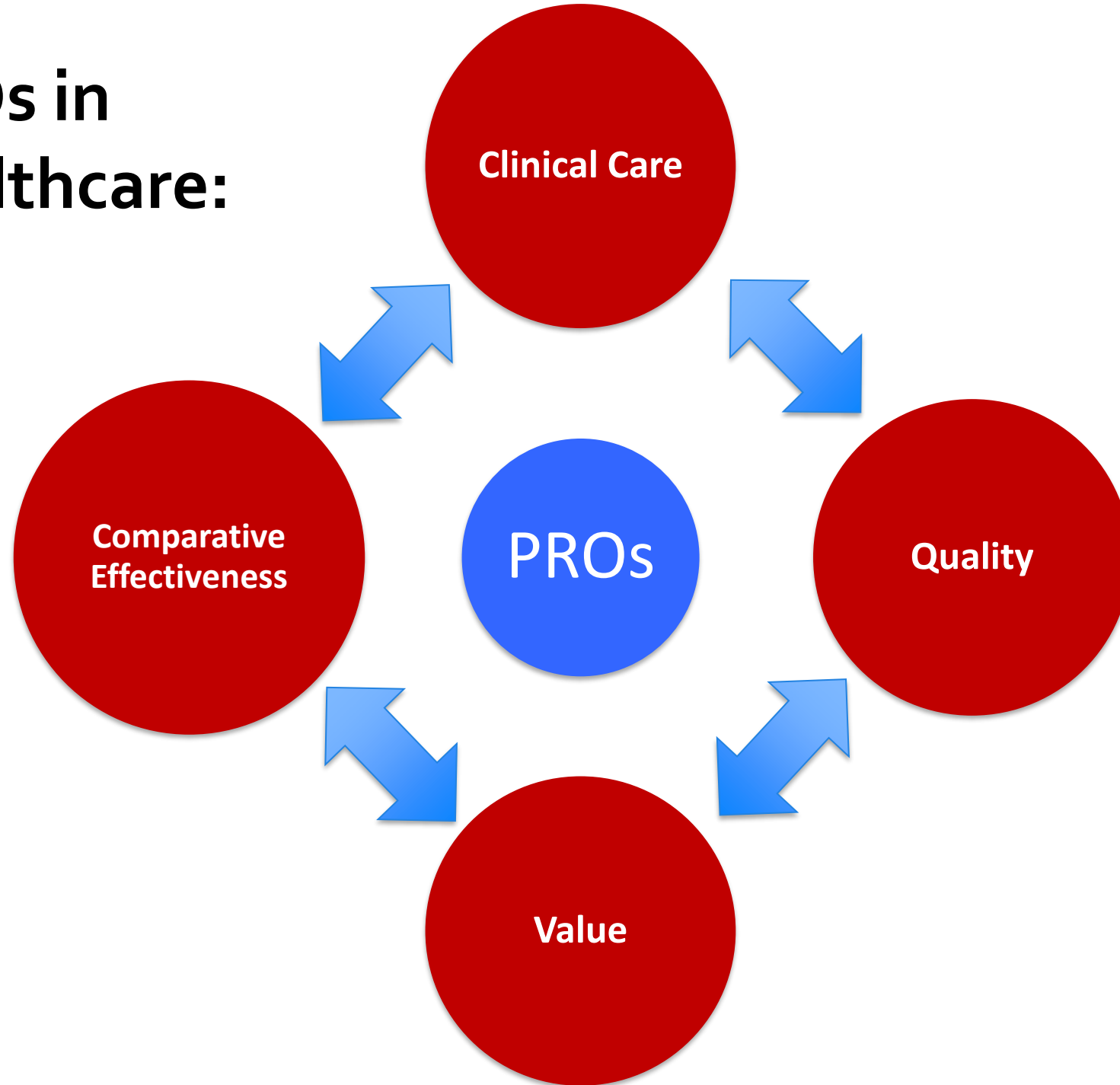
$$\text{Value} = \frac{\text{PRO}}{\text{C}}$$

**Patient-reported
outcomes in surgery:**
Listening to patients
improves quality of care



by Jason B. Liu, MD;
Andrea L. Pusic, MD, MHS, FACS;
Larissa K. Temple, MD, MSc, FACS;
and Clifford Y. Ko, MD, MS, MSHS, FACS, FASCRS

PROs in Healthcare:

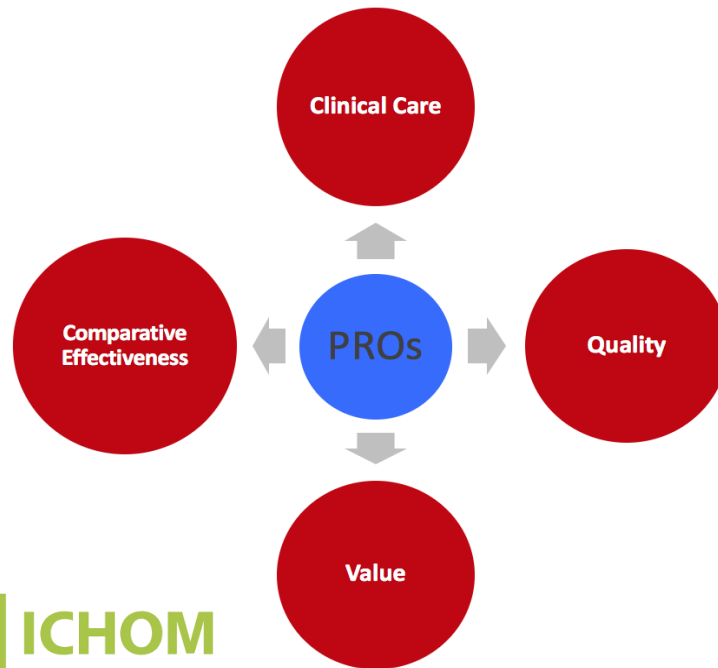




imPROVE

Next Generation Patient-Reported Outcomes System

Breast Cancer Care



HARVARD
BUSINESS SCHOOL

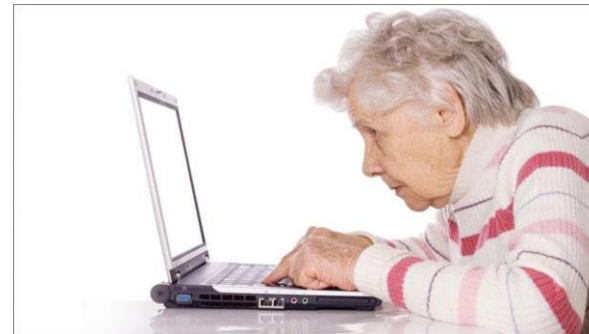


A transformative, collaborative approach to collection and reporting of PRO data for breast cancer patients to support clinical care, research, quality improvement and discernment of value.



Breast Cancer Care

Maintain
connection with patients through
tailored assessment, feedback and
access to resources

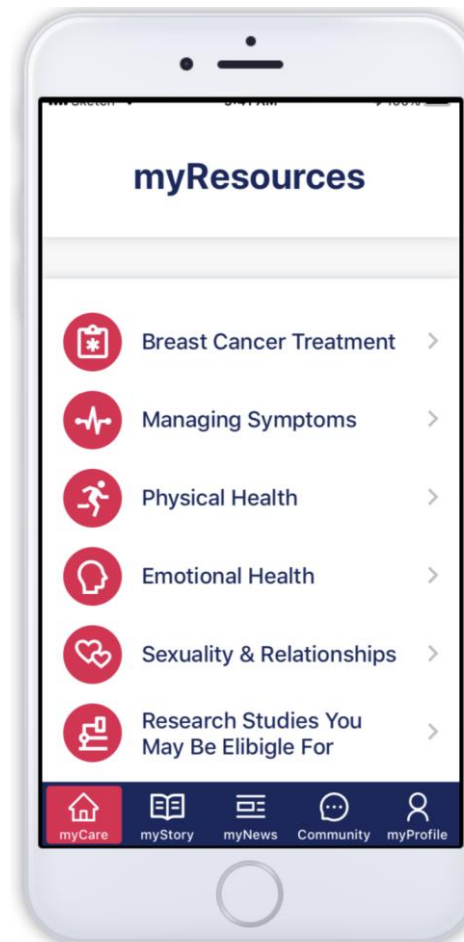
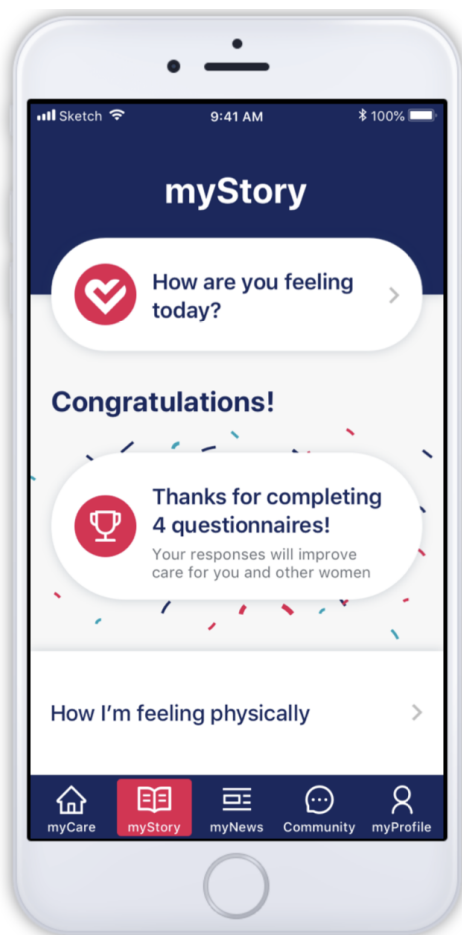




imPROVE

Next Generation Patient-Reported Outcomes System

Breast Cancer Care



Key Points

- PROs data is essential to advancing clinical care, quality, value and comparative effectiveness.
- Patients can be engaged to report PROs and receive tailored feedback and access to resources.
- This is especially valuable with COVID-19 constraints on in-person visits.





Thank you!



Dr Sally Lewis



Sponsors

Medtronic

Humana

Exhibitors



Value-based healthcare in Wales

The impact of the pandemic

Key points to take home

- A focus on outcomes is essential for maintaining equitable patient outcomes during the pandemic
- Innovation was possible at huge speed and was 'sticky'
- Post Covid-19 recovery – stop, resume and reset for high value

Dr Brian Donley



Sponsors

Medtronic

Humana

Exhibitors



A Value-Based Approach to Healthcare Leadership

Brian Donley, MD
Cleveland Clinic London

Cleveland Clinic

Physician led

Not for profit

Research

Education



Cleveland Clinic London



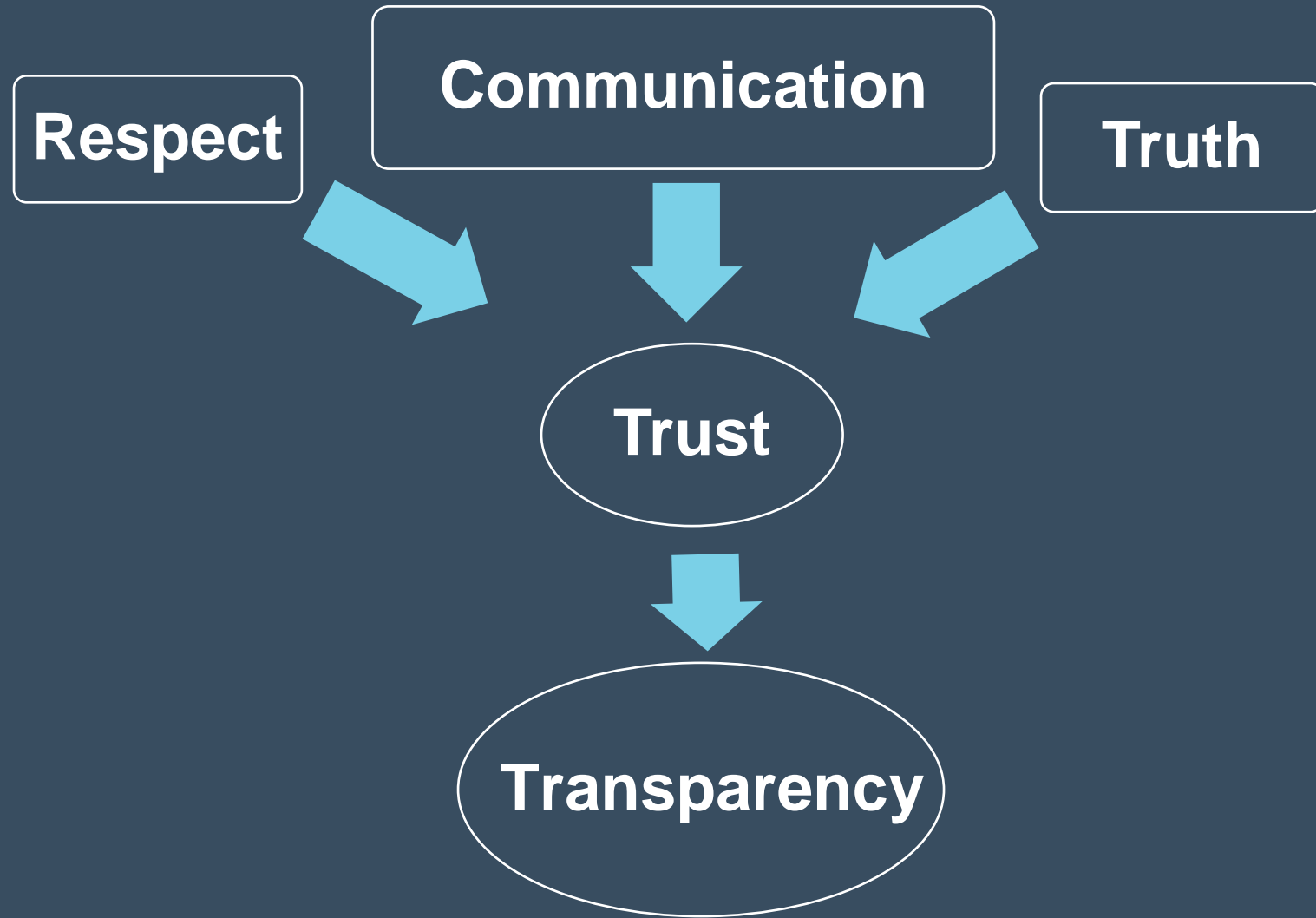
Whose outcome?



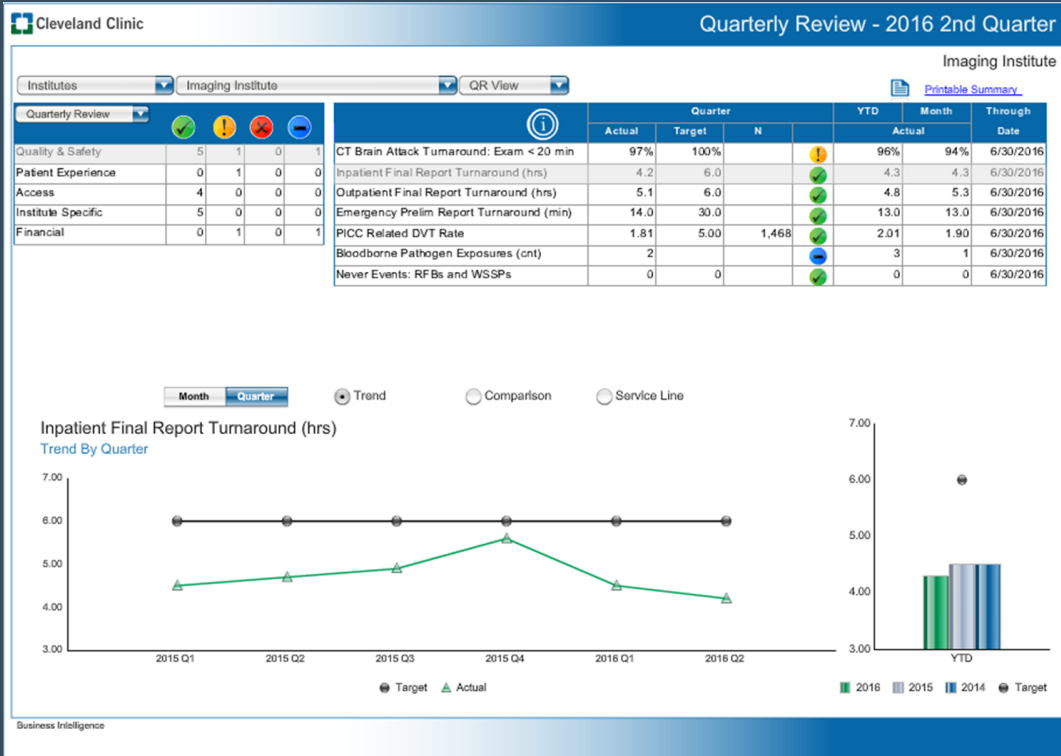
Value Based Healthcare Pillars

- Humility
- Transparency
- Teamwork
- Empathy





Transparency



Find a Doctor / **James Gutierrez, MD**



James Gutierrez, MD

DEPARTMENT Community Internal Medicine
 PRIMARY LOCATION Richard E. Jacobs Health Center
 TYPE OF DOCTOR Adults Only
 LANGUAGES English
 SURGEON No

[Watch Video](#)

★★★★★ 4.9 out of 5
 100 Patient Satisfaction Ratings
 4 Patient Comments

100 Patient Satisfaction Reviews

The Patient Satisfaction Rating is an average of all responses to the care provider related questions shown below from our nationally-recognized Press Ganey Patient Satisfaction Survey. Patients that are treated in outpatient or hospital environments may receive different surveys, and the volume of responses will vary by question.

Responses are measured on a scale of 1 to 5 with 5 being the best score.

The comments are submitted by patients and reflect their views and opinions. The comments are not endorsed by and do not necessarily reflect the views of Cleveland Clinic.

Overall		★★★★★ 4.9 out of 5
Explains	5	★★★★★
Listens	5	★★★★★
Courtesy, Respect & Concern	5	★★★★★
Knows Medical History	4.8	★★★★★
Time Spent with Patient	4.9	★★★★★
Patient Rating of Doctor	4.9	★★★★★

Teamwork

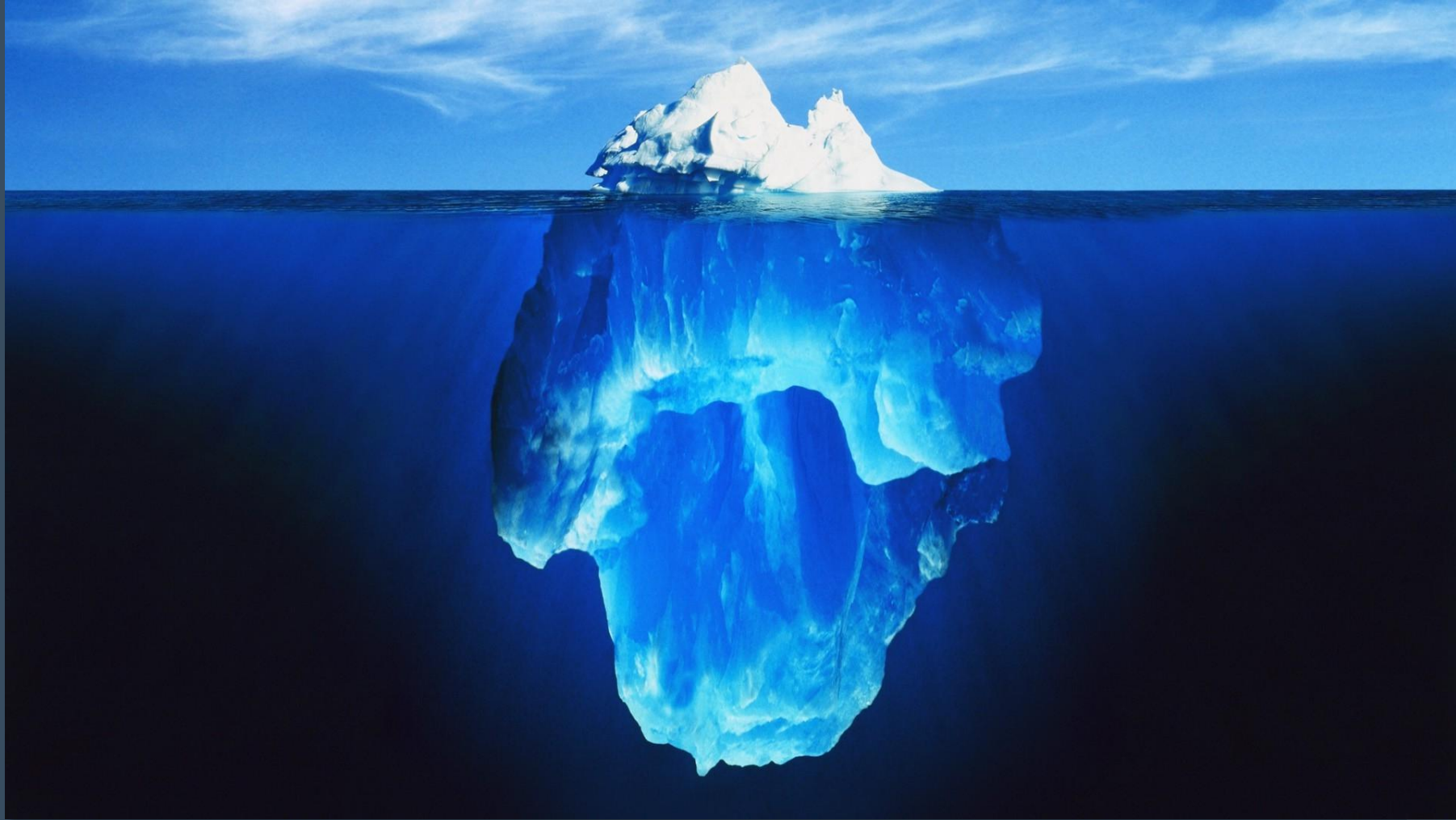


CC Improvement Model



- Every caregiver
- Capable
- Empowered
- Expected

Key Takeaway





Every life deserves world class care.

Dr Marc Harrison



Sponsors

Medtronic

Humana

Exhibitors





The Imperative for Value in a Post-COVID World

June 24, 2020

Marc Harrison, MD

President & CEO

What Once Required a Crystal Ball is Now Crystal Clear

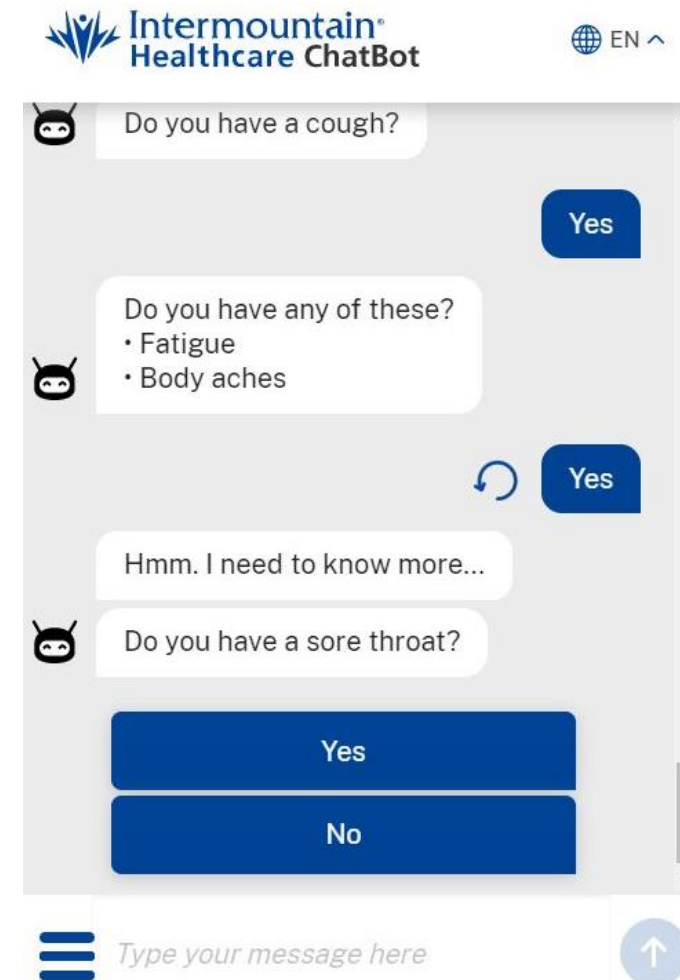
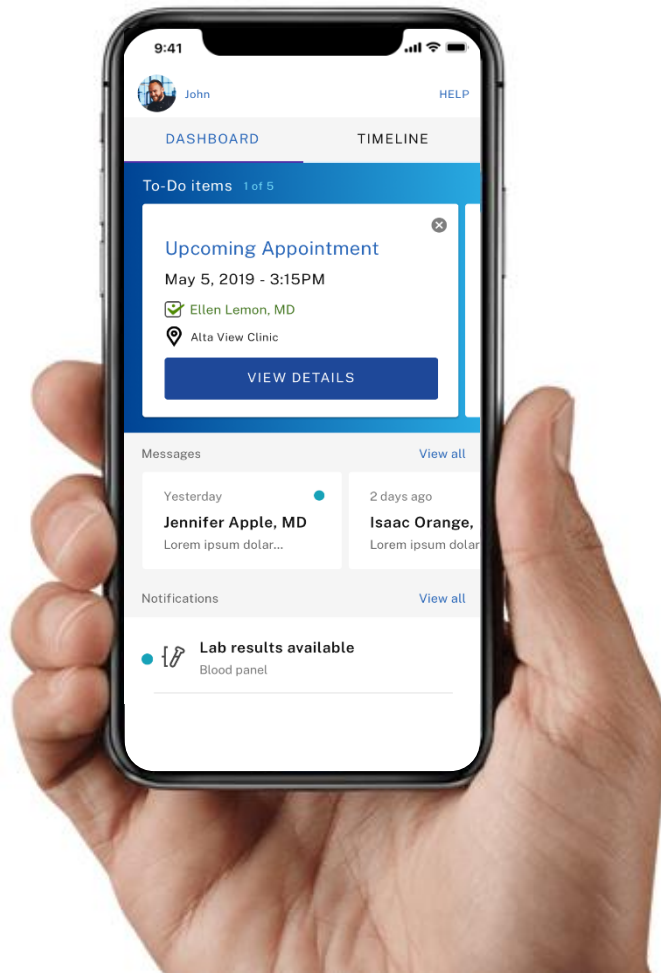
Last Three Years...

Massive telehealth investment
Focus on where consumers are
Invest in digital tools
Move upstream

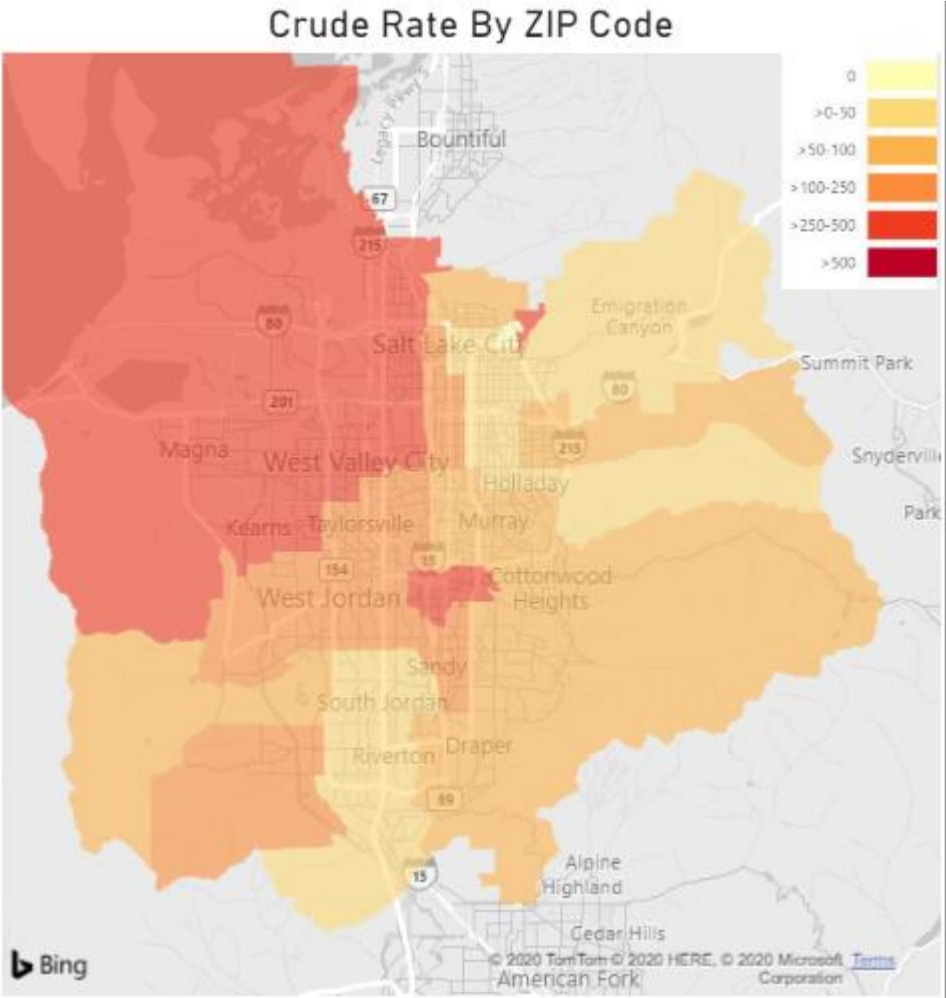
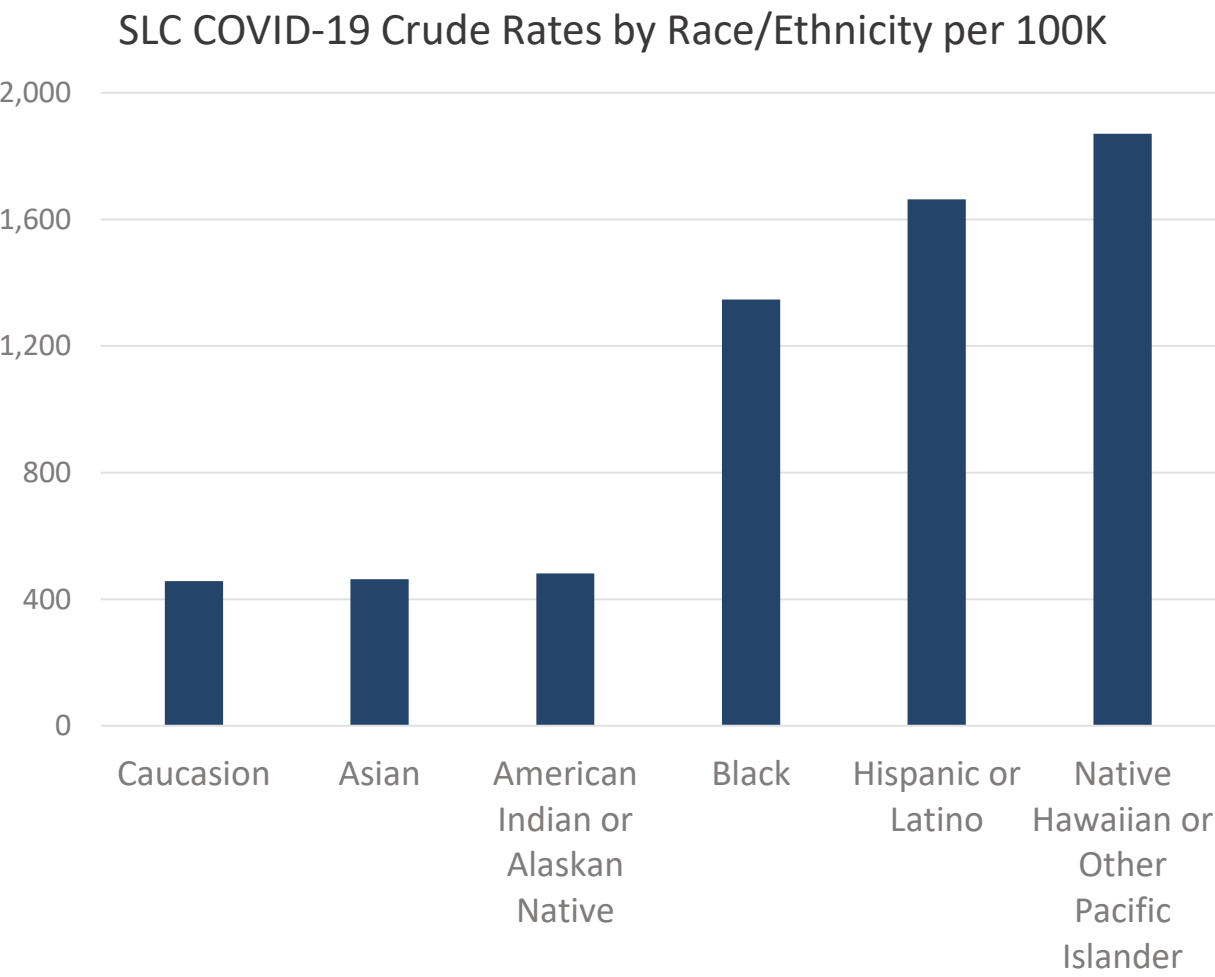
Now...

1,000,000 Connect Care
interactions
Intermountain at Home expansion
My Health+ launched
SDOH demonstrating early
success

How Can We Better Empower and Serve Consumers?



Value-Based Care Must Be for Everyone



Affordability the Next Crisis?

1/4 pay for their care by...

- Taking on debt
- Borrowing from family/friends
- Borrowing from retirement savings
- Getting another job
- Selling belongings
- Borrowing from home's equity
- Combining debt or declaring bankruptcy

While 1/4 skip care altogether

Meeting Consumers Where They Are, Giving Patients a Seat at the Table

July Virtual Conference

Wednesday 29th July

The Healthcare System of the Future

Exploring the importance of VBHC

The role of VBHC in Virtual Medicine

New research results will be revealed from WEF, EIT and ICHOM

Plus Plenary Sessions, Concurrent Streams, Networking and Exhibition Areas

Sponsors

The Medtronic logo features the word "Medtronic" in a bold, blue, sans-serif font.The Humana logo features the word "Humana" in a bold, green, sans-serif font.

Exhibitors

