

Advancing Healthcare:

Quality Metrics for a Reinvented Future



Craig Samitt, MD, MBA
President & CEO, BCBSMN

Digital Quality Summit
July 17, 2019



**BlueCross
BlueShield**
Minnesota

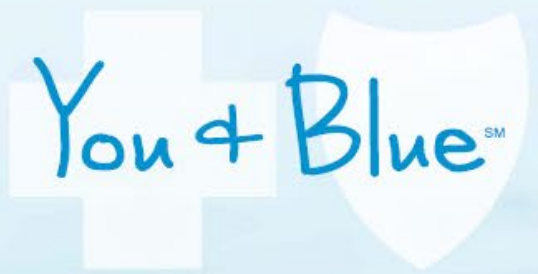


TIME

The Good Life In Minnesota

Gov. Wendell Anderson





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KOREA DAEWOO'S CHIEF
IN EXILE

GERMANY BEHIND DAIMLER'S
HUGE LOSS

HIGH TECH MOTOROLA'S
BIG GAMBLE

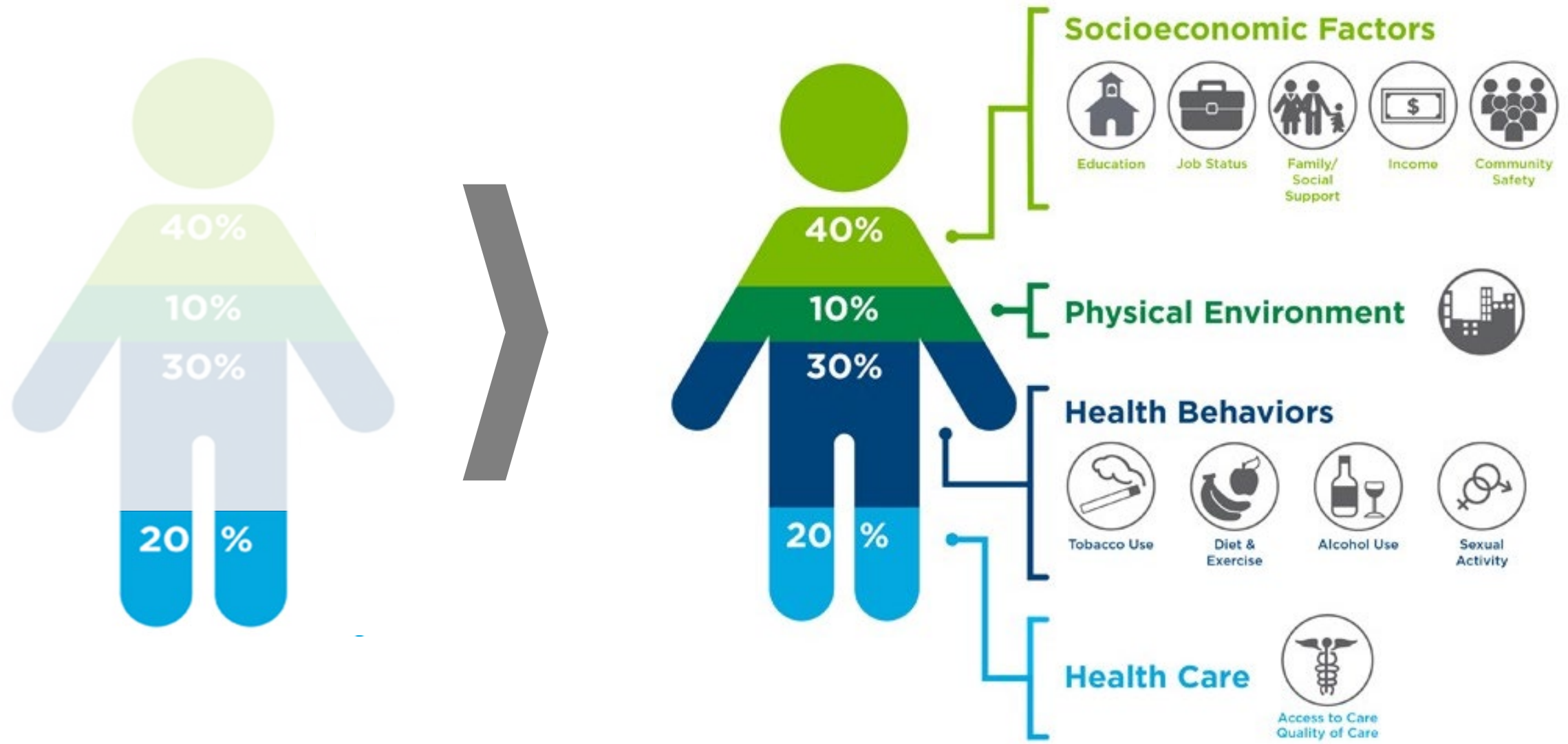
BusinessWeek

INTERNATIONAL EDITION / FEBRUARY 5, 1996

A PUBLICATION OF THE MCGRAW-HILL COMPANIES



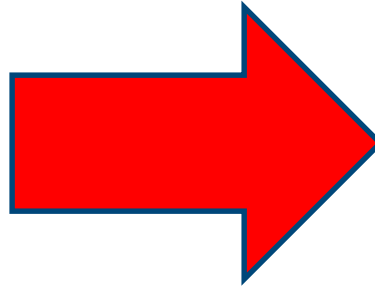
THE FALL OF AN AMERICAN ICON



Meet David today



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HYPERTENSIVE
OBESE
NON-COMPLIANT
DIABETIC
ADULT

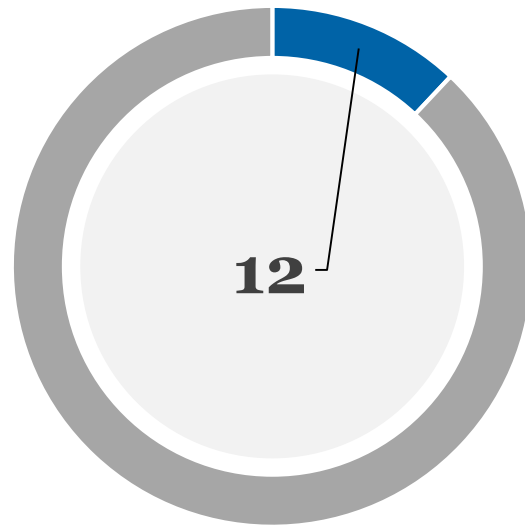


And David Tomorrow



TESLA
TECH ENABLED
EXERCISED
SELF-MOTIVATED
LIVING BETTER
ACTIVE

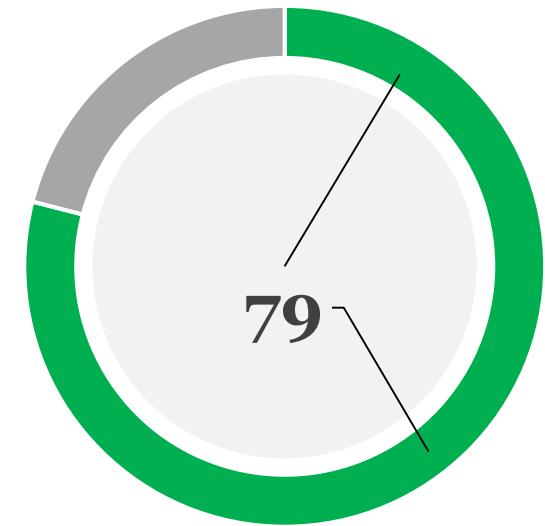
Average net promoter score



**Health
insurance**



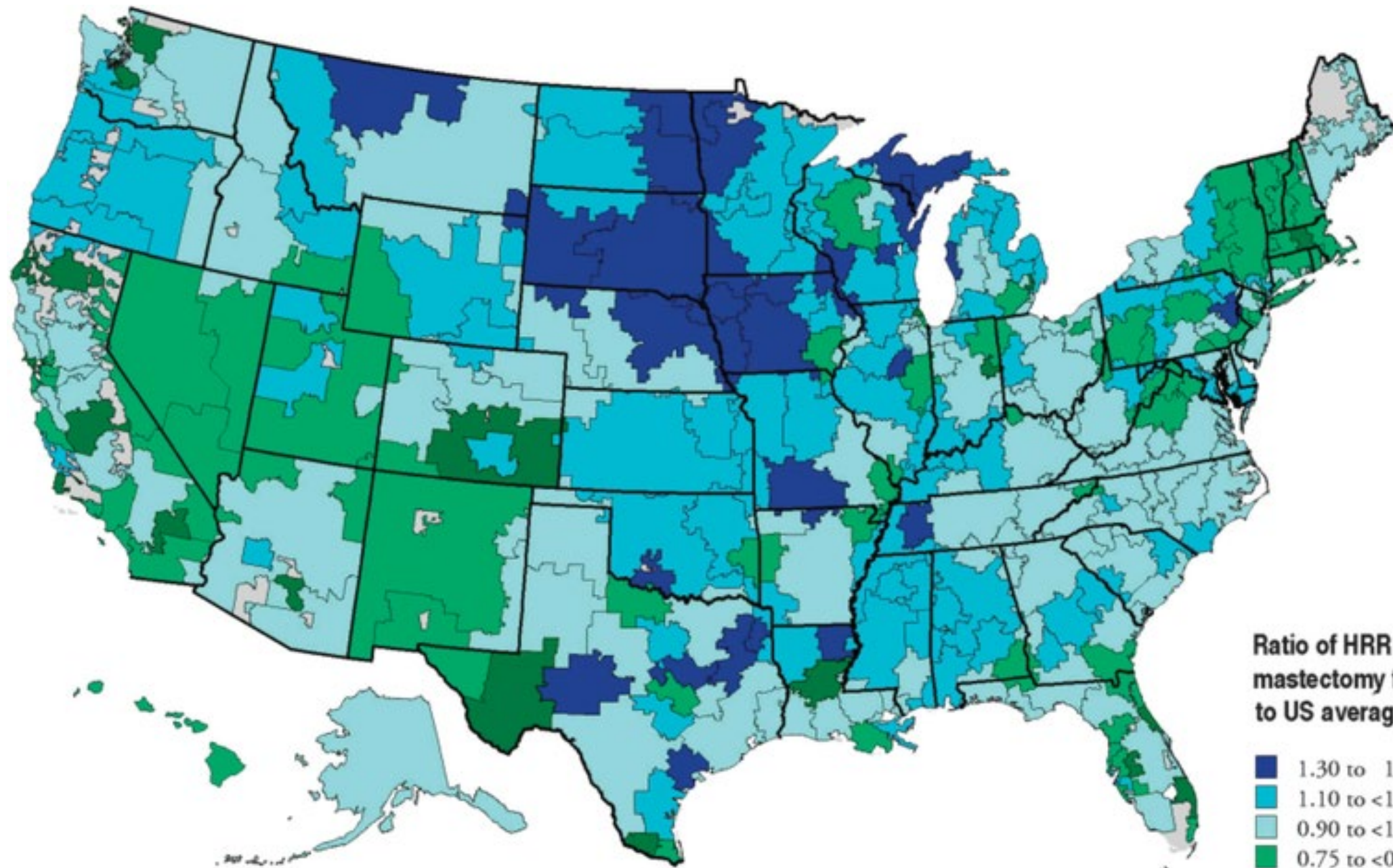
**Primary
care**



Costco

A white front-loading washing machine is shown in a laundry room. The top of the machine is completely covered by a large, overflowing mound of thick white foam that has spilled out of the door. The background is a brick wall, and to the left is a black step ladder, and to the right is a blue dustpan and a black vacuum cleaner.

More is not always better.



Ratio of HRR rate of mastectomy for breast cancer to US average (1994–1995)

1.30 to 1.80	(26)
1.10 to <1.30	(86)
0.90 to <1.10	(112)
0.75 to <0.90	(63)
0.47 to <0.75	(19)
Not Populated	



Minnesota health costs could double to \$94 billion by 2026

State report says potential cost surge brings sustainability concerns.

BY CHRISTOPHER SNOWBECK, STAR TRIBUNE
FEBRUARY 28, 2019 | 12:57PM

The overall cost of health care in Minnesota grew at a relatively low rate during 2016, according to a new state report, but the broader trend points toward a likely doubling of expenses over the next decade.

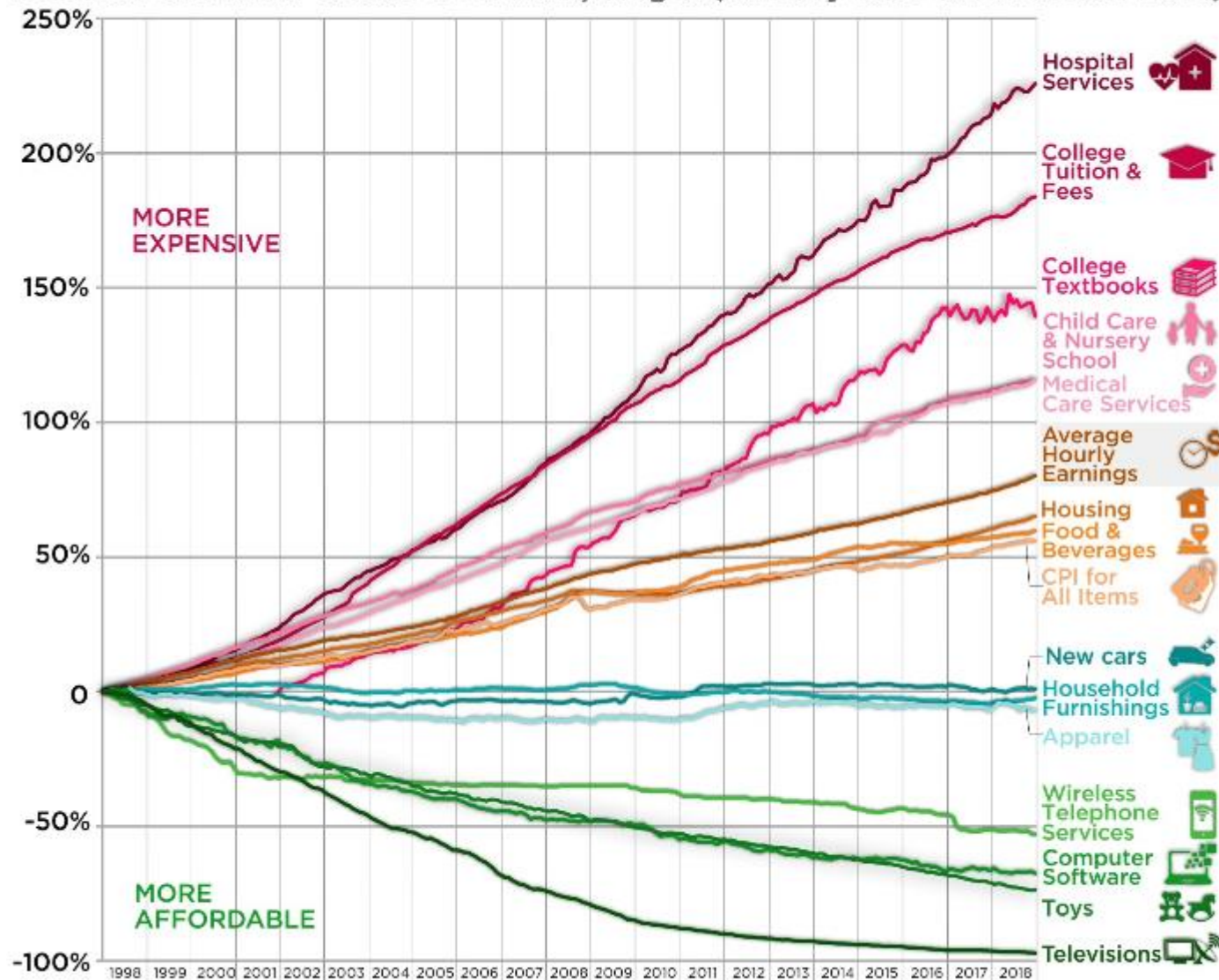
Total health costs in 2016 came in at \$47.1 billion, a 4 percent increase over the previous year, according to the annual study by the Minnesota Department of Health. The report cited relatively low payments to health insurers that manage care in state public health insurance programs as contributing to the low growth rate.

Long-term projections, however, suggest annual health care spending over the next decade will double to \$94.2 billion in 2026. That means Minnesota would be spending \$1 out of every \$6 generated by the state's economy on health care.

"While growing health care spending could be a feature of economic growth that we as a society accept, indications are that stakeholders virtually across the board worry about the sustainability of trends," the report states. "Cost containment will be challenging: there appears to be no single solution to effectively curtail health care spending growth."

20 Years of Price Changes in The United States

Selected Consumer Goods & Services, Wages (January 1998 to December 2018)



Article & Sources:
<https://howmuch.net/articles/price-changes-in-usa-in-past-20-years>
CPI and other price indices - Bureau of Labor Statistics - <https://data.bls.gov/PDQWeb/cu>
Average hourly earnings - Bureau of Labor Statistics - <https://data.bls.gov/timeseries/CES0500000000>

Can Mount Sinai be serious? The answer is a resounding yes. In fact, we couldn't be more serious.

Mount Sinai's number one mission is to keep people out of the hospital. We're focused on population health management, as opposed to the traditional fee-for-service medicine. So instead of receiving care that's isolated and intermittent, patients receive care that's continuous and coordinated, much of it outside of the traditional hospital setting.

Thus the tremendous emphasis on wellness programs designed to help people stop smoking, lose weight and battle obesity, lower their blood pressure and reduce the risk of a heart attack. By being as proactive as possible, patients can better maintain their health and avoid disease.

Our Mobile Acute Care Team will treat patients at home who would otherwise require a hospital admission for certain conditions. The core team involves physicians, nurse practitioners,

registered nurses, social workers, community paramedics, care coaches, physical therapists, occupational therapists, speech therapists, and home health aides.

Meanwhile, Mount Sinai's Preventable Admissions Care Team provides transitional care services to patients at high risk for readmission. After a comprehensive bedside assessment, social workers partner with patients, family caregivers and healthcare providers to identify known risks such as

problems with medication management and provide continuing support after discharge.

It's a sweeping change in the way that health care is delivered. And with the new system comes a new way to measure success. The number of empty beds.

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mountsinai.org/myhealth



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by YEEHAO

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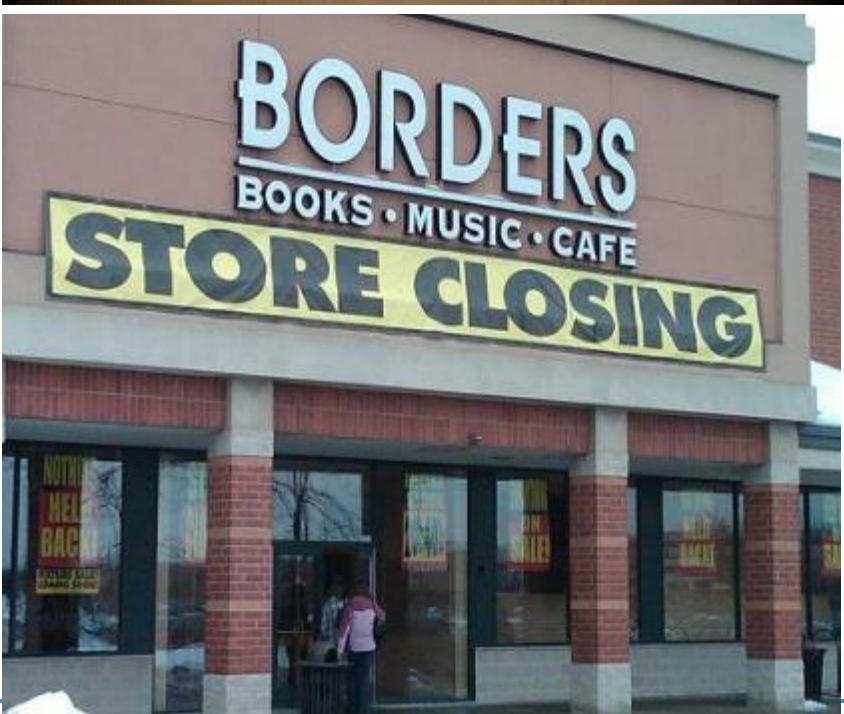
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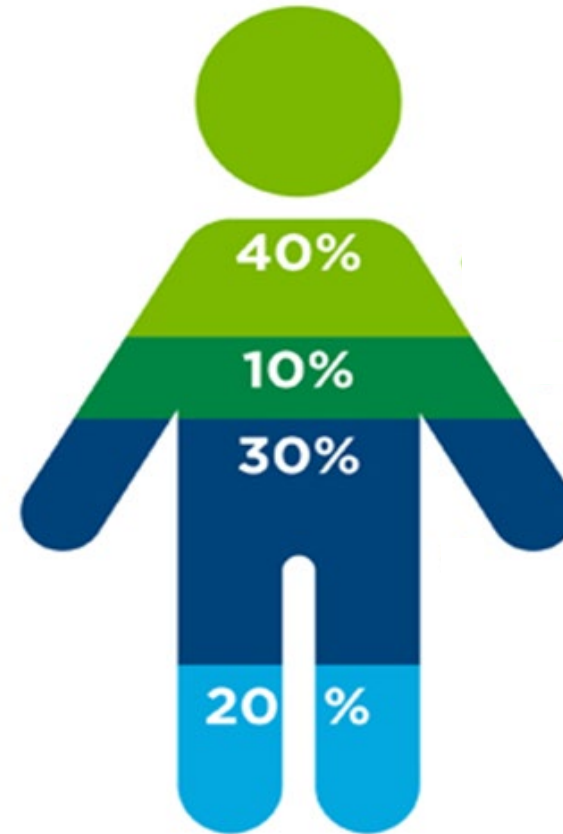
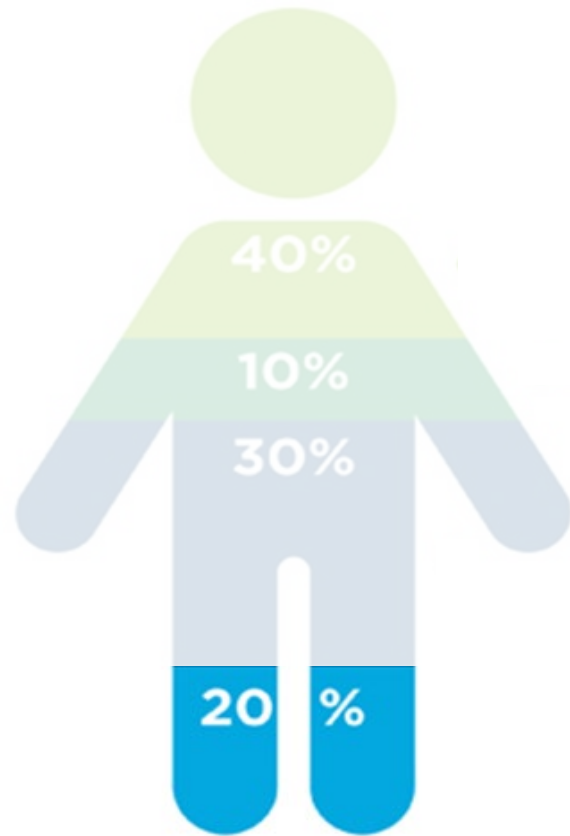




From Mostly Clinical Quality Metrics

Broadened to Health Quality Metrics

Clinical
Preventive
Procedural



Health Transformative
Consumer Engaged
Appropriate
Consistent
Equitable
Affordable
Transparent
Shoppable
Referable
Convenient
Digital
Clinical
Preventive
Procedural

Thank You.

Craig E. Samitt, M.D., MBA
President & CEO
BCBSMN and Stella

craig.samitt@bluecrossmn.com

