Dynamics: Integrated Pushes/Pulls for Improvements in Quality & Results

Benefit Plan Sponsors
Employer • Union • Government

Expectations

Individually
- Best effective use of health care
- Improved health

Expectations

Collectively
- Price
- Quality
- Access

Quality "Monitors" – e.g., JCAHO, NCQA, NQF, Coalitions, Leapfrog, AQPC)

Expectations

Varies by Group
- Quality
- Patient Safety
- Disclosure
- Privacy

Government
State • Federal

Expectations

Fed + Varies by State
- Cost Discipline
- Quality
- Compliance with Regulations

Insurers

Expectations

Varies by Group
- Cost Discipline
- Quality

Health Professionals

Affordable Quality Care

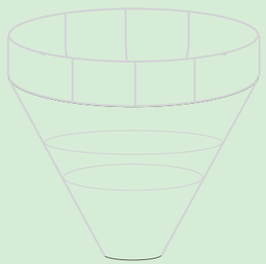
Benefit Plan Participants

Activates & Accelerates Demands & Actions

Health Promotion • All Employees
- Develop Expectations
- Develop Skills/Competencies
- Core Resources
- Some Population-Based Care

Disease Management
- Develop Expectations
- Skills for Chronic Disease
- Key Resources

Nurse Mentors
- Teach / Coach
- Support
- Connect

Flexible Benefit Structure
- Personalized Care
- More Voice to Pts & Drs
- Respond to Innovations

Claims Payors
- Pay for Services
- Connect Resources