



Aurora Health Care®

Culture that Make Teams Successful

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SVP, Academic Affairs, Aurora Health Care

WHA – November 2014

Our Agenda



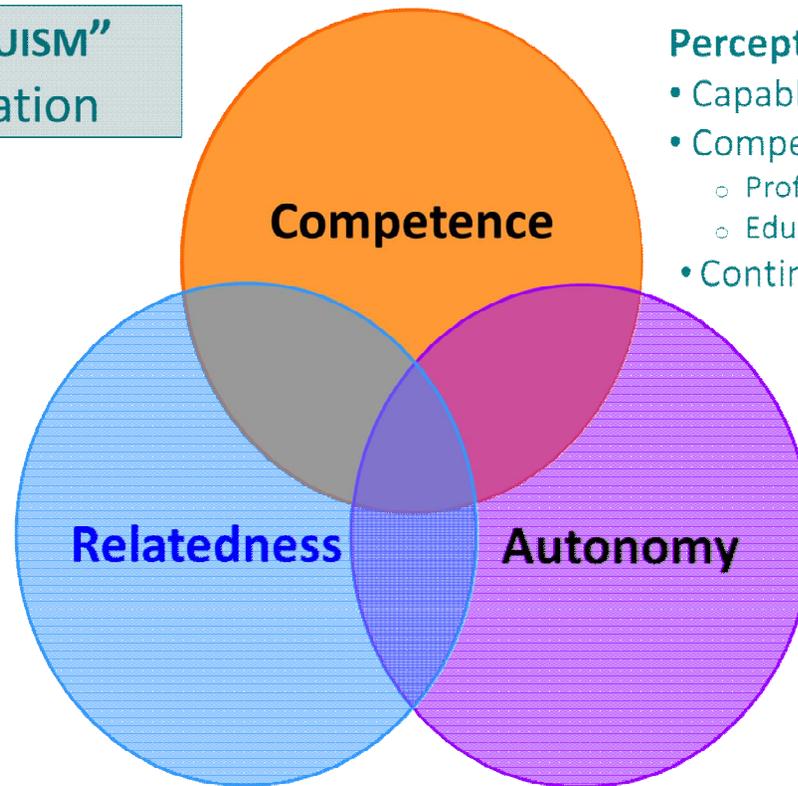
- 1) Is there a burning platform for change?
(10 minutes)
- 2) What are the elements of a team-based care culture? *(20 minutes)*
- 3) Questions/discussion *(15 minutes)*

Purpose: 3 Basic Psychological Needs MUST be fulfilled

MOTIVE: "ALTRUISM"
Self-Determination

Desire feel connected

- Feeling **valued** & accepted
- Feeling of belonging to group/community
- Peers, Patients, "Dean", Students...



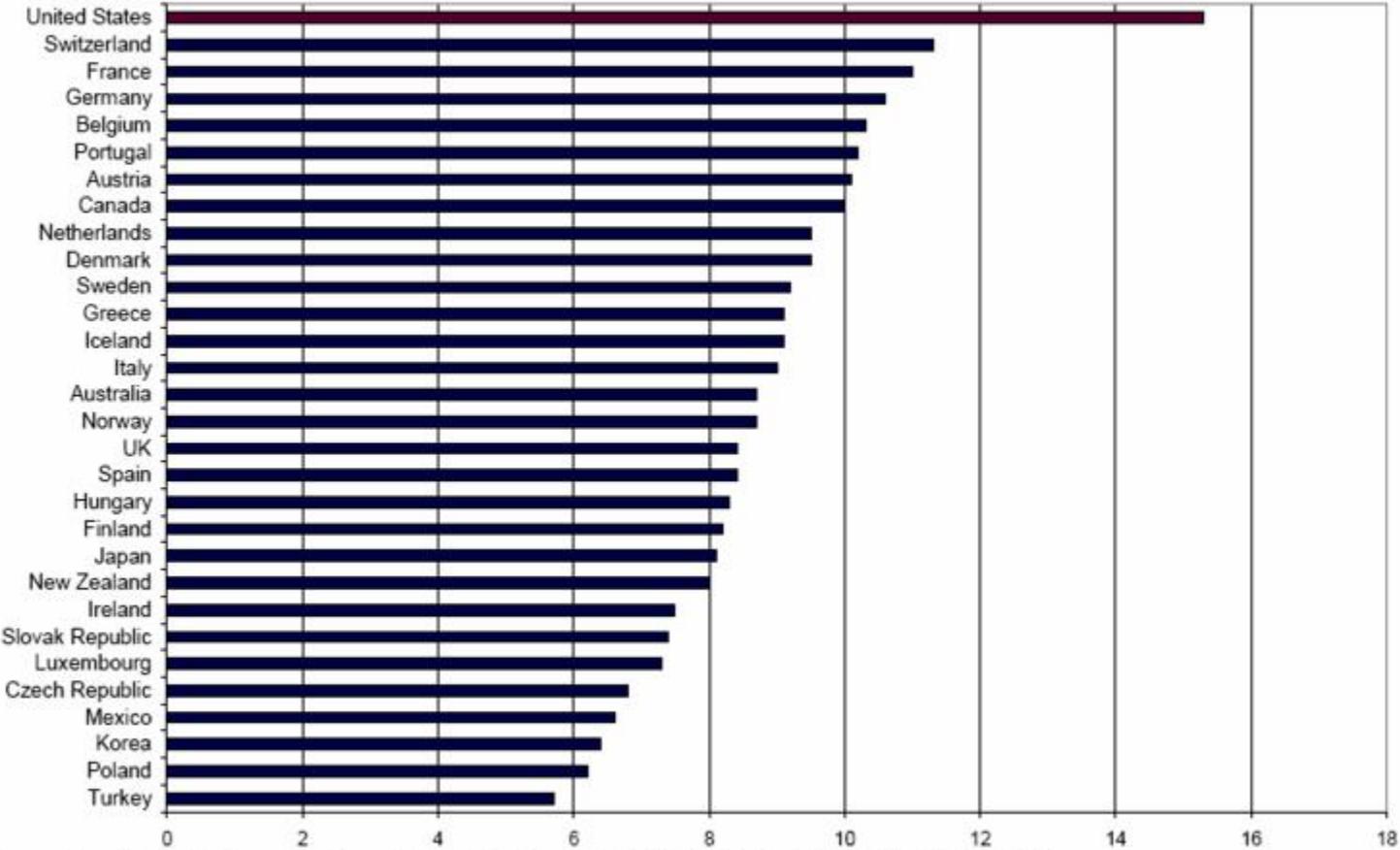
Perception - Feeling effective!

- Capable of achieving goal
- Competent as
 - Professional expertise
 - Educator/Teacher
- Continue to learn

Direct own behavior

- Perception of having a choice
- Opportunity for Self Direction
- Volition/Control

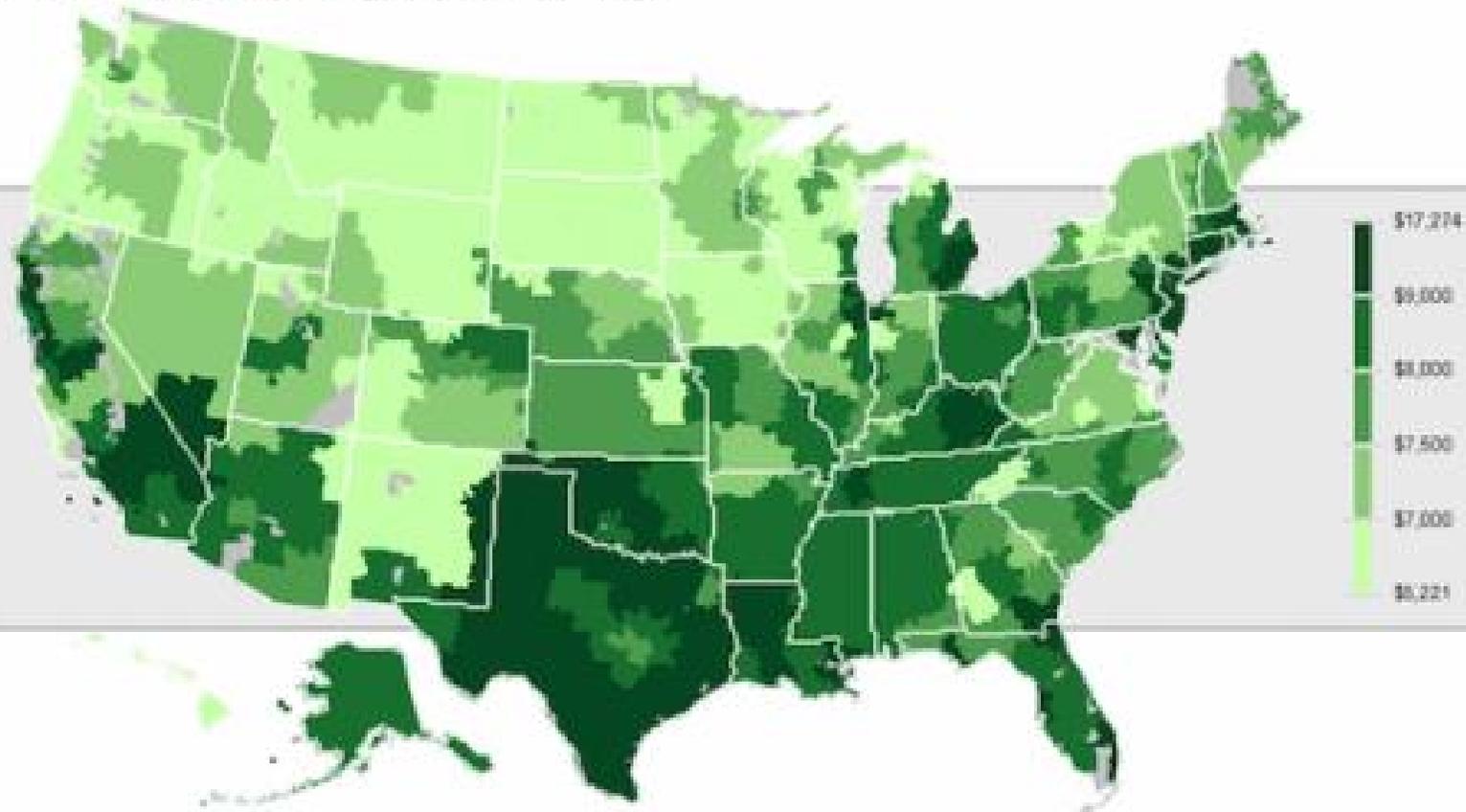
Healthcare Spending as % GDP



Source: Organization for Economic Cooperation and Development, OECD Health Data, 2008 (Paris: OECD, 2008).
Note: For countries not reporting 2006 data, data from previous years is substituted.

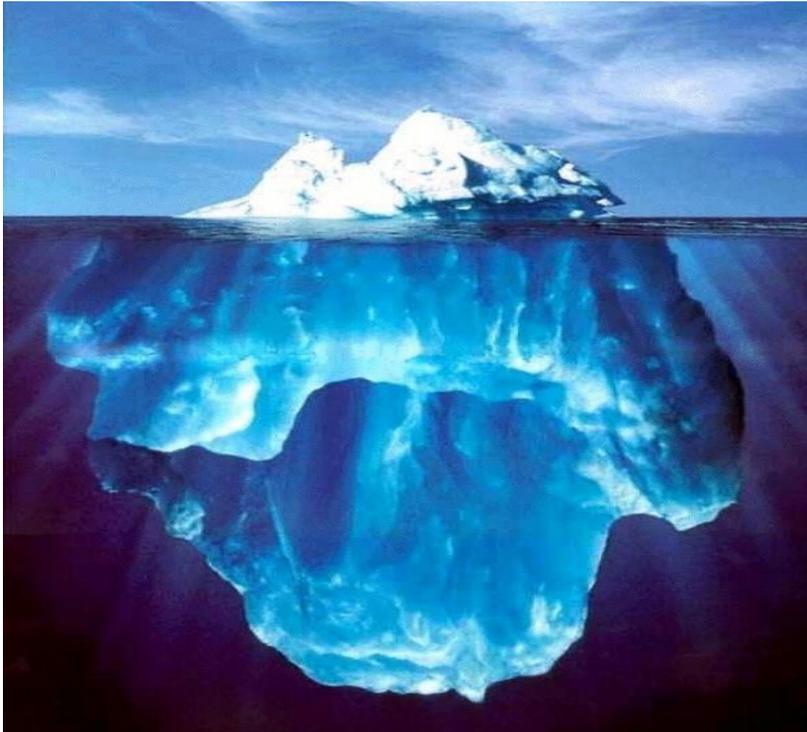
Medicare Reimbursements Per Enrollee

2007 Medicare Reimbursements by Hospital Referral Region



Click to go to KHN interactive map. Source: The Dartmouth Atlas Project.

Where we spend our \$\$\$



We spend the largest number of resources on the smallest percentage of the population

Acute Care /Advanced Illness

- Episodic
- Patient needs our services
- Utilize most resources
(3% population/29% of cost)

Tertiary Prevention

Manage chronic conditions
(7% population/23% cost)

Secondary prevention

Early detection screenings
At Risk (10% population/19% cost)
Stable (30% population/22% cost)

Primary Prevention

Healthy (50% population/7% cost)

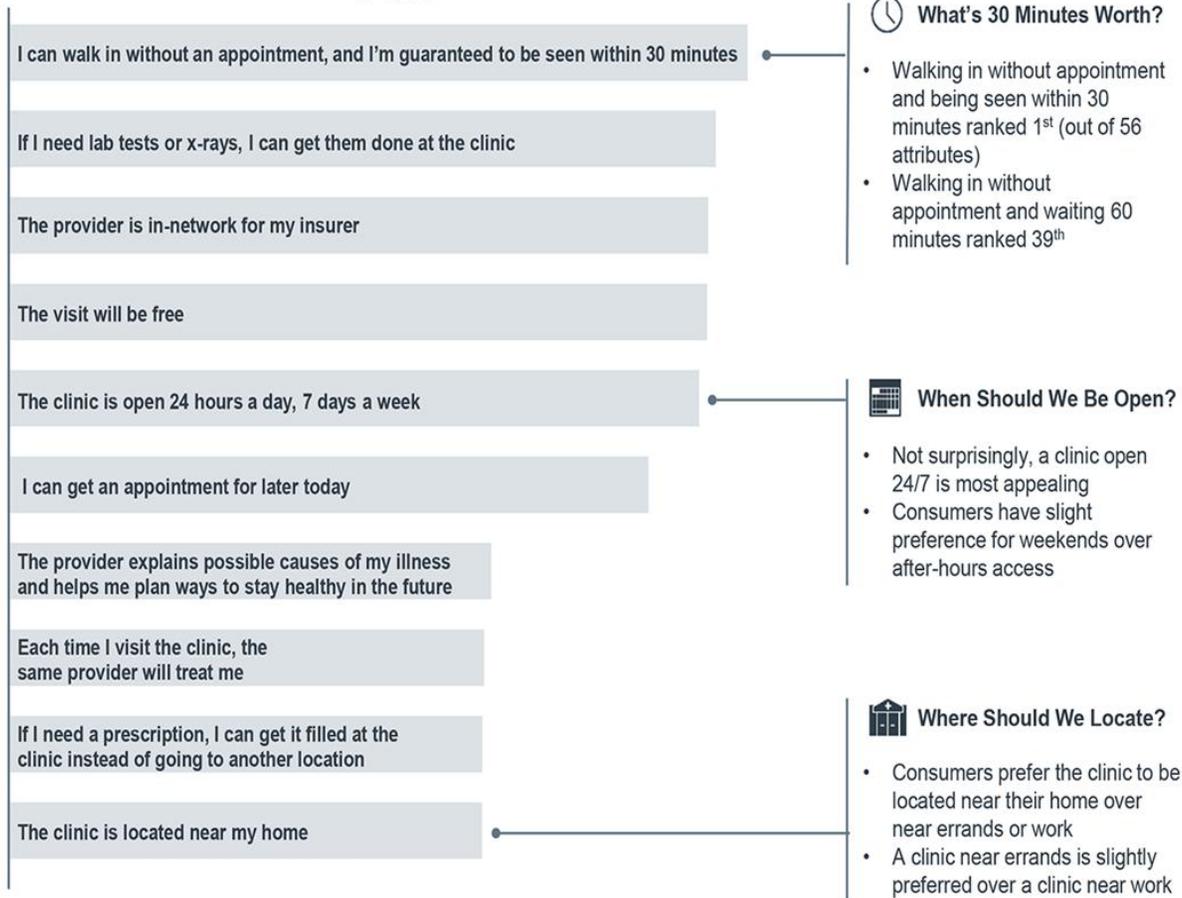
Statistics from NCQA: Continuing Care and Case Management for Population Health

Increased Consumerism



Top Ten Preferred Primary Care Clinic Attributes

n=3,873



Market Interrupters and Increased Competition



The New York Times

In Ambitious Bid, Walmart Seeks Foothold in Primary Care Services

By RACHEL ABRAMS AUG. 7, 2014

Welcome to Walmart. The nurse will be right with you.

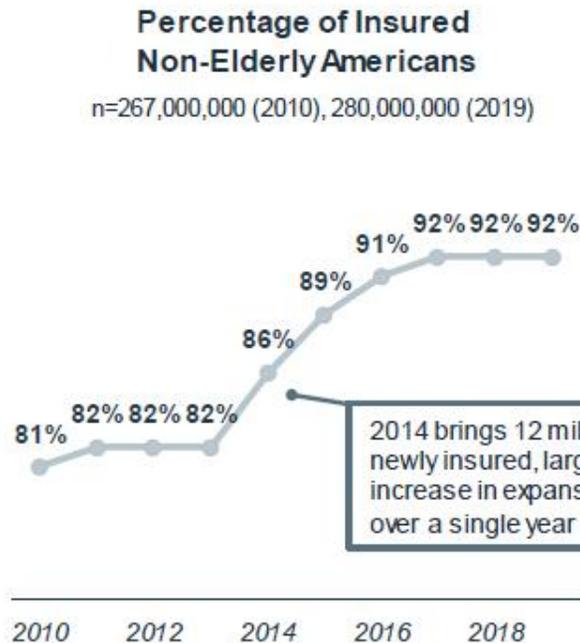


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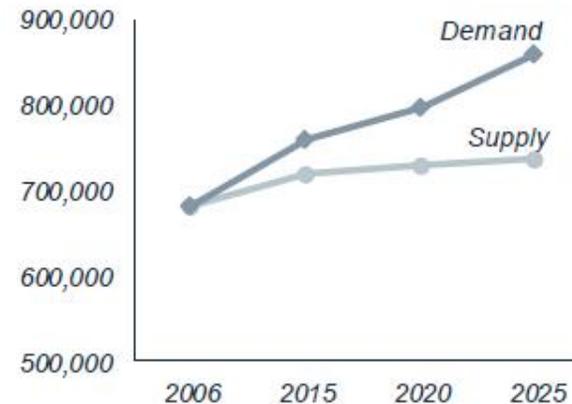


Changing workforce and Demand

Looming Physician Shortage and Newly Insured Create Dual Threat



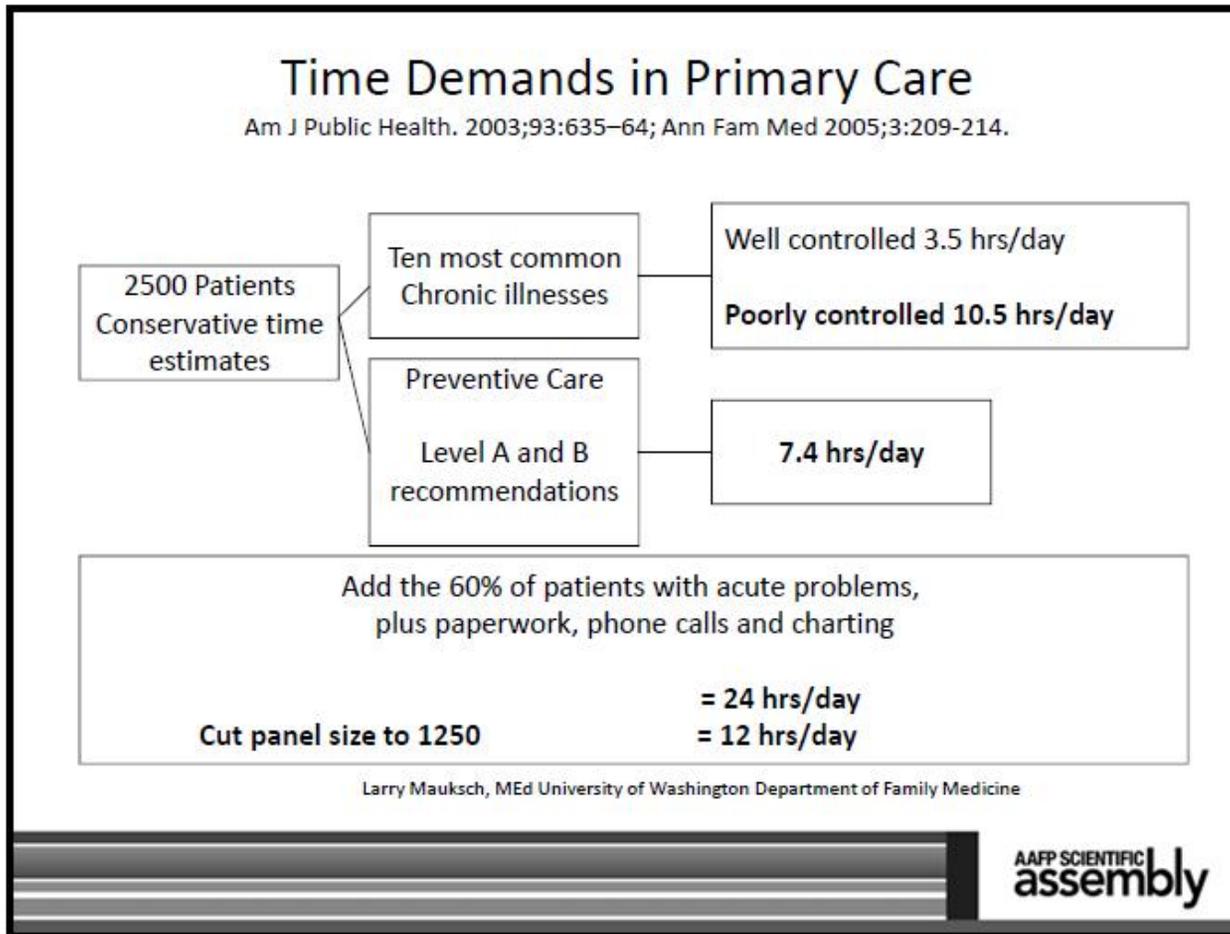
Physician Shortage
 Projected 2005-2025



Source: Source: Congressional Budget Office. "Insurance Coverage Provisions of the Affordable Care Act—CBO's April 2014 Baseline: Effects of the Affordable Care Act on Health Insurance Coverage." April 14, 2014. <http://www.cbo.gov/ftpdocs/39000/390014/cbo401404/tables02.pdf> (accessed May 22, 2014); Dill, MJ et al, AAMC Center for Workforce Studies, "The Complexities of Physician Supply and Demand: Projections Through 2025." Last modified November 2008. Accessed May 12, 2014. <https://members.aamc.org/press/pressreleases/2008/08/20080820physician%20supply.pdf>; Medical Group Strategy Council Interviews and analysis.

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Current Model does not Support Need



Health Care Landscape



CURRENT STATE

Volume-based/Episodic care

Results in:

- Healthcare costs expected to reach \$4.4T in 2018
- Unnecessary services
- Inefficient delivery of care
- Missed prevention opportunities



FUTURE STATE

Value-based/Continuous Care

Results in:

- Proactive care management of patient populations
- Leveraged caregiver teams working at top of license
- Easy access to care
- Efficient delivery of quality care





$$\begin{array}{c} \mathbf{V} \\ \text{(VALUE)} \end{array} = \frac{\begin{array}{c} \mathbf{Q} \\ \text{(QUALITY)} \end{array} + \begin{array}{c} \mathbf{S} \\ \text{(SERVICE)} \end{array}}{\begin{array}{c} \mathbf{\$} \\ \text{(COST)} \end{array}}$$

Teaming



“Individual commitment to a group effort— that is what makes a team work, a company work, a society work, a civilization work.”

—Vince Lombardi





The leaders who work most effectively, it seems to me, never say "I." And that's not because they have trained themselves not to say "I." They don't think "I." They think "we"; they think "team." They understand their job to be to make the team function. They accept responsibility and don't sidestep it, but "we" gets the credit.... This is what creates trust, what enables you to get the task done.

- Peter Drucker