

2022

STRONGER

vizient. CONNECTIONS SUMMIT

Sept. 19–21, 2022

#vizientsummit



Leveraging Clinical Databases for Reports that Work!

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Intermountain Healthcare

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Learning Objectives

Describe the benefits of developing an internal report suite to prioritize performance management.

Discuss the methods employed to capture clinical data for internal insight, flexibility and value.



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Intermountain Healthcare

Intermountain Healthcare Overview



7 Primary States¹
(UT, NV, ID, CO, MT, KS, WY)



59,000
Caregivers



\$14.2 billion²
Total Revenue



33 Hospitals
Including 1 Virtual
Hospital



385
Clinics



1,000,000
SelectHealth
Members



4,700
Licensed Beds



3,800 Employed
Physicians & APPs

¹ Intermountain also provides air medical transport services in other proximate states through Classic Air Medical

² Revenue for the trailing 12 months through December 31, 2021

Intermountain Healthcare Overview

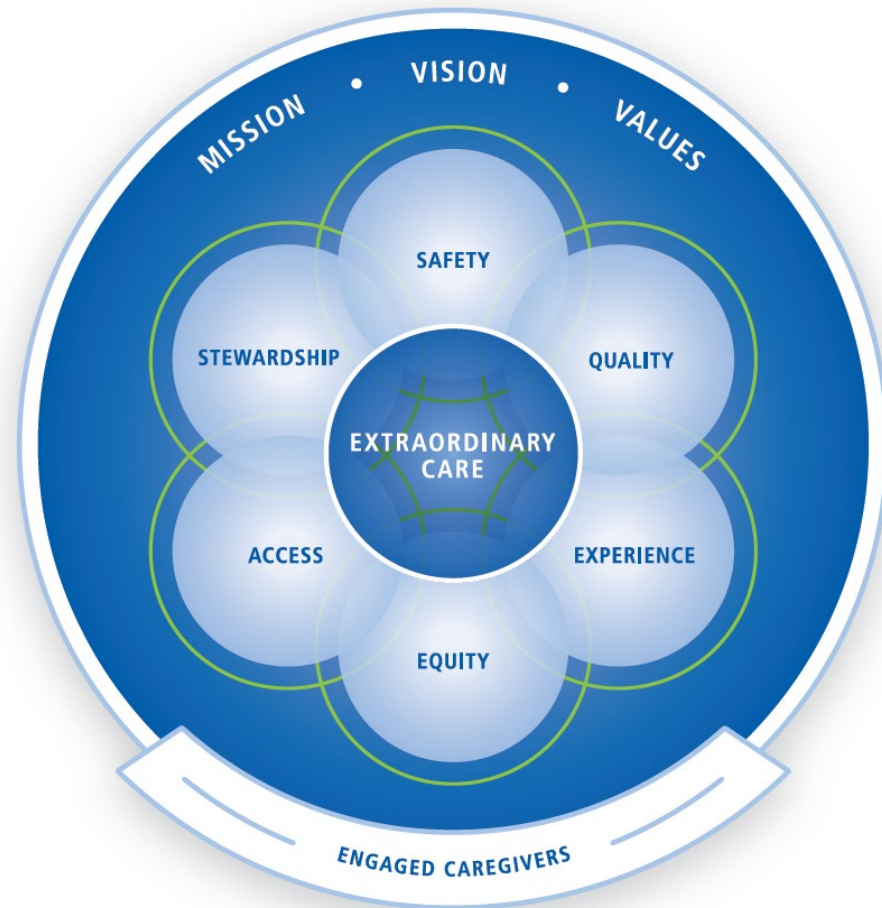
OUR MISSION

Helping people live the healthiest lives possible®

OUR VISION

Be a model health system by providing extraordinary care and superior service at an affordable cost.

Fundamentals of Extraordinary Care



System Functions • Caring and Learning Together



High
Reliability
Operations



Quality



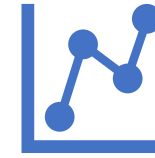
Infection
Prevention



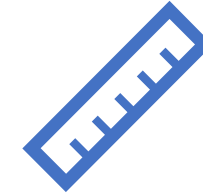
Patient
Advocacy



Regulatory
Affairs



Clinical
Data



External
Reporting



Physician
Advisory
Services

Caregivers are Deployed According to Geography and Care Continuum Needs



Patient & Family Advisors



OPE Teams

Geography and Care Continuum Support



Hospitals



Clinics



Homecare



Shared
Services



Clinical
Programs



Ops
Lanes



Regions

Simplify through Alignment

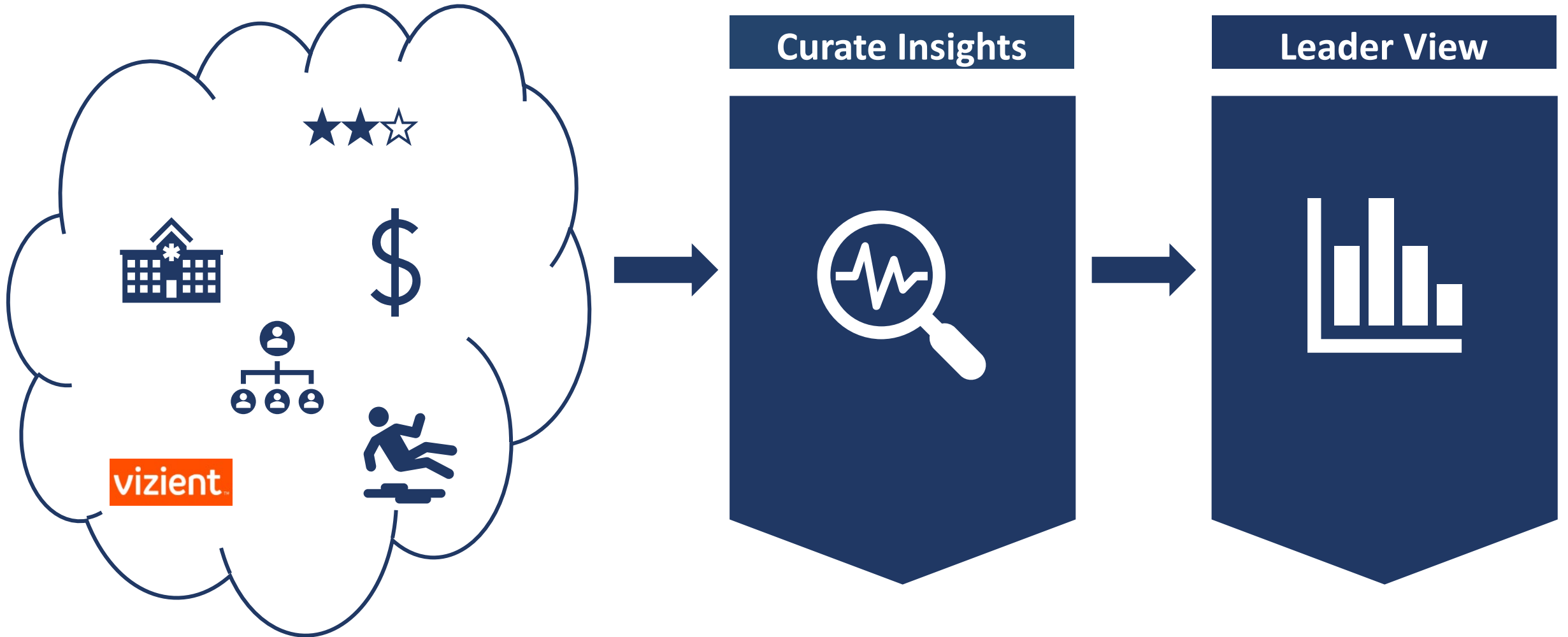
Cognitive Load Theory

Intrinsic Load – complexity of new information
SIMPLIFY

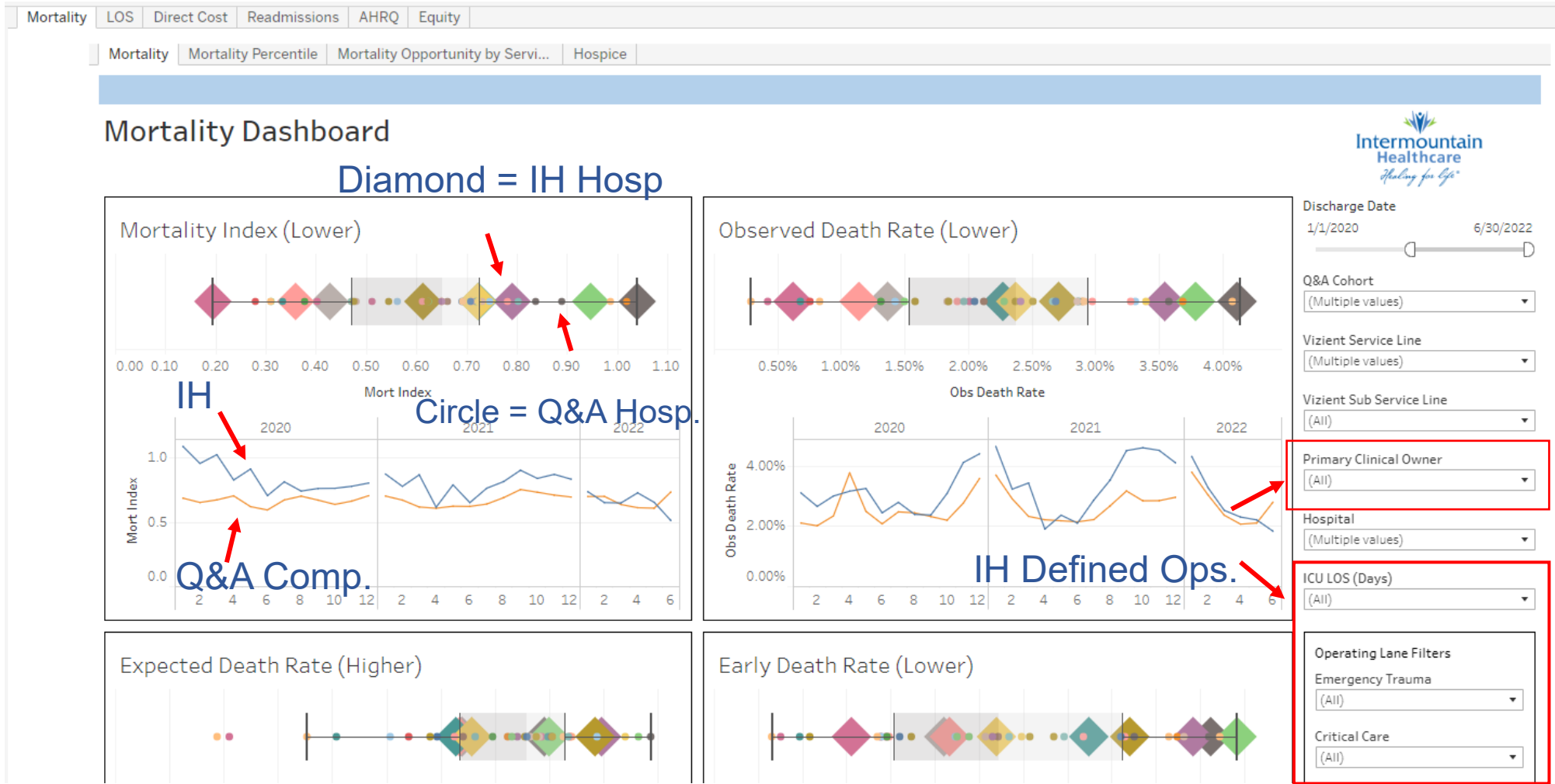
Extraneous Load – unnecessary, distracting information
REDUCE

Germane Load – new information integrated with
previous learning
MAXIMIZE

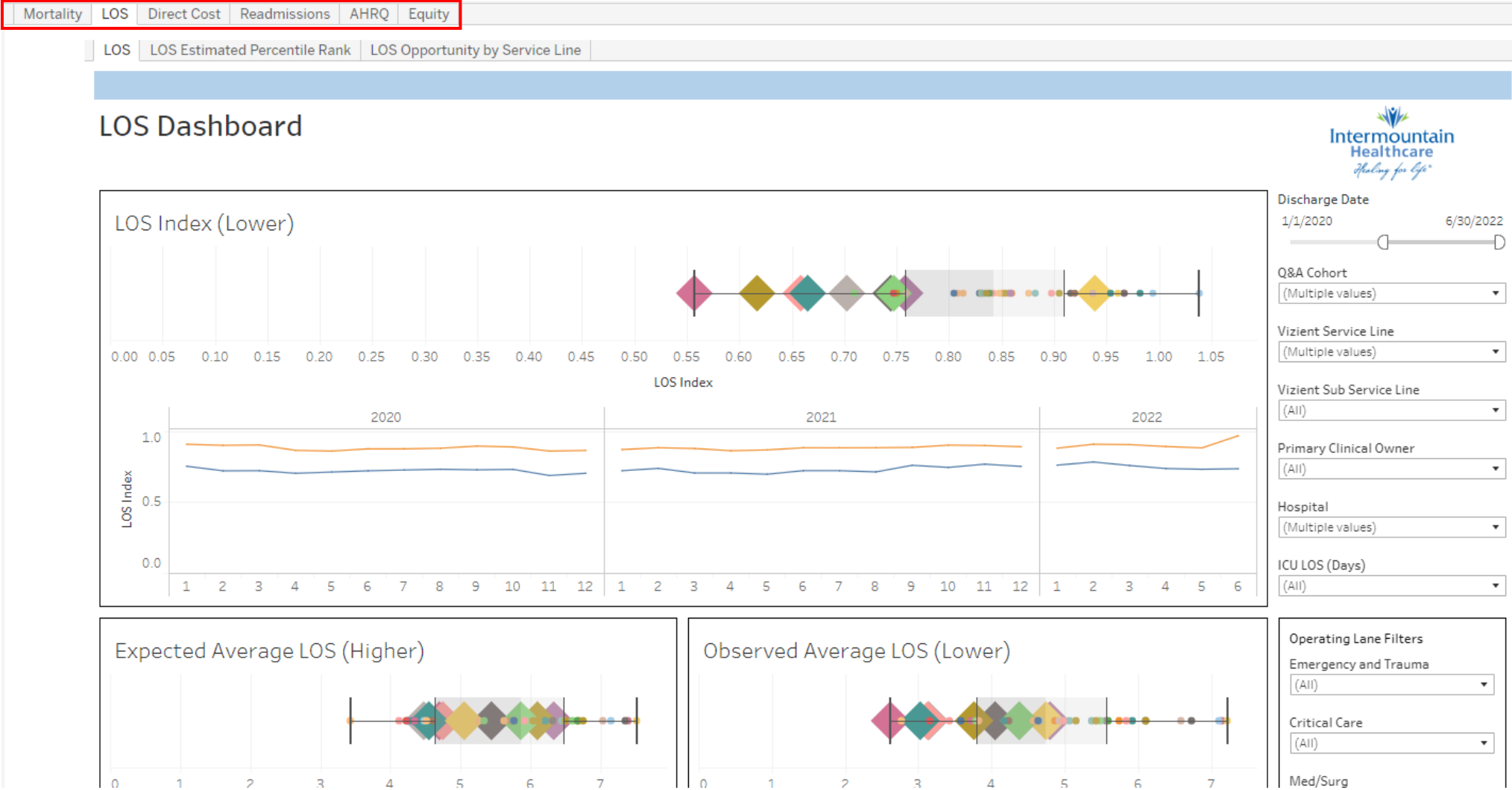
Move to Insights



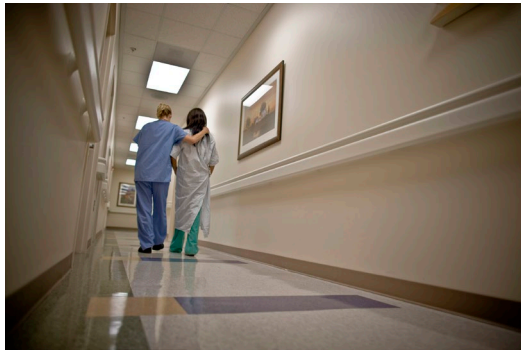
Outcomes



Outcomes



Improvement Work – Mortality



O

KEY DRIVERS

- End of life care processes
- Patient status determination
- Daily mortality huddles
- Evidence-based clinical care delivery

LEAD MEASURES

- Early death rate
- Care Management audits for status selection
- Hospice referrals
- Palliative care consult volumes
- Mortality review dashboard

LAG MEASURE

Mortality O/E

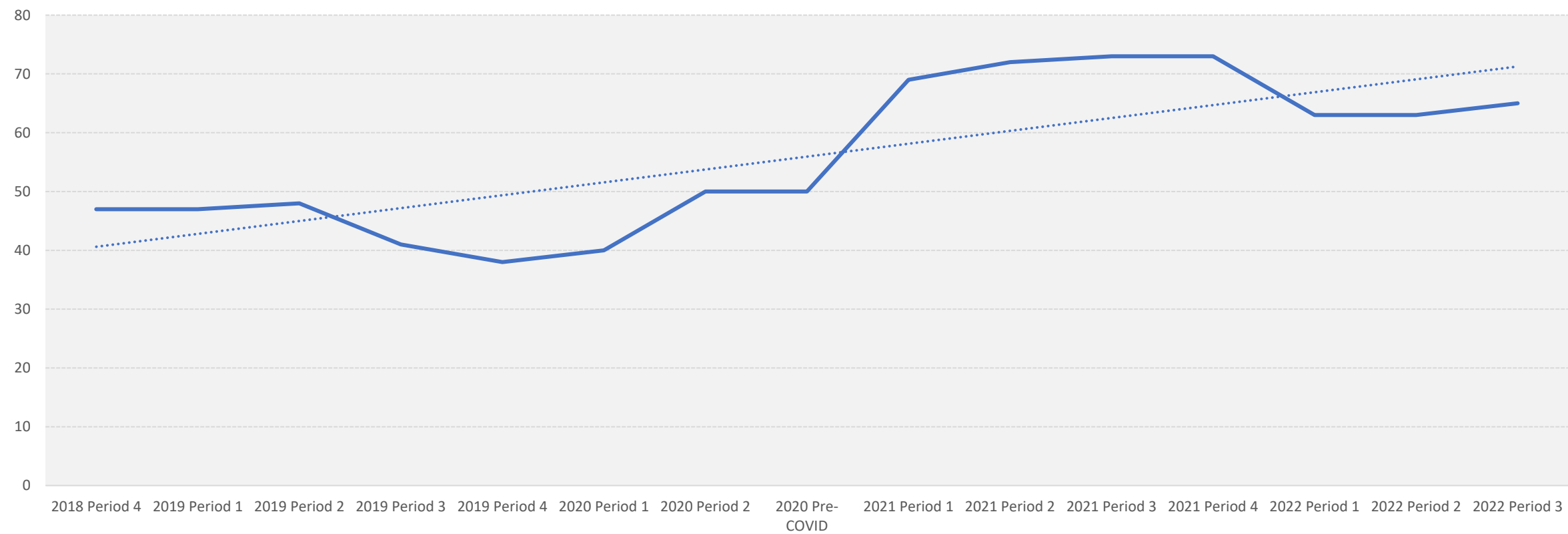
E

- EMR queries/nudges
- Documentation education/support to physicians
- Problem list reconciliation

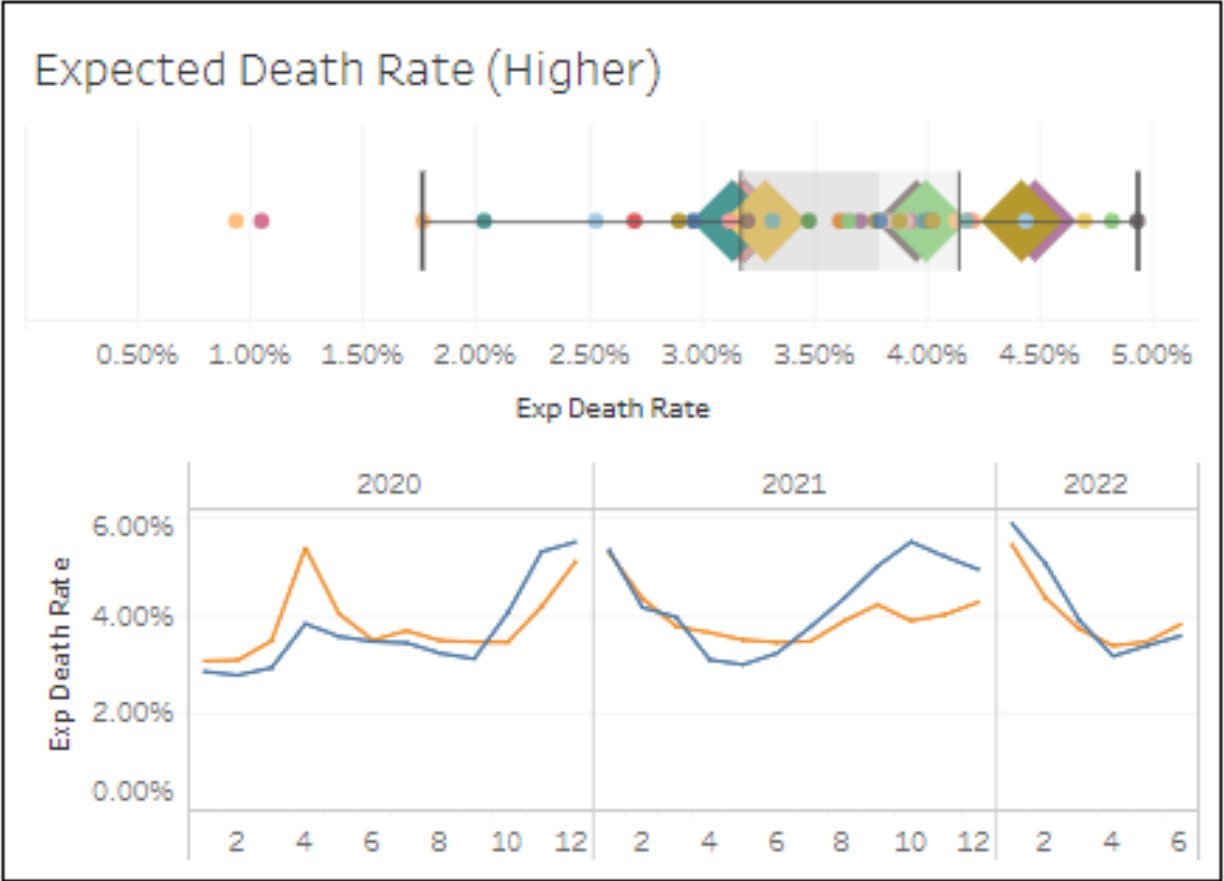
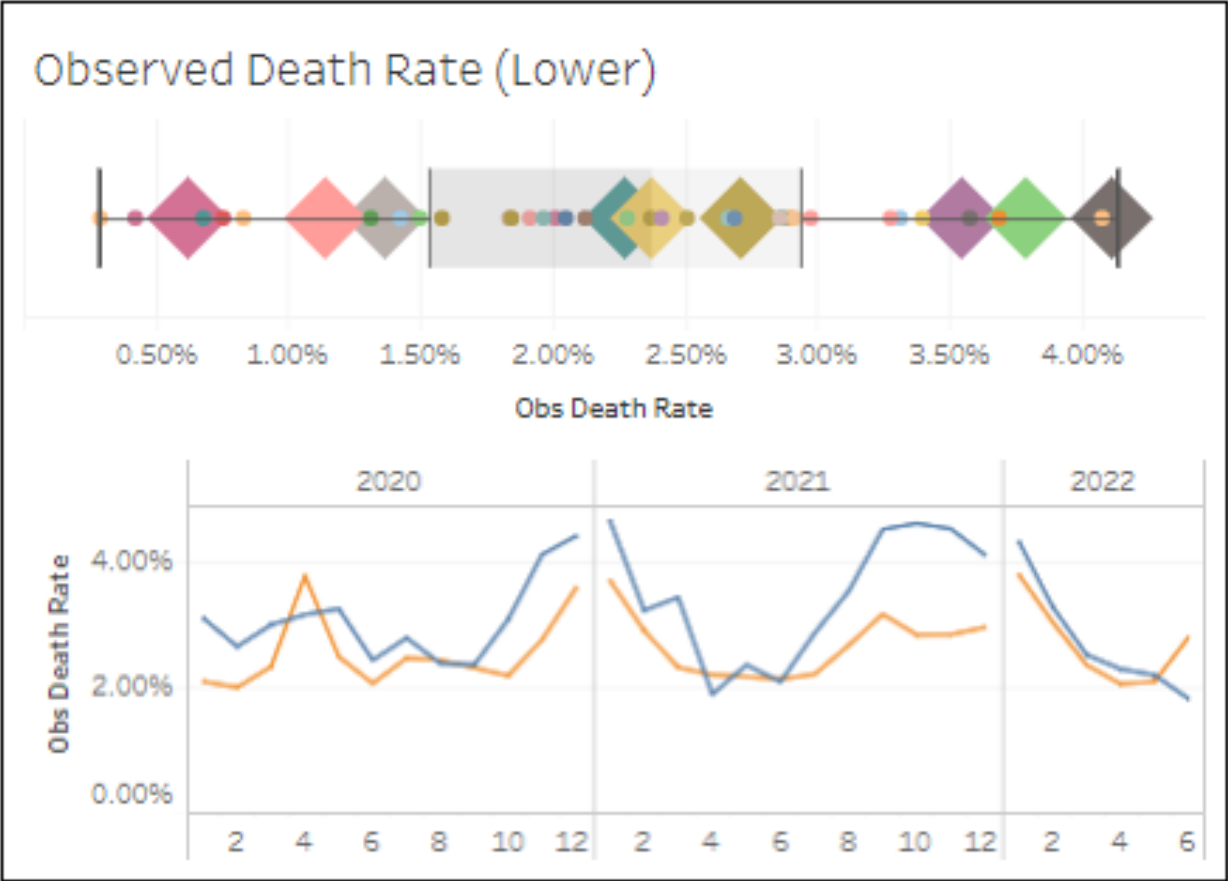
- Query/nudge response rates
- Education attendance
- Problem list touches

Mortality Improvement Results

Intermountain Healthcare Mortality O/E Percentile Ranking
(higher is better)



Mortality Improvement Results



Improvement Work – Patient Safety Indicators (PSI)

O

E



KEY DRIVERS

- Multi-disciplinary review
- Weekly huddle
- Event notification
- Bundle Compliance



LEAD MEASURE

- Coding error rate
- False escalation rate
- Best practice/Bundle Compliance

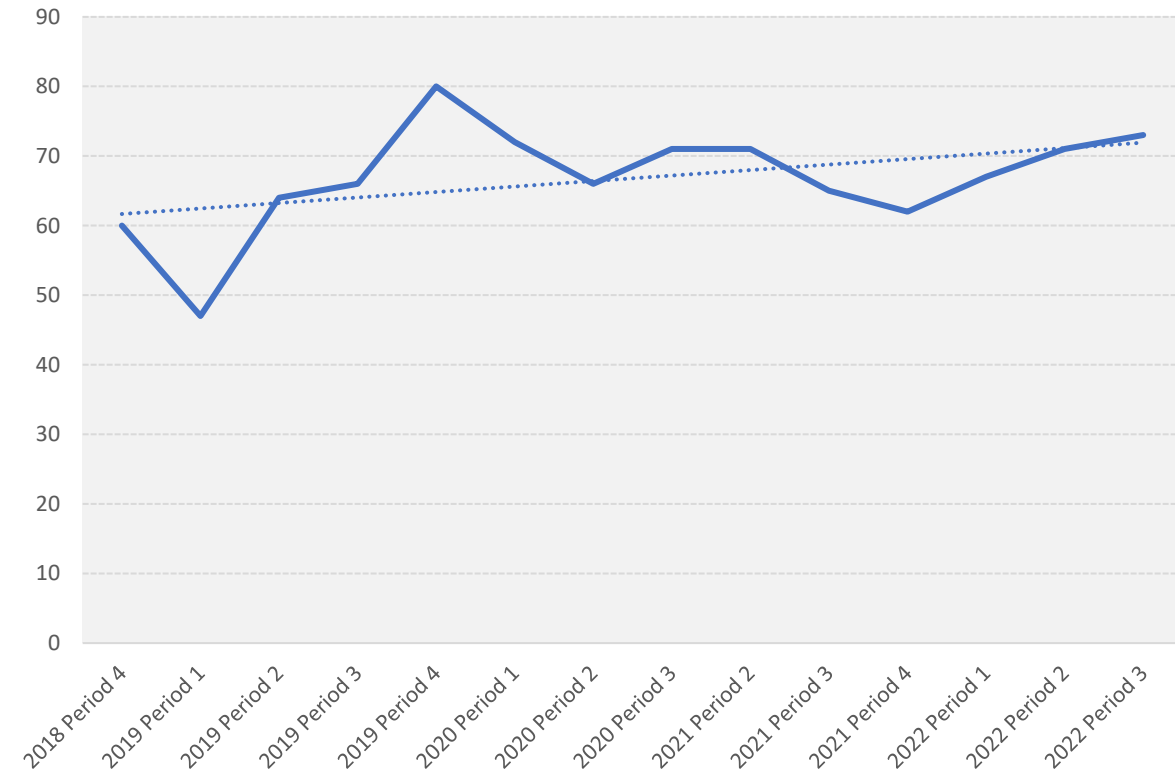


LAG MEASURE

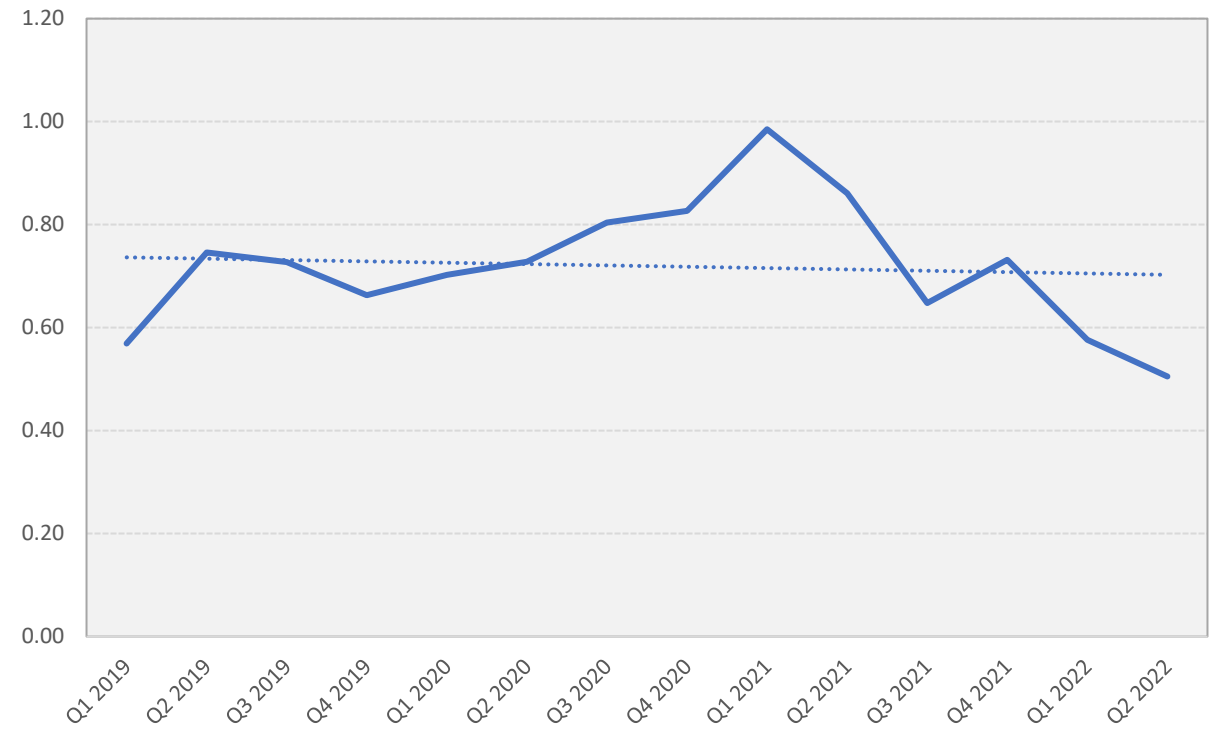
PSI O/E

PSI Improvement Results

Safety Domain Percentile Improvement
(higher is better)



Intermountain Healthcare
Vizient Q&A PSI O/E Trend
(lower is better)



All your Actionable KPIs and Metrics in One Place

- ✓ Discover and curate trusted metrics around clinical domains or business functions
- ✓ AI and ML driven notifications and alerts
- ✓ Collaborate and share insights with shared collection



Lessons Learned

- Simplify to reduce burden on caregivers
- Stay the course – be strategic, not reactive
- Listen to stakeholder needs and meet people where they are
- Sensitivity to local operations is important
- Use internal and external strengths to meet the need

Key Takeaways

- Keep things actionable
- Make the work simple and connect to purpose
- Use technology to automate curation of insights where possible
- Benchmarking is a powerful enabler for local leaders

Questions?



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