At Intermountain, our mission is *helping people live the healthiest lives possible*. Shared Accountability is our approach to achieve three important goals:

1. Better health
2. Better care
3. More affordable costs

Our Shared Accountability approach helps us fulfill our mission and our vision to be a model healthcare organization, providing extraordinary care in all its dimensions. This approach includes three key strategies:

1. **Providing optimal care based on evidence.** We strive to consistently use treatments and procedures proven effective. We avoid under-treatment, over-treatment, and the misuse of resources.

2. **Engaging patients.** We achieve better health for those we serve by promoting health and wellness. We help patients become more engaged in their health and healthcare choices.

3. **Aligning financial incentives.** We strive to reward high-quality care and service. We also continue our traditional focus on efficiency, which helps us keep costs low.

A closer look at engaging patients

Patient engagement means patients are involved in their own health and care choices, and they interact meaningfully with caregivers. At Intermountain, best patient care involves care of the whole person. This includes mental, emotional and physical health, as well as lifestyle.

At Intermountain, we engage patients in wellness and prevention decisions, and in choices about their care. We are developing models of care to support patients in their unique circumstances. This includes tools patients can use to improve their overall health.

Patient Engagement is one of Intermountain’s six Dimensions of Care. We seek to provide extraordinary care to each patient and to involve them in decisions about their care.

**Highlights of how we engage patients**

- **Shared Decision-Making.** Shared Decision-Making tools promote dialogue between patients and providers. They empower patients to make health decisions that are best aligned with their values and goals.

- **Personalized Primary Care/Advanced Primary Care.** All Intermountain clinics and highly affiliated clinics are participating in this patient-centered model of healthcare delivery. With this approach, patients have more personalized care from their primary care physicians to manage their specific health needs. Working with care managers, patients have enhanced support through the full spectrum of appropriate care. They receive the right care, in the right setting, at the right time, by the right providers.

- **Patient Education.** Intermountain teams have streamlined and improved Intermountain patient education materials. We have a library of patient education content, including web content, patient instruction sheets, videos, and animations. We are integrating this content into Intermountain’s websites, mobile apps, MyHealth portal, and iCentra applications.

- **Digital and Mobile Communication** is giving patients, health plan members, and consumers more choices in how they interact with Intermountain. This includes mobile apps, enhanced website access and content, social media, TeleHealth, and other channels.

- **Health Promotion and Wellness (Intermountain LiVe Well).** Intermountain’s LiVe Well efforts for patients, employees, SelectHealth members, and community residents continue to expand. We offer many wellness and prevention services in our LiVe Well Centers, hospitals, and clinics, as well as online and in the community.

- **Integrated Care Management.** Intermountain is streamlining care management functions throughout our hospitals, clinics, and services.

**More information**

For more information and resources about Intermountain Healthcare’s Shared Accountability approach, including a resource center with stories, time-line, glossary, and other tools, visit: intermountain.net/sa or call Intermountain Healthcare Population Health Department at 801.442.4555.