At Intermountain, our mission of helping people live the healthiest lives possible guides all we do. Our Population Health approach helps us achieve three important goals:

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

This approach includes three key strategies:

1. Providing optimal care based on evidence. We strive to consistently use treatments and procedures proven effective.
2. Engaging patients. We achieve better health for those we serve by promoting health and wellness.
3. Aligning financial incentives. We strive to reward high-quality care and service.

A closer look at providing optimal care based on evidence

Intermountain has demonstrated that in healthcare, higher quality often costs less. Patients have better medical outcomes and tend to experience fewer complications and readmissions. Using our vast data repositories, Intermountain Clinical Programs and Services teams are ramping up the development and consistent use of best practice standards.

We design care to keep people well and return them to optimal health quickly and efficiently when they are sick or injured. Our focus on best standards increases patient access to effective care, decreases risk, and improves clinical outcomes.

Highlights

- Personalized Primary Care in our clinics focuses on quality, great experiences, always improving access, and helping patients navigate through our system of hospitals, clinics, and home-based services. We believe in caring for and helping people in any way we can, with care that is holistic and customized for each person.

- Multispecialty clinics. With more than 50 distinct specialties, almost every patient can be cared for by our teams of specialty caregivers and benefit from the coordination of our care managers and shared electronic health record.

- iCentra. Intermountain’s one integrated system puts the patient at the center of our work. iCentra includes our electronic medical record, practice management, and revenue cycle systems. Having an integrated EMR that includes our own care process models, decision aids, and patient education is essential to our success with Population Health. iCentra provides this and more.

- TeleHealth. TeleHealth video, audio, and other technology connects providers and patients with specialists in real time. We continue to expand and enhance our range of TeleHealth services.

- Health Promotion and Wellness (LiVe Well). We continue to expand Intermountain’s LiVe Well efforts for patients, caregivers, and community residents. Offerings include many services in our LiVe Well Centers, hospitals, and clinics, as well as services online and in the community.

More information

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