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

1. The best health for those we serve
2. The best care for patients
3. Affordable and sustainable 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. **Redesigning care** through developing and consistently using standards of care based on treatments proven effective
2. **Engaging patients** in their health and care choices
3. **Aligning financial incentives** for everyone with a stake in healthcare

**A closer look at aligning financial incentives**

Shared Accountability involves everyone in improving care: patients and health plan members, healthcare organizations, physicians, payers, and the community. Aligning financial incentives for all involved is key.

Everyone benefits from high-quality, high-value care. We need a payment system that rewards hospitals and physicians for providing the right care rather than just more care. With this in mind, we are developing new models for compensating hospitals and physicians. These models are based on a combination of productivity, quality, service, and total cost of care. In addition, SelectHealth is designing health plan benefits that encourage members to consider financial impacts of their healthcare decisions. We also continue our traditional focus on efficiency, which helps us manage costs.

Intermountain is striving to contain the rise of healthcare costs over time. By 2016, Intermountain, with SelectHealth, has set a significant goal of achieving average annual rate increases closer to the general inflation rate and to offer health plan products that include Shared Accountability concepts to the commercial market.

Also, Intermountain is engaging leaders in both federal and state governments to improve the effectiveness of Medicare, Medicaid, and other government programs.

**Aligning financial incentives highlights**

- **Physician Payment Model.** A beta physician payment model launched in the fall of 2013. This includes a small number of patients at 11 Medical Group and four affiliated clinics. The model pays for care provided and also includes payment for meeting quality, service, and total cost of care goals. Tools developed for the model give physicians data to support care decisions. Clinicians can see current performance and feedback on service, quality, and total cost of care goals. They can also see overall population health metrics, patient risk scores, and variances in how care is provided. We are evaluating these tools and will consider modifications as we prepare for future expansion.

- **Physician Network.** Intermountain/SelectHealth is developing a new physician network for a commercial Shared Accountability health plan product.

- **Health Benefit Design.** SelectHealth is focusing on health plan benefit design that encourages plan members to become more engaged in their personal health and wellness. The design also supports members in becoming more involved in their personal healthcare decisions. In the future, we expect to offer this benefit design framework to other payers as well.

- **SelectHealth** continues to administer two new products: 1) SelectHealth Advantage, a Medicare Advantage plan; and 2) SelectHealth Community Care, a Utah Medicaid ACO plan. SelectHealth is helping develop our Shared Accountability health plan product strategy and is the first payer through which this model will be available to the community.

- **Promoting Highly Effective Care.** Intermountain supports the Institute of Medicine recommendation to address three types of substandard care: under-treatment (doing too little); over-treatment (doing too much); and clinical mistakes. All three types of substandard care pose medical risks to patients. By providing the right care in the right setting at the right time by the right providers, caregivers at Intermountain are improving clinical quality. This also has an important side benefit: lower costs. In healthcare, higher quality tends to cost less. Patients have better medical outcomes and tend to experience fewer complications and readmissions.

**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: my.intermountain.net/sharedaccountability or call Intermountain Healthcare Shared Accountability Department at 801.662.6237.