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 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.** Pilots of Shared Decision-Making tools are moving forward at select Intermountain Medical Group clinics, with plans for future expansion. These 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 Medical Group primary care clinics are participating in this patient-centered model of healthcare delivery. Implementation by affiliated physician clinics should be complete in 2015. 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 connected with a library of patient education content, including web content, patient instruction sheets, videos, and animations. We can edit and add to this library to ensure content meets our Clinical Programs and Services standards. In addition, 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, Teleservices, 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 on-line 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: [my.intermountain.net/sharedaccountability](http://my.intermountain.net/sharedaccountability) or call Intermountain Healthcare Shared Accountability Department at 801.662.6237.