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 redesigning care**

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.

**Redesigning care highlights**

- **Personalized care and improved care management.**
  Redesigning care centers on providing the right care, in the right setting, at the right time, by the right providers. Patients have personalized care from their primary care physicians and care managers to meet specific health needs and access appropriate care.

  We have launched two care management pilots: 1) Personalized Care Clinic, operated by the Intermountain Medical Group on the Intermountain Medical Center campus; and 2) Community Care Management through hospital case management teams in the Urban North and Southwest Regions.

  Combined, these pilots serve about 1,600 patients with multiple and/or complex health concerns. Caregivers help patients meet healthcare needs and social or economic challenges that make controlling their health overwhelming.

- **iCentra.**
  Intermountain’s collaboration with Cerner will provide one integrated system that puts the patient at the center of our work. iCentra will include 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 Shared Accountability. iCentra will provide this and more.

- **Teleservices.**
  Video, audio, and other technology connect a provider to a patient or another provider in real time. We are enhancing our range of Teleservices to give patients remote access to caregivers.

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

- **Health improvement for groups of patients.** We are defining and developing structure to manage health improvement for groups of patients.

**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.