Annual Value Report
2014
Value

UK HealthCare is continually working to measure and improve quality outcomes. We strive to maximize the value delivered to our patients by providing access to high-quality patient care at the lowest possible cost. Maximizing this equation is what we strive for – providing you the best value in health care!

\[ V \]  \[\text{[Value]}\]  =  \[\frac{Q + S + A}{C}\]  \[\text{[Quality]}\]  \[\text{[Service]}\]  \[\text{[Access to Care]}\]  \[\text{[Cost]}\]

As a member of UHC (formerly known as the University HealthSystem Consortium), we measure ourselves based on other national academic medical centers. Unlike other hospital and health care rankings used across the U.S., the UHC rankings and targets rely entirely on objective data and analysis of patient outcomes.
Providing the very best care to every patient, every time

Not all medical care can be standardized or quantified, but in those cases where it can, tracking our performance helps us to evaluate and improve the care we provide overall. Our core measures help us know whether we are doing the right thing every time. The graph below represents the percentage of patients hospitalized with a heart attack, heart failure, stroke, pneumonia, children’s asthma or surgery who receive all components of evidence-based care. Evidence-based care is important and is the highest quality form of intervention available for each of these conditions.

Percentage of Time Evidence-based Care is Delivered for 6 Common Conditions

Serious complications
Harm Score Composite (PSI-90)

Higher rates of serious but potentially preventable complications may be a sign of poorer-quality hospital care. Hospitals can reduce the chance of these serious complications occurring by following safe practices. This composite score summarizes eight individual Patient Safety Indicator (PSI) measures where a lower number is better.

These measures include:
- Pressure sores.
- Collapsed lung that results from medical treatment.
- Infections from a large venous catheter.
- Broken hip from a fall after surgery.
- Blood clots in the lung or a large vein after surgery.
- Bloodstream infection after surgery.
- A rupture along a surgical suture.
- Accidental cuts and tears.

UK Performance on Patient Safety Indicators Compared to UHC Target
We focus on each patient as a unique individual, not just an illness or a set of symptoms. We work in partnership with patients and their families to make sure every decision takes into account their wants, needs and preferences. Consistency is integral in patient care! At UK HealthCare, we strive to enhance the patient experience and reduce waste, duplication and inefficiencies.

### Patient Access Center

**Patient Satisfaction**

with ease of scheduling **above the 75th percentile**

### Lab Appointment Scheduling

**Likelihood to recommend**

increased from the 75th percentile to the 95th and satisfaction with wait time in lab increased from 65th percentile to the 85th percentile.

### Overall Satisfaction

Discharged hospital patients receive the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey. Since 2006, the percentage of our patients giving top marks to their overall experience increased from 63.2 to 70.3, **a jump of more than 7 points**.
### Access to Care

Our goal at UK HealthCare is to provide the best possible care in the most efficient manner, and we are continually working to improve and streamline our processes so we can do just that. We continue to work to make it easier for patients to be seen in our hospitals and clinics in a timely manner.

<table>
<thead>
<tr>
<th>Outpatient Access Metrics</th>
<th>Patient Access Center</th>
<th>Lab Appointment Scheduling</th>
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</thead>
<tbody>
<tr>
<td>New Patient Visit Lag less than 10 days for 9 of 12 months in calendar year 2014</td>
<td><strong>950,000</strong> More than 950,000 patient calls to our clinics</td>
<td>Average wait time REDUCED from 25 minutes to 10 minutes</td>
</tr>
<tr>
<td>Total outpatient visits through February FY15 up 12.54% over last fiscal year</td>
<td><strong>5%</strong> Average call abandonment rate of 5%</td>
<td>Volume increase of 8%</td>
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<tr>
<td>Total new patient visits through February FY15 up 5.3% over last fiscal year</td>
<td><strong>3 of 4 calls answered within 30 seconds</strong></td>
<td>Capacity increased from 270 patients per day to 340</td>
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The above information is for calendar year 2014 unless otherwise noted.
Achieving high-value patient care is essential. At UK HealthCare, you can rely on quality performance, a patient- and family-centered approach and optimal patient care. UK HealthCare physicians and staff are always providing innovative ideas to improve efficiencies across the enterprise.

**Total Episode of Care**

To fully understand cost, the episode of care must be considered. We carefully examine each component of patient care to identify optimal care at the lowest possible cost.

**Quality Improvement Reduces Cost**

We have found that cost goes down when optimization is driven by clinical and operational quality improvements.
2014 Awards

- Gage Award for patient safety initiative by America’s Essential Hospitals.
- Top Performer on Key Quality Measures by The Joint Commission.
- Center of Excellence for neonatal, pediatric and adult support by Extracorporeal Life Support Organization (ELSO).
- Get with the Guidelines® Stroke Gold Plus Achievement Award by American Stroke Association.
- Among the nation’s Great Oncology Programs according to Becker’s Hospital Review.
- Ranked as a Top-100 Hospital with a Women’s Health Program by Becker’s Hospital Review.
- Seven specialties listed as “high performing” according to US News & World Report.
- More than 100 UK HealthCare physicians on the Best Doctors in America® list.
- Get with the Guidelines® Resuscitation Gold Quality Achievement Award by the American Heart Association.

Office for Value & Innovation in Healthcare Delivery (OVIHD)

UK HealthCare has established the Office for Value & Innovation in Healthcare Delivery (OVIHD), aiming to provide value-based care across our health system. By re-engineering care delivery using expertise from industry, UK HealthCare will undergo a transformation of its delivery system to optimize care coordination for patients.

“As the health care delivery system continues to evolve, we must be ready to respond to market needs without losing focus on patient safety and care across the health care continuum,” said Michael Karpf, MD, executive vice president for health affairs. “The Office for Value & Innovation in Healthcare Delivery will include process improvement, patient safety and infection prevention and control. It is vital to our health care delivery now and in the future.”

OVIHD will provide the expertise to standardize delivery of evidence-based best practices. It will access the deep and broad resources of the colleges of Medicine, Pharmacy, Public Health, Nursing, Health Sciences, Dentistry, Business, Engineering and Communication & Information in collaboration with the Center for Health Services Research to build a learning health system and train health care professionals, analysts and leaders of the future.