Leading Your Hospital to Sustainability

Mickey Bilbrey
President and CEO
Quorum Health Resources
“Change is not a threat, it’s an opportunity”

Seth Godin
Author, entrepreneur, marketer and public speaker

Change...

Curve #1: FEE-FOR-SERVICE
- All about volume
- Reinforces work in silos
- Little incentive for “real” integration

Curve #2: VALUE-BASED PAYMENT
- Reducing per capita costs
- Improving quality
- Managing population health
How We Help Clients Achieve Sustainability

**VISION:**
A dynamic, integrated professional services company delivering innovative and executable solutions through experience and thought leadership.

**MISSION:**
Creating a sustainable future for healthcare organizations.

**VALUES:**
Trust
Respect
CustomercentriQ

Quorum Health Resources’ National Footprint

- Managed Clients
- Consulting Clients
- Enhanced Purchasing Services
- Strategic Affiliations
Our Clients

Not-for-profit/publicly owned hospitals
• Critical Access Hospitals
• Community hospitals
• Regional tertiary medical centers and systems
• Academic Medical Centers

Physician groups
• Hospital affiliated physicians
• Independent practices
• Multi-specialty physician organizations

Quorum Business Lines

Operations Support
Quorum has provided a spectrum of hospital operations and management support for more than three decades. We can customize our services to meet your hospital’s specific needs, from an on-site management team to advisory services.

Consulting Services
The Quorum Difference is the extraordinary combination of consulting guidance and operations experience to address health care organizations’ financial, operational and strategic issues. Quorum creates effective strategies and implements them to drive performance improvement and measurable results.

Education
For three decades, the Quorum Learning Institute has delivered timely, leading-edge educational programs to hospital leaders and professionals - helping them achieve their business goals. Each year the Learning Institute programs are attended by over 10,000 participants.

Group Purchasing Organization
Quorum Purchasing Advantage (QPA), can deliver greater discounts on supplies than other GPOs through our membership with HealthTrust. QPA also negotiates significant discounts on specialized products and services to generate additional savings for our client hospitals.

VANTAGE
• Vantage Workforce Productivity
• Supply AdVantage
• Vantage Contract Master
• Vantage Benchmarking
• Vantage CAH Reimbursement Modeler

Proprietary & Confidential
Achieving Sustainable Performance in a Volatile Environment

Quorum Client Performance
YTD September 2014-2015

Bad Debt
$21M/5.8%

Total Expenses
(% Net Revenue)
1.9%

Net Patient
Revenue
$253M/8.8%

EBITDA
$81M/37.8%

Nationally Recognized Leaders in Quality

CARY MEDICAL CENTER

Best Overall Performer

Seventh (U.S.) in Safety

Proprietary & Confidential
Nationally Recognized Leaders in Quality

**FORT MADISON COMMUNITY HOSPITAL**

Top Performers on Key Quality Measures

**TRUVEN HEALTH ANALYTICS**

Top 100 Hospitals

Nationally Recognized Leaders in Quality

**KING’S DAUGHTERS MEDICAL CENTER**

1<sup>st</sup> Place – Highest Overall Job Satisfaction

Outstanding Patient Experience & Patient Safety Excellence

Five-Star Quality Rated
Nationally Recognized Leaders in Quality

NEOSHO MEMORIAL REGIONAL MEDICAL CTR.
- Guardian of Excellence Award - Patient Experience
- Fire Starter Hall of Fame
- Five-Star Quality Rated by Centers for Medicare and Medicaid Services

NORTHWESTERN MEDICAL CENTER
- Top Performer’s on Key Quality Measures
- Award for Pneumonia Care
- Best Overall Performer
“Sustainability”

“...able to last or continue for a long time – maintainable, endurable.”

6 Touchstones to Sustainability
Touchstones for the Future

Bill Donatelli  
Vice President, Western Operations  
Quorum Health Resources

Mike Halstead  
Vice President, Eastern Operations  
Quorum Health Resources

The Elements of Good Governance

Governance Roles and Responsibilities

Robert A. Vento  
Senior Vice President, Operations  
Quorum Health Resources
The Elements of Good Governance

Unraveling the Mystery of Hospital Financial Statements

Mike Johns
Vice President, Finance Practice
Quorum Health Resources

The Elements of Good Governance

Responsibilities of Hospital Governing Boards

David Weil, Esq.
Vice President
Quorum Legal Services
Leading Your Hospital Through Change

*Understanding Accreditation and the Board’s Role in Quality Care*

Joan Signorille
Senior Vice President, Consulting
Quorum Health Resources

Leading Your Hospital Through Change

*Value Based Purchasing—Moving Toward Quality and Outcomes-Based Reimbursement*

Pat Cooper
Vice President, Clinical Operations
Quorum Health Resources
Leading Your Hospital Through Change

How We Get Paid: Overview of the Hospital Revenue Cycle

David Jensen
Principal, Revenue Cycle
Quorum Health Resources

Leading Your Hospital Through Change

Aligning the Goals of the Board & the Medical Staff

Bob Teague, M.D.
Vice President, Physician Services
Quorum Health Resources
The **Quorum Difference** is the extraordinary combination of consulting guidance and operations experience that enables client healthcare organizations to achieve a sustainable future.

---

**Contact Information**

**Mickey Bilbrey**  
President and CEO  
Mickey_Bilbrey@qhr.com  
Office: 800.233.1470 x4947  
Cell: 801.232.1845
Your Quorum Regional Operations Executives

Bob Vento
Senior Vice President
Operations

Mike Halstead
Vice President
Eastern Operations

Bill Donatelli
Vice President
Western Operations

Jim Weidner
Vice President
Region 3

Chuck Ellis
Vice President
Region 4

Chip Holmes
Vice President
Region 5

Frank Swinehart
Vice President
Region 8

Don Smithburg
Vice President
Region 11

Ron Vigus
Vice President
Region 1

Dave Yackell
Vice President
Region 2

Jeff Hill
Vice President
Region 6

Gerald Parton
Vice President
Region 9

Tom McCall
Vice President
Region 10
Your Quorum Regional Financial Executives

Mike Johns
Vice President
Finance Practice

Regional Associate Vice Presidents

Barbara Brooks  Eric Jones  Arnold Katz  Joe Kerr  Richard Lewis

Jody Pigg  Wayne Scholz  Scott Towle  Ken Ward  Herb Winters
Your Quorum Consulting Services Leaders

Joan Signorille
Senior Vice President

Pat Cooper, VP
Clinical Operations

Scott Freeman, VP
HIT

Debbie Hall, VP
Compliance

David Jensen
Principal
Revenue Cycle

Linda Kirkman
Principal
Strategy

Rich Lopez
Principal
Workforce Efficiency

Devika Kumar, VP
Hospital Services

Erika Sundrud
Principal
Quality/Safety/Performance Improvement

Robert Teague, MD
VP
Physician Practice
Your Quorum Corporate “Safety Net” Resources

**Executive Recruitment**
Steve Shores

**Marketing/PR**
Susan Hassell

**Human Resources**
Scott Miller

**Compliance**
Deborah Hall

**Quorum Purchasing Advantage**
Tony Bramer

**Reimbursement**
John Waltko