

# Strategic Services Briefing

November 2019

*This is a monthly briefing for our leaders from Prisma Health Strategic Services. These articles cover relevant national and local issues and trends affecting health, health care delivery and financing. Please contact [Pam Sawicki](#), Sr. Planning Analyst, with any suggestions or comments.*

## National

### **The State of Healthcare Performance Improvement: Strategy, Technology, and Tactics**

Kaufman Hall/Axiom conducted its third annual survey of hospital and health system leaders on the state of performance improvement and cost transformation efforts within their organizations.

The survey indicates several clear performance improvement needs, including:

- Improving data and insights, including comparative insights into peer organization performance
- Providing physicians better information to improve engagement
- Creating a culture that supports achievement of performance improvement goals
- Establishing greater accountability for results

To address these needs, this report recommends that health system leaders pursue four key performance improvement strategies:

1. Refine and improve their understanding of costs
2. Deploy external perspectives and benchmarking to identify and drive sustainable cost restructuring efforts
3. Engage physicians with accurate and actionable data on quality and cost
4. Establish greater accountability for achieving performance improvement goals

To read the full report, [Click Here](#)

### **Cleveland Clinic, American Well Expand Telehealth with The Clinic**

The Cleveland Clinic is partnering with American Well to launch a direct-to-consumer telehealth service for high-acuity care. The two organizations this week announced the creation of a joint venture called The Clinic. The connected health service gives consumers access to Cleveland Clinic specialists on American Well's telemedicine platform. "Digital health is one of the fastest growing segments of the healthcare industry," Tom Mihaljevic, MD, the Cleveland Clinic's president and CEO, said. "There is an incredible demand for medical care to be delivered in more convenient and integrated ways."

[Read More](#)

### **The Leapfrog Group Now Expanding Safety and Quality Reports to Include Ambulatory Surgical Centers and Hospital Outpatient Departments**

The Leapfrog Group recently released a report, "Same-Day Surgery in the U.S.: Findings of Two Inaugural Leapfrog Surveys. The report is a first expansion in the organization's data gathering and reporting enterprise, which for nearly 20 years has brought the public transparent information. In this inaugural effort, Leapfrog gathered data on several important areas of outpatient care including basic facility information; medical, surgical and clinical staff; volume and safety procedures; patient safety practices; and patient experience. [Click Here for the Report](#)

### **Ping An Good Doctor Launches Commercial Operation of One-Minute Clinics in China**

Last year, Ping An Good Doctor, a one-stop healthcare ecosystem platform from China, piloted unstaffed clinics that employ artificial intelligence called "One-minute Clinics." Similar to a kiosk, these clinics are available 24/7 and provide online consultations for more than 2,000 common diseases, and can immediately answer tens of thousands of medical and health queries for users.

Every One-minute clinic has more than 100 categories of common drugs, all of which are cryogenically refrigerated to ensure their quality. If a user needs a drug that is not stored at the booth, they can purchase it online through the Ping An Good Doctor App. The company has contracted with employers and education campuses to offer services onsite. [Read More](#)

### **Walmart to Give Workers Financial Incentives to Use Higher-Quality Doctors**

Walmart is piloting an employee program in three markets to incentivize employees to use "featured providers." These providers have been identified as providing appropriate, effective, and cost-efficient care. If successful, Walmart hopes to take the program nationwide.

This is very similar to the program Walmart already has in place that steers patients to hospitals it has identified as Centers of Excellence. Walmart states the program may direct patients to hospitals that cost more than a local alternative, but the strategy saves money by averting complications and unnecessary care.

Earlier this year, Walmart also became the first large employer to direct its employees to diagnostic imaging facilities that it found provide more accurate care. [Read More](#)

### **Humana, Microsoft Announce Partnership Focused on Aging Populations**

Humana and Microsoft recently announced a strategic partnership focused on building solutions for Humana members aimed at improving their health outcomes and making their care experiences easier to navigate.

If all goes as planned, doctors will deliver personalized healthcare by providing a holistic view of their patients, ensuring preventive care, keeping up with medication schedules and refills, and offering perspective on social determinants of health, such as food insecurity, loneliness and social isolation.

In April, the insurer teamed up with Doctor on Demand to launch a new virtual care model called On Hand. Members and employers are able to opt into this new plan, which lets patients access an in-network primary care doctor with no copay. [Read Article](#)

### **Amazon Acquires Start-Up Health Navigator, its First Health-Related Purchase Since PillPack**

Amazon confirmed the acquisition to CNBC, and said that Health Navigator will join the company's Amazon Care group, which launched in September. Amazon Care is designed to serve as a medical benefit for employees and helps provide care virtually, through a video visit, and with home visits if additional care is needed.

"The service eliminates travel and wait time, connecting employees and their family members to a physician or nurse practitioner through live chat or video, with the option for in-person follow up services from a registered nurse ranging from immunizations to instant strep throat detection," an Amazon spokesperson told CNBC in an email. [Read Article](#)

## Regional, State and Local

### MUSC

Aiming to build and renovate facilities across SC, MUSC to pursue 5 certificates of need.

[Read More](#)

MUSC buys \$28M warehouse as North Charleston project nears completion. [Read More](#)

MUSC plans to build new emergency department near Seabrook Island. [Read More](#)

New children's hospital at MUSC in Charleston faces construction delays. [Read More](#)

MUSC opens a primary health clinic in Darlington. [See Article](#)

Charleston hospitals at war over MUSC's plans to build in Berkeley County. [See More](#)

MUSC received \$833K grant to combat opioid crisis. [Read More](#)

MUSC begins phase 2 of its energy savings project. [Click here](#)

MUSC's College of Pharmacy receives largest donation to date. [Read More](#)

### South Carolina Becomes CVS' 32<sup>nd</sup> State to Offer MinuteClinic Video Visits

People in South Carolina with minor illnesses, minor injuries and skin conditions can now seek care through MinuteClinic Video Visits, a telehealth offering. MinuteClinic Video visits is available for patients 24 hours a day, seven days a week for patients two years and older. The cost of a visit is \$59, which is currently payable by credit, debit, FSA and HSA cards. Insurance coverage will be added to the experience in the coming months. [Read Article](#)

### Bon Secours Mercy Health Launches Business Line Aimed at Cutting Costs for Employers

Bon Secours Mercy Health has created a new company, Harness Health Partners, to offer solutions for employers including well-being programs, pharmacy management tools and on-site clinics. The company will also work with interested employers to launch custom solutions or mold existing initiatives to fit the needs of their individual workforces. [Click Here for More](#)

### Bright Health Brings Its Innovative Model to South Carolina in Collaboration with Southeastern Health Partners in 2020

For the first time, Bright Health will offer individual and family plans and Medicare Advantage plans to South Carolinians in Greenville, Anderson and Pickens Counties in 2020. Where available, Bright Health Silver Plans are the most affordable individual and family plans available in South Carolina. Bright Health developed its plan in collaboration with Southeastern Health Partners (SEHP), a clinically integrated network (CIN) formed as a joint venture between AnMed Health, Bon Secours St. Francis, and Spartanburg Regional Healthcare. The Bright Health Medicare Advantage plans will be available beginning October 15<sup>th</sup>. [Read More](#)

### WellCare Members Gain Expanded Access to Top Health Systems in South Carolina

WellCare of South Carolina, a WellCare Health Plans, Inc. company, announced it is offering its WellCare Medicare Advantage members expanded access to the top health systems across the state. Current WellCare Medicare Advantage members have in-network access to the following health systems as of October 1, 2019: Beaufort Memorial Hospital, Grand Strand Health, MUSC, and Prisma Health. [Read More](#)

### **North Carolina's Largest County-Owned Hospital Weighs a Potential Sale**

New Hanover Regional Medical Center, located in Wilmington, NC is the largest county-owned hospital in North Carolina with 647 beds. The New Hanover County commissioners, by a vote of 3-2, passed an "intent to sell" resolution at a September 16 meeting. County and hospital officials stressed that the resolution is about exploring a range of options for the medical institution's future. Those options include remaining a nonprofit in county ownership or affiliating with a larger health care system. But they also haven't ruled out an outright sale either. [Read More](#)

### **Bon Secours Mercy Health to Acquire Majority Stake in Hospital Joint Venture**

Cincinnati-based Bon Secours Mercy Health plans to acquire a majority stake in Charleston, S.C.-based Roper St. Francis Healthcare, a joint venture formed by three systems 21 years ago. When the joint venture was formed in 1998, Bon Secours held a 27 percent stake, Medical Society of South Carolina held a 63 percent stake and Atrium Health held 10 percent.

Roper St. Francis has grown to include four hospitals jointly owned and operated in the Charleston area. Under the restructured ownership deal, Atrium will divest its 10 percent stake in the joint venture, giving Bon Secours Mercy Health a 51 percent stake and Medical Society of South Carolina a 49 percent stake. [See Article](#)

## **Certificate of Need (CON) Updates**

### **Richland County**

Construction of a new ambulatory surgical facility with the transfer of three outpatient surgery suites. Submitted by Lexington Medical Center.

Establishment of a Freestanding Imaging center with MRI and CT. Submitted by American Health Imaging of SC.

### **Greenville County**

Establishment of a 40-bed freestanding inpatient rehabilitation hospital. Submitted by Encompass Health Rehabilitation Hospital of Greenville.

Establishment of a Freestanding Imaging center with MRI and CT. Submitted by American Health Imaging of SC.

### **Lexington County**

Establishment of a Freestanding Imaging center with MRI and CT in Irmo. Submitted by American Health Imaging of SC.

Establishment of a Freestanding Imaging center with MRI and CT in West Columbia. Submitted by American Health Imaging of SC.

### **Pickens County**

Construction of a 5,809 sf Ambulatory Surgery center for endoscopy. Submitted by Greenville Endoscopy Center Inc.'s Clemson Endoscopy Center d/b/a Clemson Endoscopy Center.

*Thank you to our contributors and editors: Kaley Powell, Hunter Kome, Scott Sasser, MD, Pat Marshall, MD, Sally Foister, Heather Grounell, and Ryan Hall*