OUR MISSION
Together with our partners, we work to improve health and create a better health care system so that people and communities will flourish.

SOLUTION
Reimagined health care.
Reimagination is a continuous process. As we learn new models and gain new insights, the levers we use and the results we seek to improve also evolve.

OUTCOMES
The key outcomes help us define, assess, gauge, and track our progress toward the solution: a reimagined health care system.

PROBLEM
The U.S. health care system is broken. We pay more and are less healthy.

LEVERS
These strategies (or levers) in turn, can accelerate progress toward key health and health care outcomes, especially when multiple levers are moved in a simultaneous and coordinated way.

• Systemwide QI
• Care Management
• Consulting & Research
• HIT and Analytics

OUR WORK
We believe in partnership and in community. Together, we perform projects and implement programs aimed at impacting and/or aligning key levers through:

WE START WITH THESE LEVERS
We understand and engage the key strategies, or levers, that drive transformation. Together with clients and community partners, we serve as catalysts to align and synchronize the levers to effect and sustain real change.

TO PRODUCE THESE OUTCOMES
Outcomes improve over time as the system transforms nationally and in the communities where we work and for the populations we serve. We track the key outcomes to help us realize and sustain progress and results.

TO REALIZE OUR VISION
We align community interests, promote collaboration, and apply objectivity, experience and innovation—helping to solve the most difficult problems in health and health care. We are always evolving.
**Engaged Patients & Public**
Patients and the public are respected as key collaborators and are central to the design and delivery of health care. People understand the importance and impact of life and lifestyle choices on health and make choices accordingly.

**Community Collaboration**
Communities work across competitor boundaries and special interests to learn, share resources, solve hard problems and partner effectively in the interest of patients and the public.

**Engaged Providers**
Health care providers are respected as key partners, are included in the design and implementation of improvement activities and are focused on patients and key outcomes. The well-being of providers is seen as a key metric of success in system design.

**Integrated Care**
Care is delivered in a way that feels seamless to the patient and provider, across the continuum of delivery settings and domains and over time. Information flows across the system and is available to patients, providers, payers, and policymakers when it is needed to plan, deliver, administer and support care. Physical and behavioral health are connected. Specialty and primary care are aligned and coordinated to meet the needs of patients.

**Aligned Incentives**
Incentives are aligned to support patient-centered, equitable, integrated, effective and efficient care, and to promote health. Plans and benefit designs also encourage value.

**Transparent System**
Health and health care outcomes, key health care processes, and costs and prices of care and other key system characteristics are transparent; policy decisions and system interventions are supported by public information to accelerate improvement.

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**Outcomes**

**Equity**
Diversity is valued and respected. Disparities in health and related outcomes associated with socio-economic status, race or ethnicity, gender or identity, rurality, access to care or other differences are actively identified and eliminated.

**Reduced Costs**
Participants in the health care system understand that there are constraints on resources available. Accordingly, health-related policy decisions and improvement interventions are guided by the potential value they can produce. Total cost of care is reduced, and health care is affordable for all.

**Improved Health**
Communities and the health care system focus on the health of all people. There is respect for, attention to, and investment in connectedness and community, the livability of the environment, safety, education, economic stability and security, and other social determinants of our health.

**Better Health Care Outcomes**
The health care system uses effective processes to achieve high quality outcomes for all patients.