



HIT '11: The Tools for Meaningful and Accountable Care

Clinical Decision Support: Technology at the Point of Care

*Massachusetts Health Data
Consortium*

February 4, 2011

Company Profile

- Founded as an Independent Nonprofit Community-based Health Plan in 1982 by the Scott and White Clinic and Hospital.
- 27 Years of Successfully Serving the Communities of Central Texas.
- 240,000 Customer Relationships Across Our Medical, Pharmacy and Insurance Products.
- Revenues in Excess of \$600M.
- Highest Rated Health Plan in Texas.
- Recognized Nationally for Our Commitment to Quality Health Care and Customer Service.

Why do so many members rely on Scott & White Health Plan?

- In 2009, SWHP was named one of the **Highest Ranked Health Plans in Texas by the *U.S. News & World Report***¹ for the fifth year in a row². Our Medicare plan was rated the best in Texas.¹

¹ *U.S. News & World Report/NCQA America's Best Health Plans 2009.*

"America's Best" Health Plans is a trademark of U.S. News & World Report.

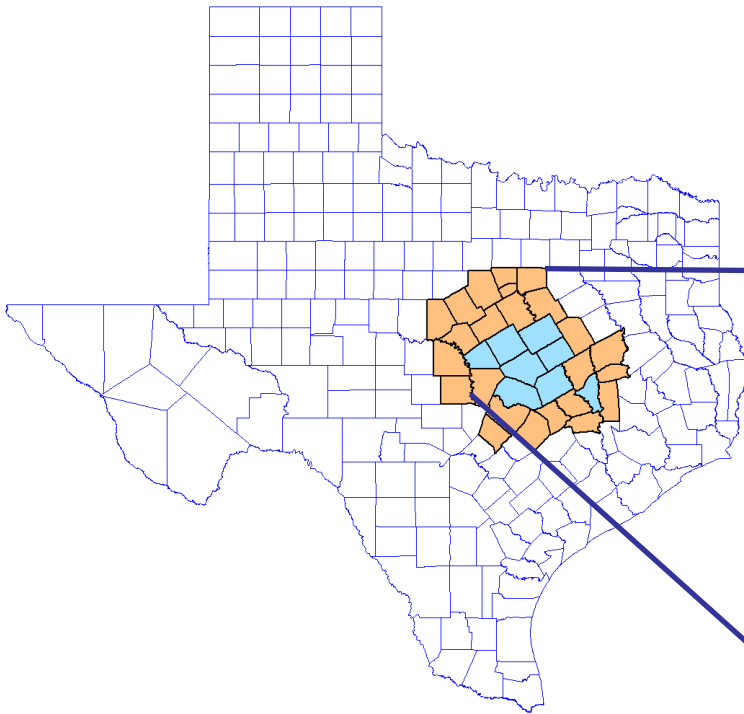
² Previous rankings posted on www.usnews.com.

- SWHP has earned an "Excellent Accreditation" from the National Committee for Quality Assurance (NCQA) for both Commercial and Medicare products (2000-2009). This was SWHP's 10th consecutive year with "Excellent Accreditation." In 2010, SWHP earned a "Commendable Accreditation."
- SWHP received the highest rating of any Central Texas and Panhandle/Plains Health Maintenance Organization for
 - "How People Rated Their Health Care;"
 - "How People Rated Their Personal Doctor (tied for highest in Panhandle/Plains area);"
 - "How People Rated Their Specialist;" and
 - "Plan Information on Costs (percentage of members who said they were always able to find out cost information),"(Office of Public Insurance Counsel, "Comparing Texas HMOs 2009").

Products

- Commercial Group Health Coverage
- Individual Health Coverage
- Third-party Administrator (TPA)
- Medicare Cost Plan
- Medicare Prescription Drug Plan
- Retail Pharmacy Chain
- Pharmacy Benefits Management (PBM)
- Life, Disability, Long Term Care, and Dental through affiliation with MetLife
- Supplemental Income Insurance

Scott & White Service Area



Service Area includes 32 Counties;
covering 29,448 sq miles

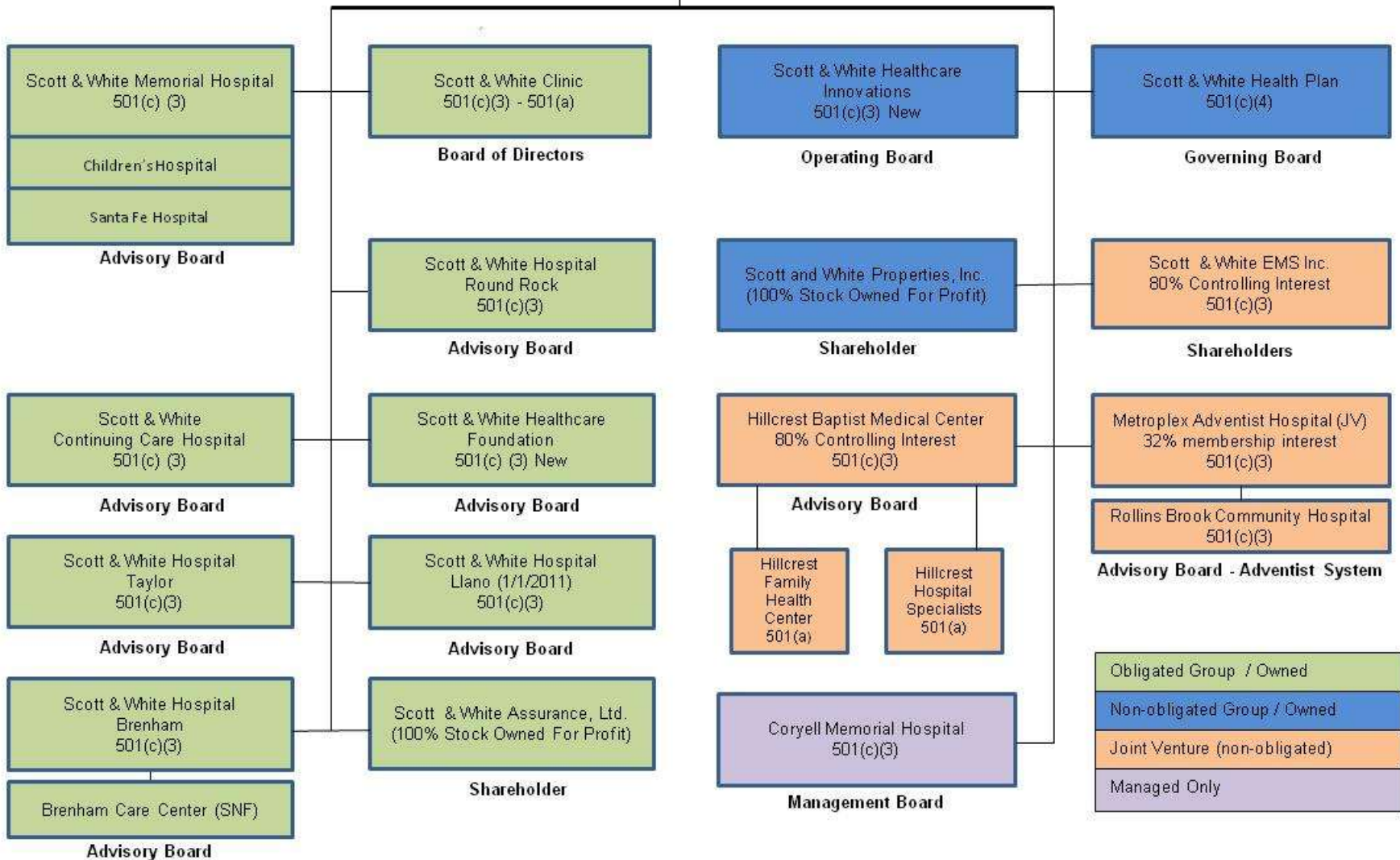


Parent Board of Trustees

Scott & White Healthcare IRC § 501 (c) (3)

Corporate Services / Assets / Debt Program

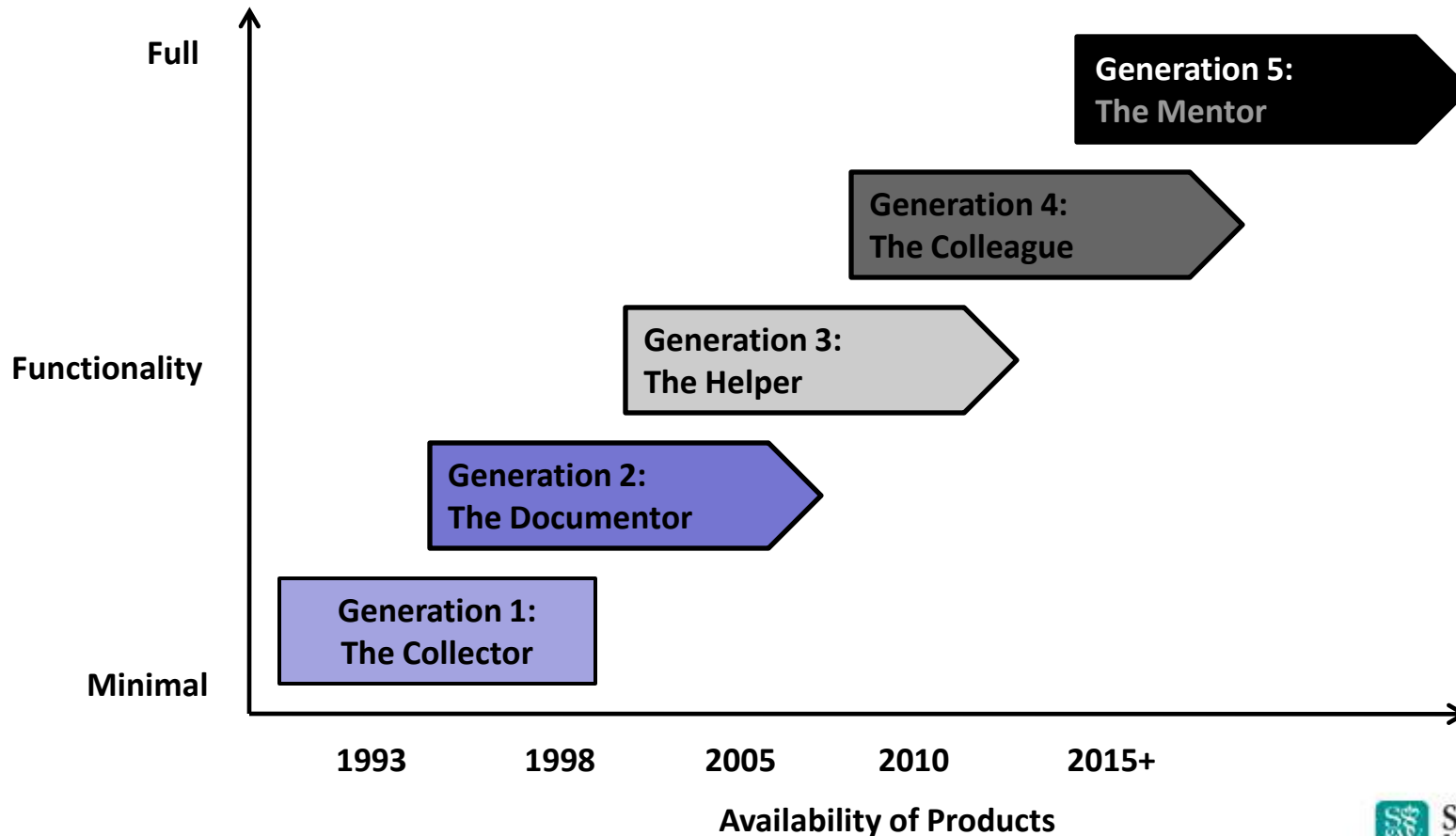
System Offices & Executives



Clinical Decision Support

- Where we are
- Where we need to go

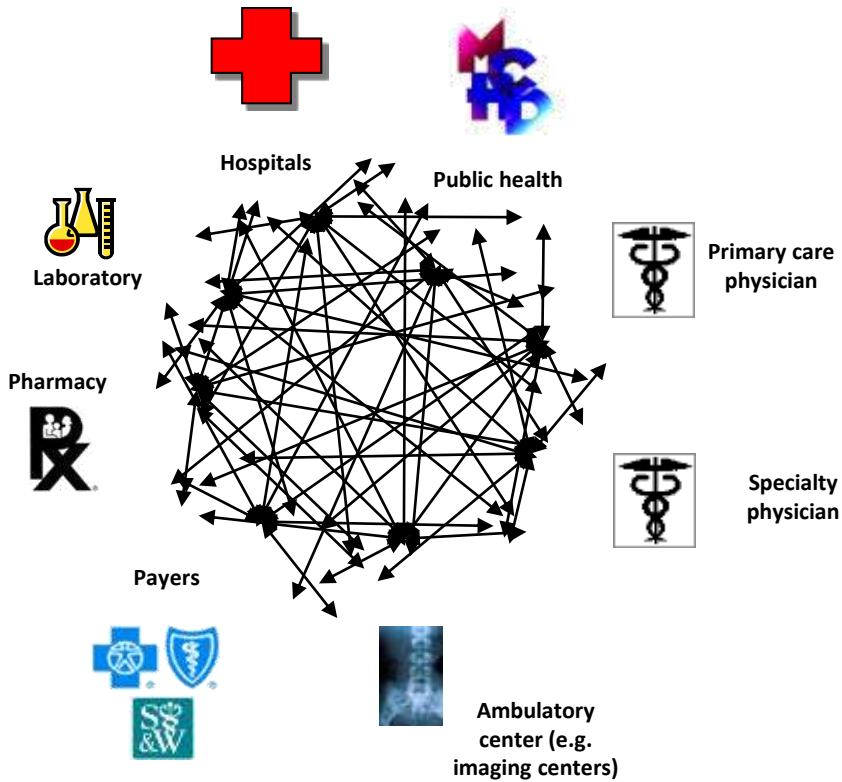
The Five Generations of Information Systems



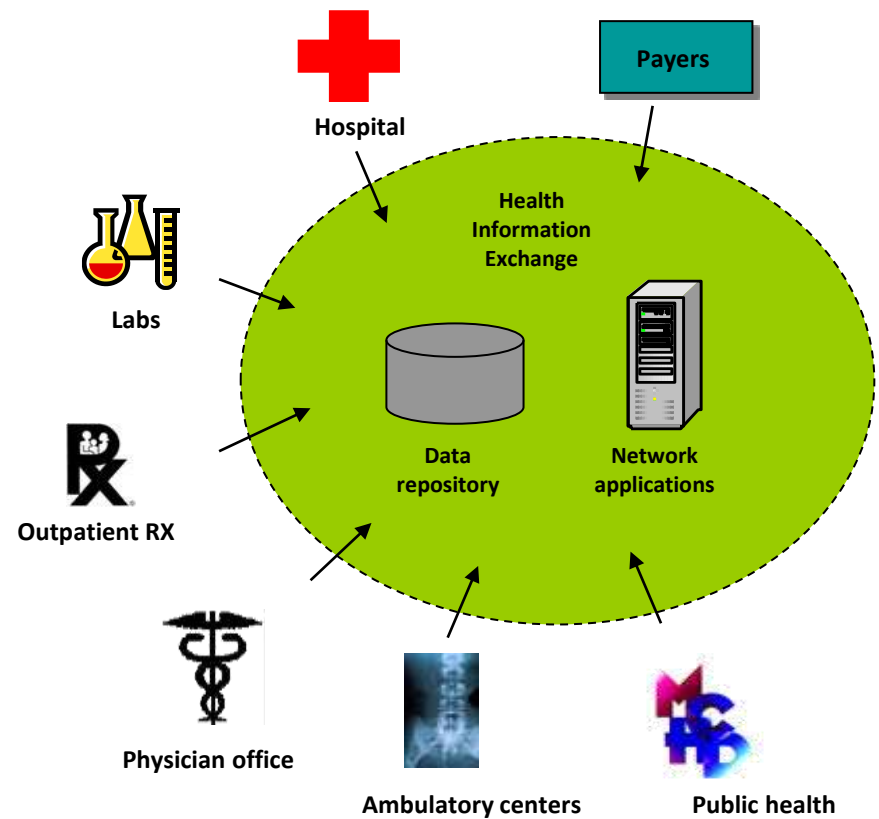
Source: Gartner (March 2006)

“Wiring” Healthcare

Current system fragments patient information and creates redundant, inefficient efforts



Future system will consolidate information and provide a foundation for unifying efforts



Clinical Decision Support: Top 10 Wish List

- Universal interoperability
- POS/POC data
- Integration of multiple data sources (lab, pharmacy, clinical, financial)
- Transparency
- Universal clinical data set in every EMR

Clinical Decision Support: Top 10 Wish List

- Affordable, accessible EMR's with universal clinical use
- EMR connectivity (across ambulatory, inpatient and other facilities)
- Merger of PHR and EMR?
- Faster and better tools
- Smarter and better security



SCOTT & WHITE
HEALTH PLAN

Texas Friendly

Questions ?