

Building the Academic Health System for the Commonwealth

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Executive Vice President for Health Affairs

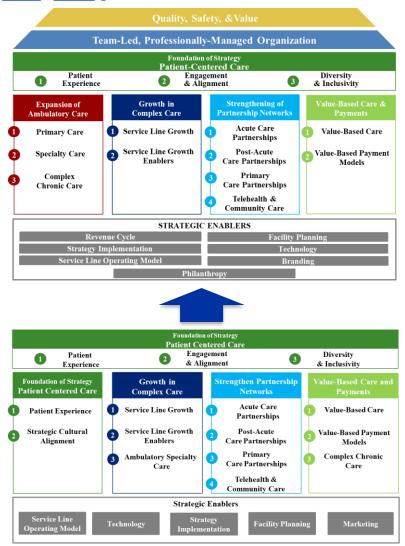


Refinement of Strategy

- First and foremost, we will continue to serve the care needs of Kentuckians in our hospitals.
- We will intensify our efforts and secure the technology necessary to advance our quality, safety, and value activities.
- We will increase access to and the efficiency of our outpatient clinic services both on campus and in the community.
- These efforts will serve to ensure our financial sustainability, and allow us to continue to invest in our teaching and research missions.



UK HealthCare Strategy 2020



"Refined" Strategy 2020

- Rollout in Spring 2018
- Enhanced focus on becoming a highvalue organization with emphasis on our patients and our people
- Expanding our ambulatory offerings and geographic distribution

"Original" Strategy 2020

- Rollout in Summer 2015
- Major focus on continuing partnerships (acute, post-acute, and KY Health Collaborative)
- Continued Service Line development



Affiliate Networks





Proud, But Not Satisfied...





Inpatient growth of 123% from FY03 to FY19 forecast



Ambulatory Clinic growth of 150% from FY10 to FY19 forecast



We remain at the 75th percentile in discharges and case mix index among teaching hospitals

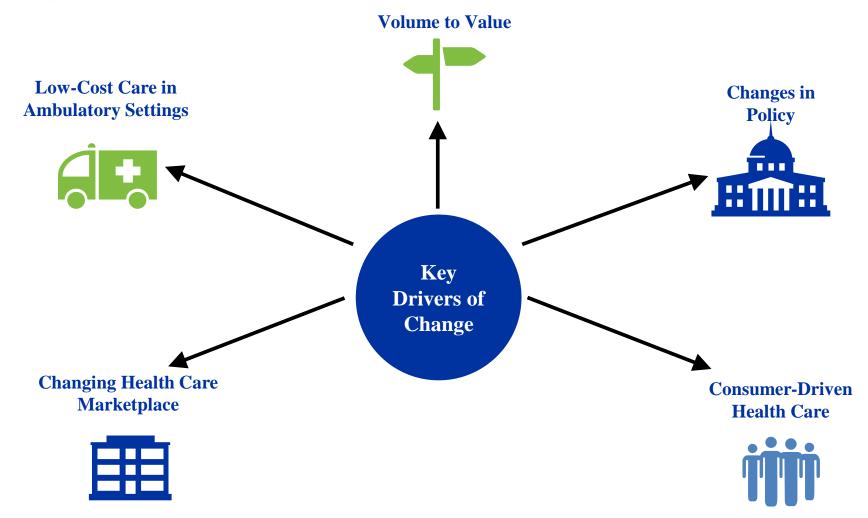


Four specialty programs ranked in the Top 50 nationally by US News

• Diabetes and Endocrinology (33rd), Cancer (38th), Ear, Nose, and Throat (45th), and Orthopaedics (45th)



Drivers of Change





Establishing the Academic Medical Center of the Future

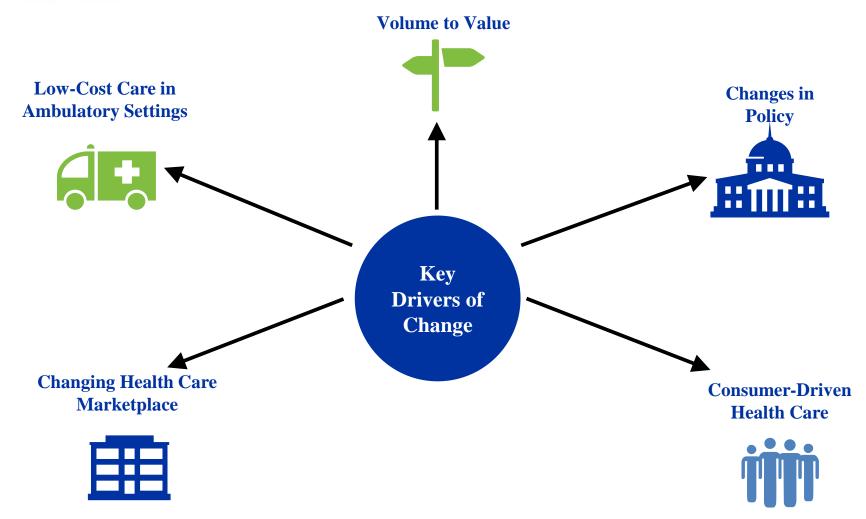
Janis M. Orlowski, MD, MACP Chief Health Care Officer AAMC



Tomorrow's Doctors, Tomorrow's Cures®

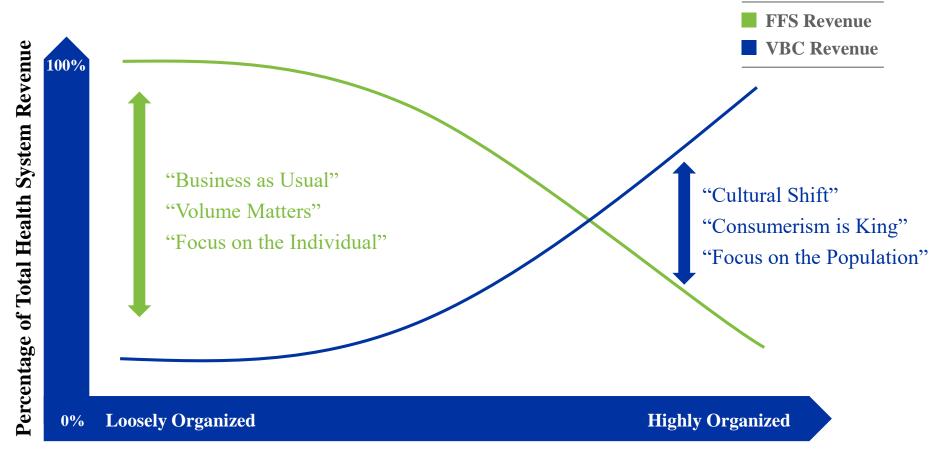


Drivers of Change





Market Transition to Value



Formalization of VBC Organizational Structure





How Policy Changes Affect UKHC

Some wins, some losses in Washington and Frankfort

LOSSES:



- Affordable Care Act Market Basket Cuts and Sequestration: -2% Reduction
- Medicare Disproportionate Share Hospital Cuts: Medicare - \$6M Reduction



- Supplemental Payments: Phasing Out
- Medicare Hospital Quality and Value Programs: \$2.5M Reduction



- Medicare Evaluation and Monitoring Code Collapse: \$200K Reduction
- Future Changes to the 340B Program?

WINS:

- Medicare Quality Payment Program Bonus: +2%
- Medicaid Directed Payments- Pending

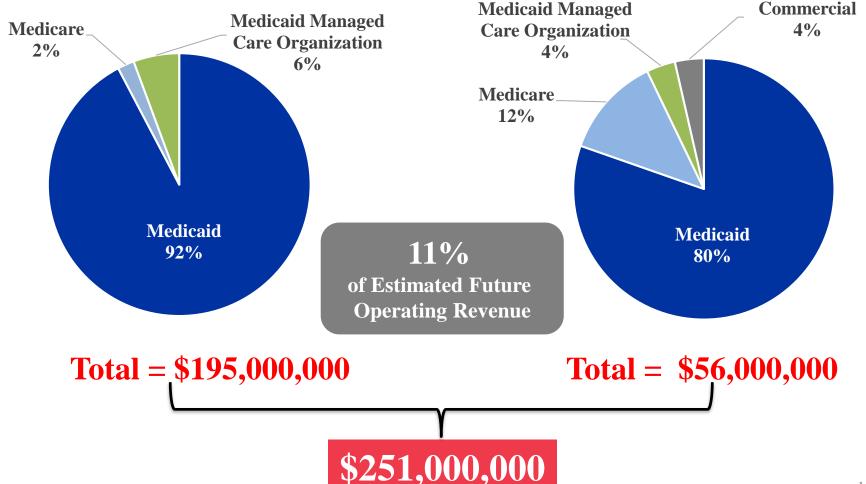


Future Uncertainty

- Estimated Dollars at Risk -



Professional – FY20



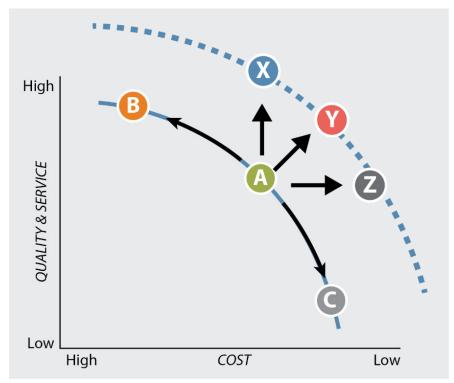


Value is Becoming a Competitive Absolute

B

Value (V) = Quality (Q) * Service (S)





PAST THINKING

Adding costs to improve quality/service

Cutting costs at the expense of quality/service

NEW PARADIGM

Effectiveness:
Improved quality/service at the same or lower cost

Innovation:
Improvement in all dimensions

Efficiency:
Cutting costs without impacting quality/service

Source: Lean Hospitals, Graban, CRS Press, 2009, p.10



Consumerism

Cancer

Orthopedics

· Women's

Health



National Survey Results from Sg2, CDC, Kaiser Foundation

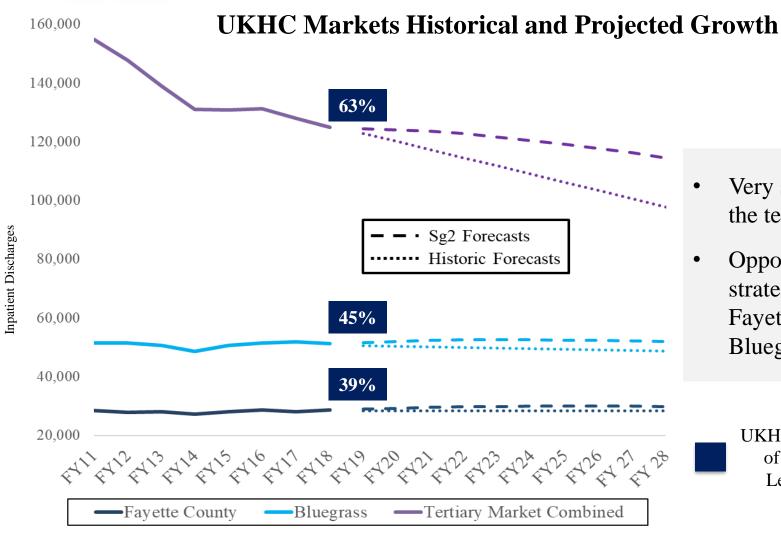
3 in 5 In the younger generations report likelihood to use telehealth Place high value on 1 in 4 preferred provider access 90% Value co-location of diagnostic imaging 1 in 3 Likely to price shop 2018 enrollment in High-29% **Deductible Health, up from 4%** in 2007

Service lines most vulnerable

to market disruption



Local Market Trends



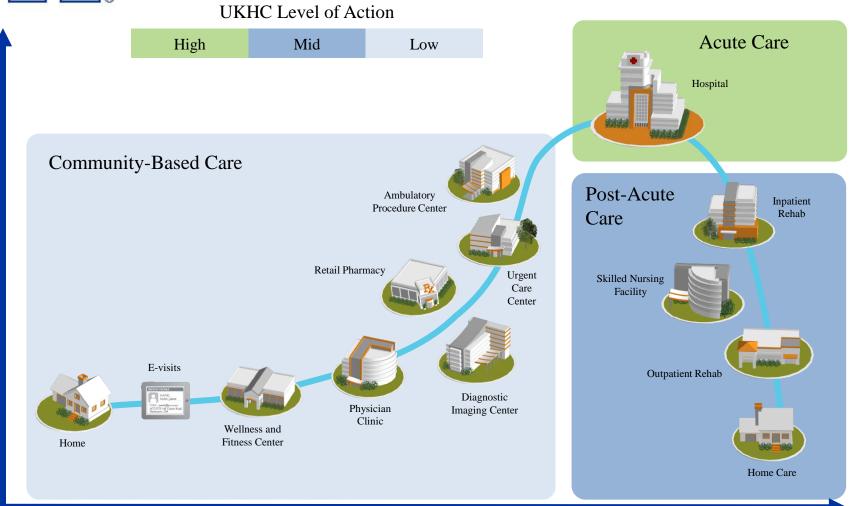
- Very strong position in the tertiary market
- Opportunities for strategic growth in the Fayette County and Bluegrass markets

UKHC FY18 percent share of patients treated by Lexington Hospitals



Acuity

Low-Cost Care in Ambulatory Settings





Our Vision for the Future

Building the Academic Health System for the Commonwealth





Building the Academic Health System for the Commonwealth

- Focus on becoming a high-value system for our patients, community providers, and payers.
- Scale our ambulatory services to match and support our exceptional growth as a system.
- Continued focus on advanced sub-specialty care using innovative models, partnerships, and expertise in clinical care, research, and teaching.
- Empower our clinicians to lead our growth and sustainability in clinical care, research, and teaching.



Building the Academic Health System for the Commonwealth



Focus on becoming a high-value system for our patients, community providers, and payers.

Current Focus

1. Quality

- Quality Improvement/Dyad Structure
- Care and Process Redesign
- Advanced Analytics

2. Cost and Efficiency

- BEST* Ambulatory Access
- BEST* Supply Chain, Workforce, Academics, and Research

3. Experience and Engagement

- Patient Experience
- Provider and Employee Engagement

Future Vision



^{*} Building Efficiencies through Strategic Transformation



FY2019 Quality Accomplishments

Quality Improvement (QI) Training

- 600+ Inpatient & Procedural Dyads
- Enterprise-wide intensive QI training
- Integration in Leadership Training

Dyads

- 60+ Inpatient & Procedural Dyads
- 50+ Ambulatory Dyads
- Champion QI efforts



QI Work

- Wildcard dashboard rollout
- Team huddles
- Leader rounding
- Improve experience, safety, & engagement
- Create three inpatient Model Units





Analytics and Quality Vision

What are we trying to accomplish?

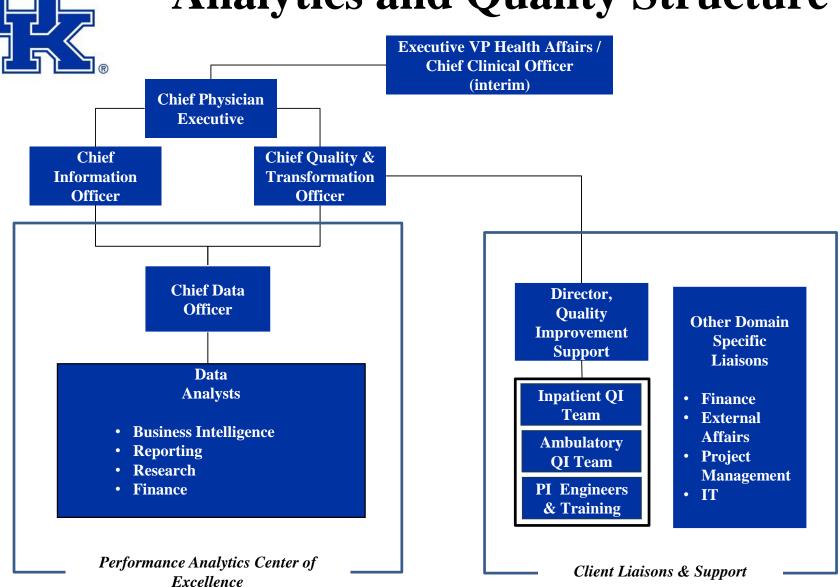
- Improve patient-centered care, quality, safety, and value by becoming a data-driven organization
- Position UKHC as a leading valuebased care provider
- Advance capabilities in data science, predictive analytics, and artificial intelligence (AI)
- Improve decision-making through accelerated, user-friendly access to accurate data and analytics

How will we accomplish this?

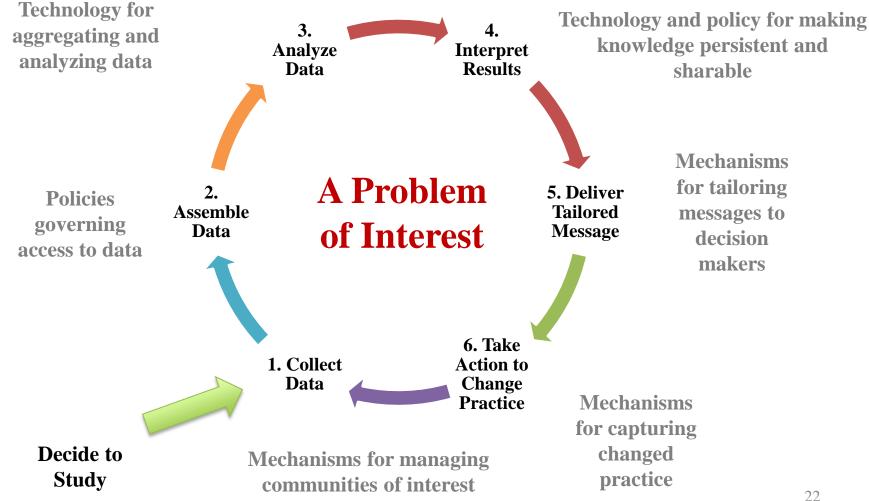
- Create Performance Analytics Center of Excellence (PACE), standardize analytics process, and increase accessibility of data
- Align existing analytics skills across enterprise and reduce siloed processes and capabilities
- Establish core group of liaisons to provide training, tools, and support to internal customer groups
- **Increase confidence** in data and analytics across the organization



Analytics and Quality Structure



The Learning Health System Platform





Care & Process Redesign

Care Redesign

Focused on reducing unnecessary variation in care and improving efficiency in an evidence-based, clinician-led manner

Process Redesign

Focused on departments and workflows, essential to successfully implementing a single-platform electronic health record (EHR)

- Supply Utilization
- Drug Utilization
- Patient Risk Stratification
- Disease Specific Discharge Requirements
- Blood Utilization
- Lab Utilization
- Imaging Utilization
- Pre-Op Risk Assessment
- Enhanced Rounding Processes
- Discharge Planning
- Transition Management
- Referrals
- Clinical Guidelines

- Protocols and Pathways
- Plan of Care
- Nurse Driven Orders
- Quick Lists & Order Sets
- Hand Off Tools
- Patient Education
- **Staff Education**

- Registration
- Scheduling
- Deficiencies
- Release of Information
- Emergency Department Flow
- Perioperative Department Flow
- Patient Movement (Discharge, Transfer, and Admission)
- Medication Reconciliation
- Patient Engagement
- Medication Administration
- Billing
- Coding
- Outpatient Clinic Flow
- Group Appointments
- Telehealth
- Virtual Care
- Workforce Planning
- Pricing



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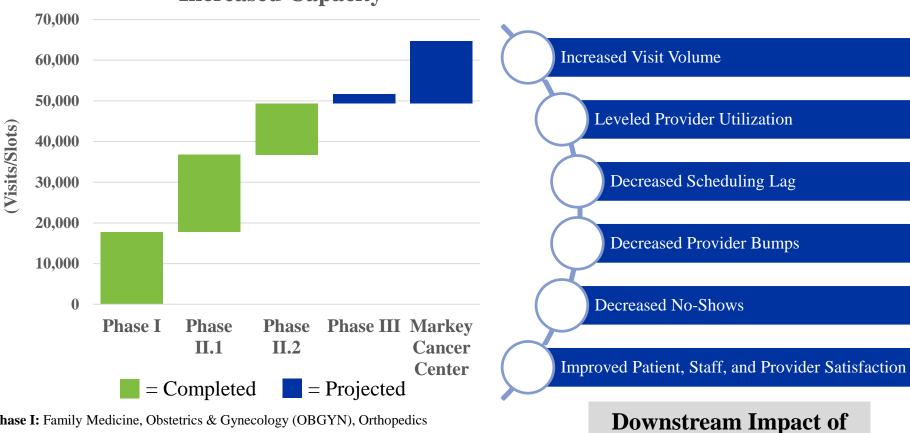


^{*} Building Efficiencies through Strategic Transformation



BEST Ambulatory Access

Increased Capacity



Phase I: Family Medicine, Obstetrics & Gynecology (OBGYN), Orthopedics

Phase II.1: Pediatrics, Interventional Pain, Physical Medicine & Rehabilitation, Neurology

Phase II.2: Internal Medicine, Medicine Specialties, Barnstable Brown Endocrinology Center

Phase III: Surgery, Ear, Nose, & Throat (ENT), Ophthalmology

Markey Cancer Center: Hematology, Multi-Disciplinary, Head/Neck/Respiratory, Chemotherapy Infusion, Gynecology-Oncology

\$40+ Million



Continuing @ our BEST



Supply Chain: Focus on product pricing, standardization and utilization (confirmed savings to-date of \$16.5M)

Workforce: Focus on productivity models, contingent labor, and premium pay (confirmed savings to-date of \$6.2M)





College of Medicine: Focus on building efficiencies in Research and Administrative Services (launched savings to-date of \$5.7M)



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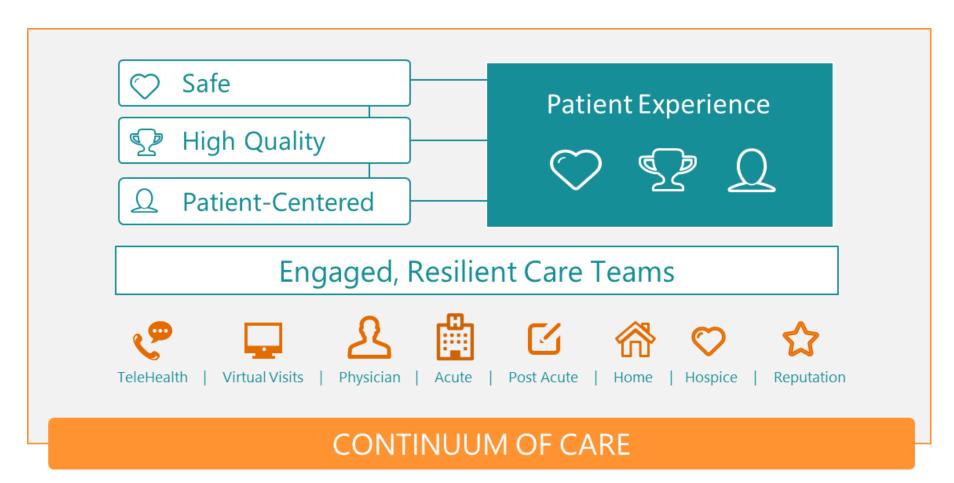
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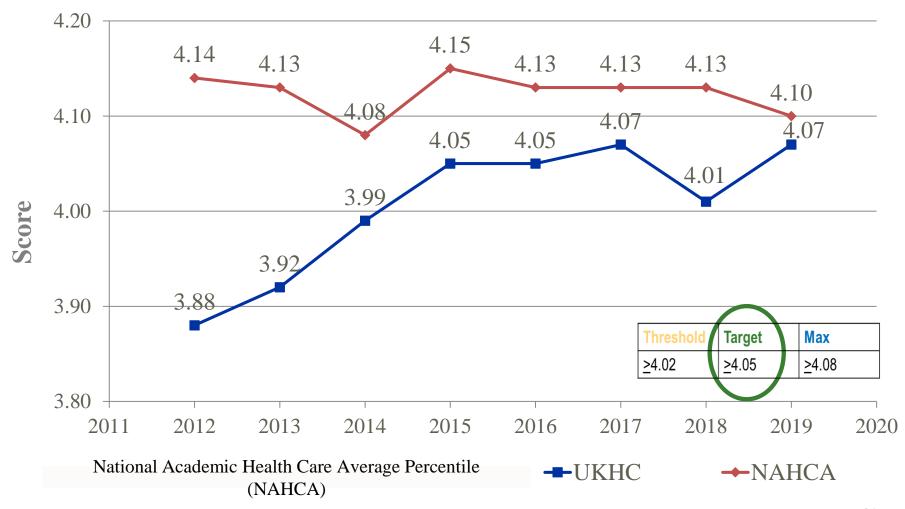
Experience and Engagement



Source: Press Ganey



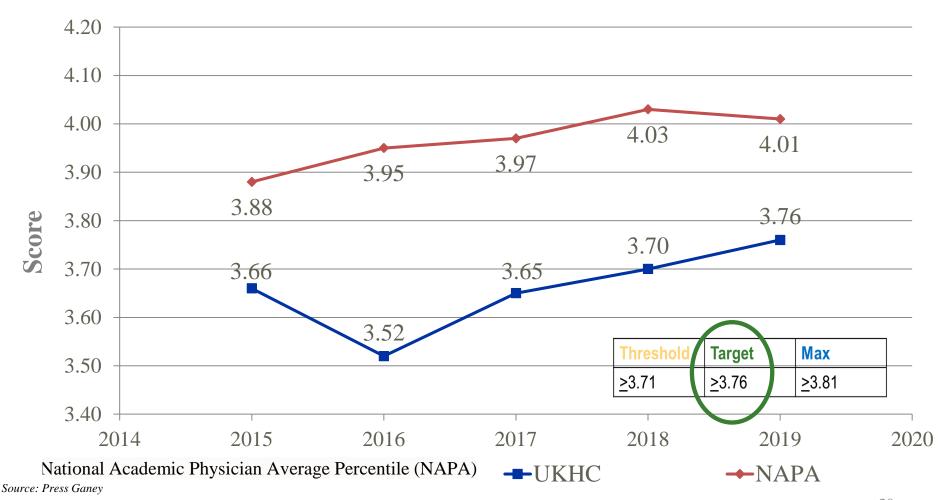
Staff Engagement Trending



Source: Press Ganey



Provider Engagement Trending





Experience and Engagement

Home » Find a UK HealthCare doctor or provider » Jay S. Grider, DO

Jay S. Grider, DO

Chief, Division of Pain and Regional Anesthesia Medical Director, UK HealthCare Pain Services ★ ★ ★ ★ | 4.77 out of 5

44 ratings | 18 comments



SpecialtiesAnesthesiology
Pain Management Anesthesia

On This Page

Related Services

<u>About</u>

Locations

Ratings & Reviews

Related Services

Anesthesiology, Interventional Pain Associates

Source: Press Ganey

- Physician Star Ratings provide a level of transparency for patients in their decision-making process
- Places the patient at the center of our efforts around improving the quality of care and patient satisfaction



EHR Enabling our Future

Value-Based Care

- Provide risk tracking and preventative health tools
- Manage value-based care arrangements
- Provide an integrated platform

Engagement

- Promote efficiency and integration
- Be user-friendly
- Prioritize and route messages to the correct care team member

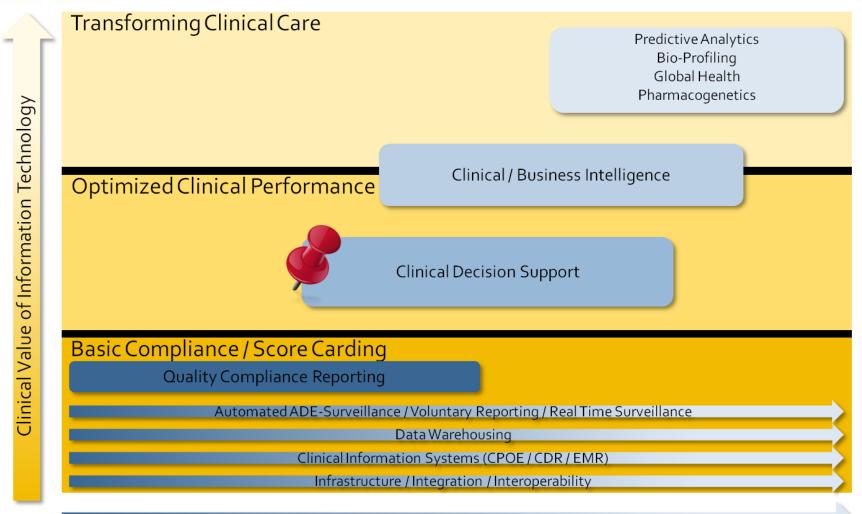
Quality and Patient Safety

- Reduce unnecessary care variation
- Support automated care team notification and time tracking

Experience

- Improve the care experience
- Support an advanced patient portal
- Support genomics-informed medicine

Leveraging IT as Part of the Overall Institutional Strategy



Evolution of Information Technology



Building the Academic Health System for the Commonwealth

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Scale our ambulatory services to match and support our exceptional growth as a system.

Current Focus

- 1. Lexington Clinic Oncology
- 2. Markey Cancer Center Expansion
- 3. Kentucky Clinic Projects
- 4. Turfland Campus
- 5. Lexington Surgery Center
- 6. Specialty Pharmacy
- 7. Non-Chemotherapy Infusion







Lexington Clinic Medical Oncology



"Go-Live" for Cancer Collaboration is June 24, 2019



Markey Cancer Center Expansion

GOALS:

- Create five years of additional capacity coverage
- Expand clinic capacity
- Optimize experience, throughput, and capacity (patient, provider, and staff)
- Maintain a multidisciplinary clinical care model
- Ensure services revolve around the patient
- Incorporate patient supportive services back into the clinical practice
- Further integrate clinical research into daily practice

Expansion will result in estimated 7,200 additional chemotherapy slots and 13,720 visits

Anticipated Completion June 2021





Kentucky Clinic Projects

GOALS:

- Expand Clinic Capacity
- Improve Patient Experience
- Enhance Access and Throughput

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Department	Project Started	Phase I complete	Project Completed	Wile
Ear, Nose, and Throat			✓	
Medicine Specialties	\checkmark	✓		
Obstetrics and Gynecology at Maxwell	✓			
Pediatric Specialty			\checkmark	
Speech Services			✓	
Imaging (KY Clinic South Mobile MRI)			✓	37



Turfland Campus

Turfland Second Floor Build-Out



- 40,000+ Square Feet
- 40 Exam Rooms
- Multi-Specialty Clinic Concept
- Tentative Opening Late 2020

UK HealthCare Urgent Care Clinic



- Consumer Demand for Convenient, Same-Day Care
- Utilized Existing Location
- Leveraged Existing Family and Community Medicine Clinical Strategy to Emphasize Quality
- Opened June 1, 2019



Lexington Surgery Center

Transition of cases to
Lexington Surgery Center
began on November 29, 2018
743 cases have been
performed to date

periorinea to date				
Department	Integrated			
Endoscopy				
Nephrology				
Oculoplastics	✓			
Ophthalmology	✓			
Ortho-Sports Medicine	✓			
Interventional Pain Management	✓			
Pediatric Dentistry				
Pediatric ENT	✓			
Pediatric Ophthalmology	✓			
Plastics-Hand	✓			



- Established Right Patient, Right Care, Right Location Goal
- Clinical Operations Integration Steering Committee formed to optimize:
 - Clinical outcomes, throughput, patient experience, and economic advantages
- Operating Room (OR) Optimization Executive Steering Committee formed to:
 - Evaluate clinical operations integration requests
 - Develop programmatic collaborative efforts
 - Evaluate and secure optimal OR backfill opportunities
 - Monitor OR goals and measure and track progress
- Opening July 1, 2019
- Ribbon-cutting ceremony July 29, 2019



Specialty Pharmacy

UK Specialty Pharmacy

- Provides access to limited distribution drugs and high-cost specialty pharmaceuticals through a high-touch, patient-centered management approach optimizing the patient's medication experience
- Cares for more than 5,000 patients suffering from rare and chronic diseases
- Accredited and nationally recognized presence





Goal

- Proposed plan for off-campus Specialty Pharmacy in 2020 with growth capacity through 2025
- Will allow for Markey Pharmacy expansion in Pavilion H and ability to provide expanded service to our patients and partners

Enhanced Services

- Initiate an Ambulatory Infusion Pharmacy
- Centralize mail order
 prescription services for all
 seven UK Retail Pharmacy
 operations
- Centralize prescription support tasks for UK Clinics





Non-Chemotherapy Infusion

GOALS:

- Increase total infusion chairs over the next five years and allow for better, more convenient care of patients and strategic growth
- Provide off-campus infusion center options in response to payer demands
- Create models that neutralize Centers for Medicaid and Medicare Services (CMS) payment reductions of 30%
- Be co-located with Specialty Pharmacy





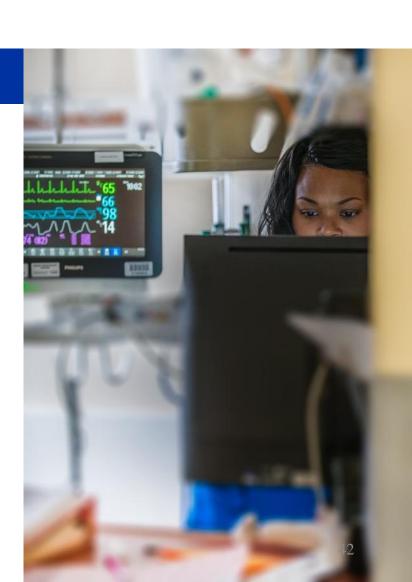
EHR Enabling our Future

Ambulatory Strategy

Support advanced scheduling of patients to decrease cancellations and adjustments by accounting for utilization loads and special requests

Accommodate rapid ambulatory growth to allow for UK HealthCare to continue to expand

Mitigate referral leakage to boost UK HealthCare's revenue



Low-Cost Care in Ambulatory Settings

Refined strategies will incorporate additional High community-based care to ensure our ability to treat patients across the entire care continuum Community-Based Care Ambulatory Procedure Center Acuity Retail Pharmacy Urgent Care Center E-visits Diagnostic Physician **Imaging Center** Clinic Wellness and Fitness Center Home

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Organizational Position Assessment

Completed

Planning for our Future

Strategic & Operational Modeling

Education and Prioritization

Current Capacity Assessment

Market Prioritization

Consumer Alignment Assessment Market Development

Service Line & Geographic Prioritization (What, Where, & How) Consumer Cultivation Strategy

> Facilities Strategy

Recruitment Strategy Strategy Scenario Models

Primary Care (Fayette versus Bluegrass)

Critical Core Services (i.e. Endoscopy, Imaging, Retail Pharmacy, Infusion, etc.)

Specialty Care (Service Lines)

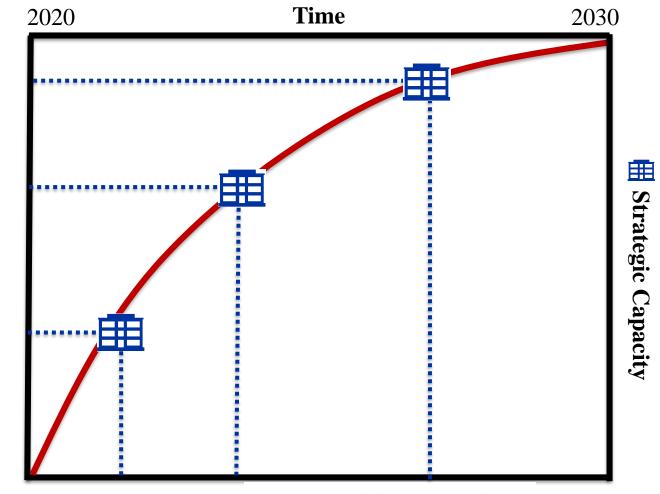
External Market Opportunities

Financial Modeling



Providers

Impacting More Kentuckians Through Strategic Growth



Number of Covered Lives



Building the Academic Health System for the Commonwealth

3

Continued focus on advanced sub-specialty care using innovative models, partnerships, and expertise in clinical care, research, and teaching.

Current Focus

- 1. Transfer Shaping Strategy
- 2. eICU
- 3. Interventional Suite
- 4. Additional Operating Rooms
- 5. EHR Impact





Transfer Shaping Strategy

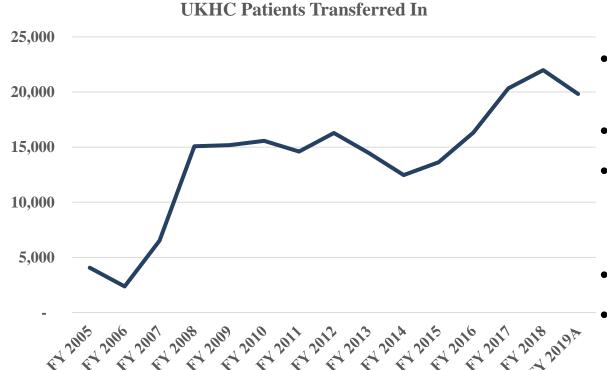
Overview



Strategies



- Optimize all operating room capacity
- Reverse transfers
- Leverage external partnerships while providing full oversight of transfers
- Remote hospitalist care
- Physician placement in community settings
- eICU/eAcute





eICU Strategy

- The eICU program is a transformational critical care telehealth program
- It combines A/V technology, predictive analytics, data visualization, and advanced reporting capabilities
- Caregivers are empowered to care for the patients who need it the most in the moments that matter the most





Interventional Suite



- Investment decision made to fitout approximately 49,000 SF of new Interventional Suite on the first floor of Pavilion A
- Allows for expanded Vascular Interventional, Neuro Interventional, and Computed Tomography (CT) Interventional access
- Enhanced patient throughput with additional levels of prep, recovery, and support spaces

High Level Schedule	May 2019	June 2019	September 2020	December 2020
Project Steering Team Kick-Off	✓			
Construction Begins		✓		
Target Substantial Construction Completion and Activation			✓	
Target Opening				√ 49



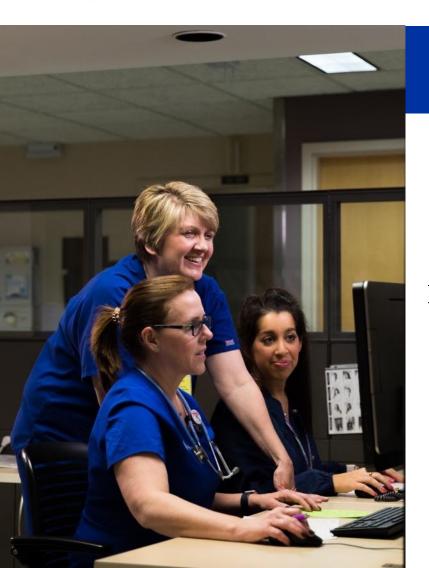
Additional Operating Rooms

- Opened four additional operating rooms in August 2018
- Opening two additional operating rooms in September 2019
- Allowed for initial expanded access for Urology, Adult Cardiovascular, Adult Cardiothoracic, Vascular, and Transplant
- Projected increase of more than 3,000 additional cases and almost 8,000 additional OR hours over the next four years





EHR Enabling our Future



Interoperability with Community Affiliates

Allow affiliates to view and contribute information to the EHR

to support transitions of care with external providers

Interoperate with external organizations and health exchanges

to create a comprehensive record of care

Support telehealth and eICU

to allow for the next generation of patient care



Future Vision - Strategy 2025



Continued focus on advanced sub-specialty care using innovative models, partnerships, and expertise in clinical care, research and teaching.

- Continue to ensure we have capacity to meet advanced sub-specialty inpatient needs of the Commonwealth
- Use innovative partnerships to promote high-quality, safe, and effective care in the appropriate settings
- Leverage advanced technologies to efficiently provide highvalue care



Building the Academic Health System for the Commonwealth



Empower our clinicians to lead our growth and sustainability in clinical care, research, and teaching.

Current Focus

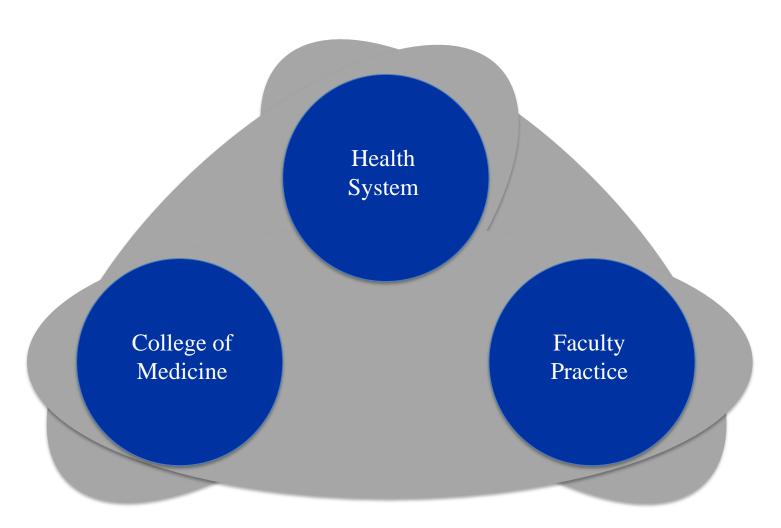
- 1. Integrating all components of the system
- 2. Empowered and aligned physicians and funds flow
- 3. Integrated physician practice
- 4. Strategically aligned facilities and physician recruitment







Academic Health System Alignment





Forces of Change

- Changing Medicare and private reimbursement
- Population health initiatives
- Private accountable care organizations

- Narrow networks
- Competition
- Reduced research funding
- Changing physician reimbursement and practice economics

AAMC Mergers and Acquisitions

Academic Medical
Center or
Teaching Hospital

Other Teaching
Hospital, Community
Hospital, or Providers

Changes Relationships (Alignment) Between

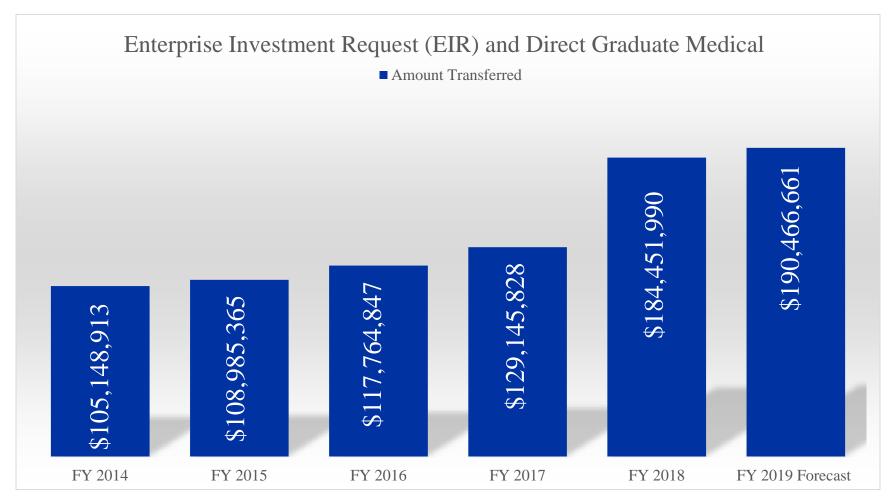
University or School of Medicine

Health System or Teaching Hospital

Faculty Practice



College of Medicine





Aligned Integration



Advancing the Academic Health System for the Future

Figure 2: Five Levels of Integration for an Academic Health System



Organizational Integration Governance; Organizational Alignment; Brand Experience; Physician Alignment; Academic Mission



Financial Integration Aligned Financial Incentives; Cost Management; Confidence with New Payment Models; Population Management; Economies of Scale



Clinical Integration Continuum of Services; Access to Services; Care Coordination; Medical Home; Innovative Delivery Models; Clinical Integration



Information Integration Reporting Infrastructure (metrics); EHR; Patient Portal; Health Information Exchange; Data Warehousing/Business Intelligence



Community Health Engagement Community Health Programs; Linkage with FQHCs; Community Health Status; Partnerships with Payers

Source: Manatt Health Solutions

manatt



Future of Academic Medicine Series

Next-Generation Funds Flow Models Enhancing Academic Health System Alignment

October 2018



Funds Flow

Funds Flow is the funding of innovation across the Clinical, Research, and Education missions

- Enables faculty recruitment and program development
- Supports investment in new areas of research
- Facilitates delivery of educational programs insufficiently supported by tuition or public funds

Source: AAMC

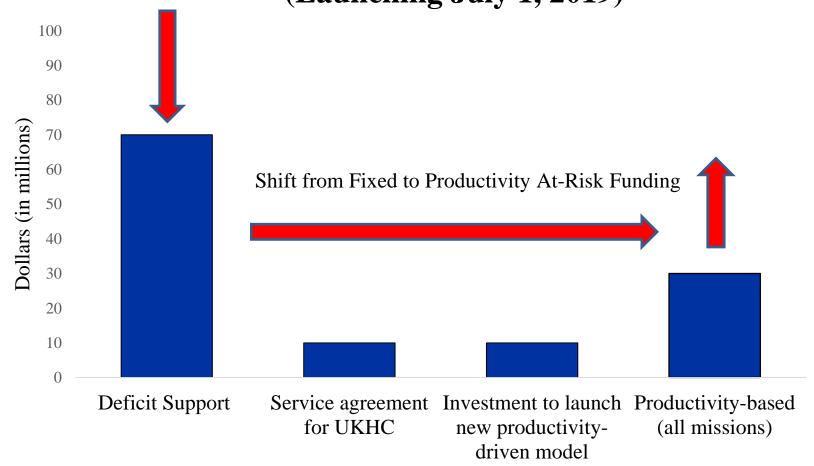


Funds Flow Goals

- Alignment of hospital, practice plan, College of Medicine, and ambulatory
- Enable the delivery of value-based, high-quality care
- Engagement of faculty and staff
- Integrated and aligned faculty practice plan
- Department discretionary decisions and resources
- Create resources to support all missions
- Enhanced productivity and fiscal accountability
- Full commitment of faculty and staff (aligned compensation)
- Competitive and transparent compensation



New Productivity-Driven Model for College of Medicine (Launching July 1, 2019)





Funds Flow Model Development

Phase 1: Simple Model

Phase 2: Progression

Phase 3: Final Transition

Stable Funds Flow



Compensation Goals: Productivity Advisory Group

Why a new model?

To better align compensation and productivity, appropriately measured, in a fair and transparent manner that provides informed choice and is supported financially through funds flow.

Compensation Model Goals



Fair & Transparent

- Clear and easily explained
- Clearly defined expectations for production, quality, etc.
- Defining metrics in advance and timely reporting; metrics should be meaningful, measurable, and manageable



Alignment with Organizational Strategy

- Creation of plans to support transition towards value-based care
- Valuing factors in addition to clinical productivity (i.e. teaching, research and administrative duties)



Financial Sustainability

- Financially affordable/ viable for the organization
- Adaptable to market changes such (e.g. weighting of productivity v. nonproductivity metrics)



Recruit and Retain Physicians

- Alignment with specialty-specific market compensation data
- Provides competitive compensation to faculty

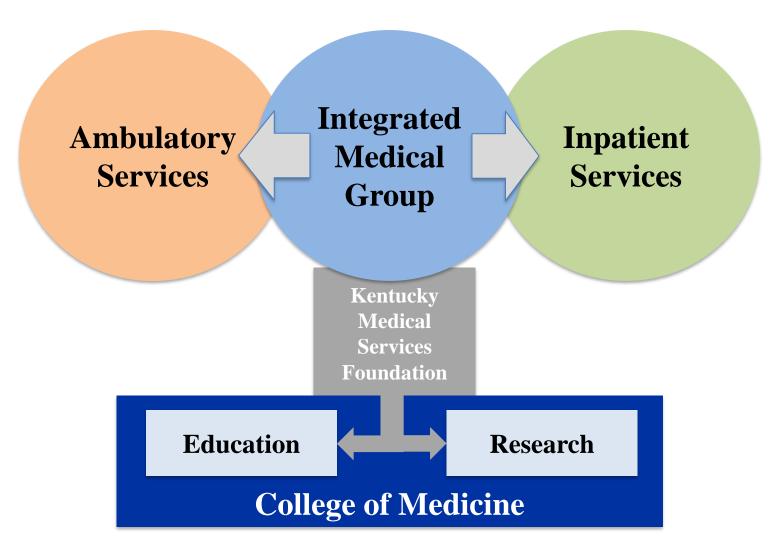


Citizenship

 Promotes teamwork and collaboration while also valuing individuals' unique contributions to the organization

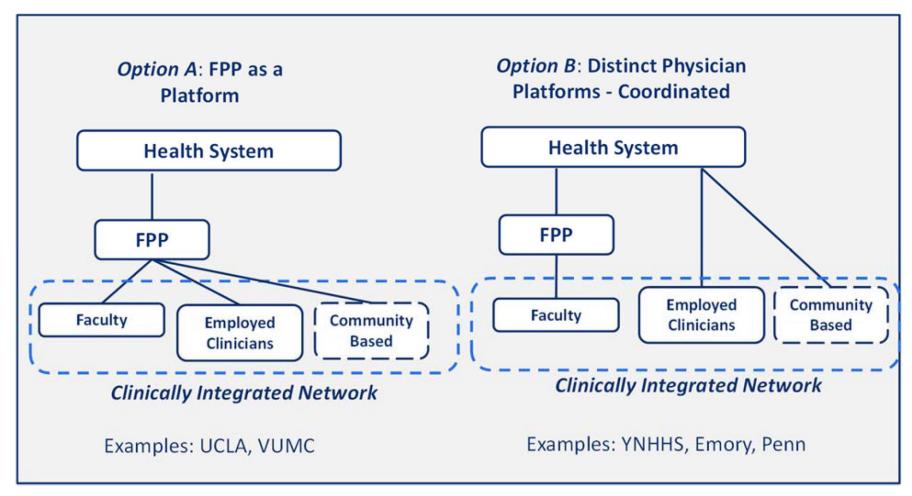


Physician Engagement and Redesign Initiative





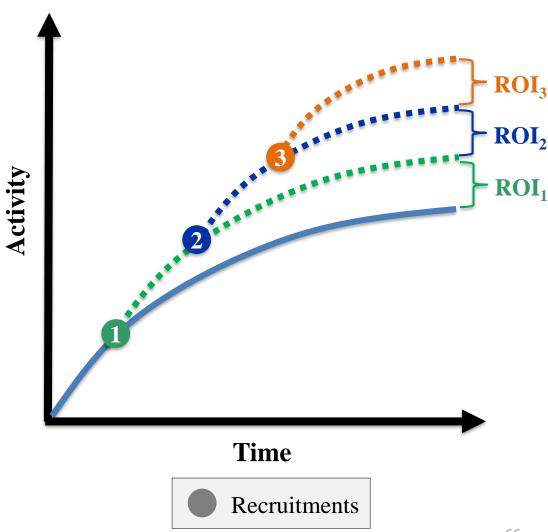
Aligning for a Complex Future





Strategic Recruitment

- Recruitment Types:
 - Strategic Growth
 - Core Clinical Services
 - Replacements
 - Academic Mission
- Since FY 2016, the number of faculty has increased by 127
- Continued focus on aligning our clinician resources with our strategic growth





Future Vision

- Align the integrated physician enterprise and the health system to ensure performance excellence
- Create an empowered faculty model
- Continued enhancement of physician engagement
- Financial sustainability





UKHC Strategy 2025

Building the Academic Health System for the Commonwealth





Vision

Vision without execution is...

Hallucination!



Key Components of the Strategy

- Finish strong on the "refined" 2020 Strategic Plan
- The new "UK Way" Investment in data and analytics capability to drive quality and value
 - Team- and data-driven
 - Evidence-based value
 - Patient-centered
 - Innovation
- Strategic investment in infrastructure, facilities, faculty, and partnerships to support access for patients in the Bluegrass
- Aligned enterprise funds flow to drive investment in all missions
- Build on the 2020 Plan to create the 2025 Strategy to "Build the Academic Health System for the Commonwealth"

EVALUATE

Collect data and analyze results to show what works and what doesn't.



Use evidence to influence continual improvement.









In a learning health care system, research influences practice and practice influences research.

DISSEMINATE

Share results to improve care for everyone.

IMPLEMENT

Apply plan in pilot and control settings.

INTERNAL AND EXTERNAL SCAN

Identify problems and potentially innovative solutions.



DESIGN

Design care and evaluation based on evidence generated here and elsewhere.









EVALUATE

Collect data and analyze results to show what works and what doesn't.



Use evidence to influence continual improvement.









DISSEMINATE Share results to imp

Share results to improve care for everyone.

"UK Way"

IMPLEMENT

Apply plan in pilot and control settings.

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Identify problems and potentially innovative solutions.



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Internal

External



Key Components of the Strategy

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 - Team- and data-driven
 - Evidence-based value
 - Patient centered
 - Innovation
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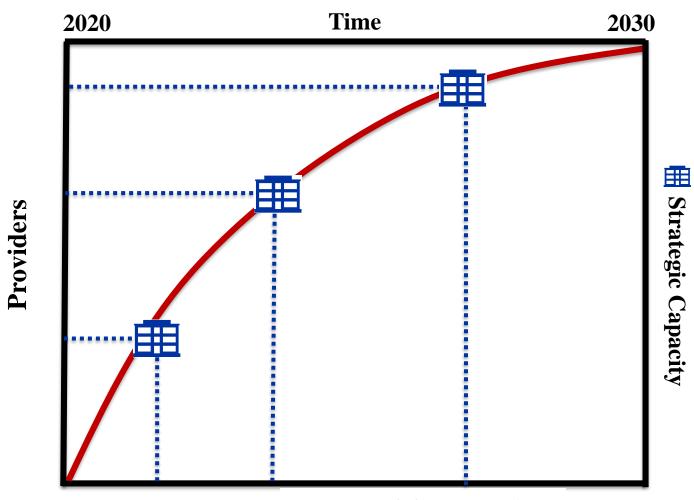
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Impacting More Kentuckians Through Strategic Growth



Number of Covered Lives



Key Components of the Strategy

- Finish strong on the 2020 Strategic Plan
- The new "UK Way" Investment in data and analytics capability to drive quality and value
 - Team- and data-driven
 - Evidence-based value
 - Patient-centered
 - Innovation
- Strategic investment in infrastructure, facilities, faculty, and partnerships to support access for patients in the Bluegrass
- Aligned enterprise funds flow to drive investment in all missions
- Build on the 2020 Plan to create the 2025 Strategy to "Build the Academic Health System for the Commonwealth"



AAMC Funds Flow

Organizational Alignment

	Degree of Organizational Alignment				
	Low	Medium	High		
Strategic Plan	4				
Clinical Enterprise					
Health System	-				
Faculty Comp	4				
FPP					
Funds Flow					
	Highly Aligned Organizations deepen specialty medicine				

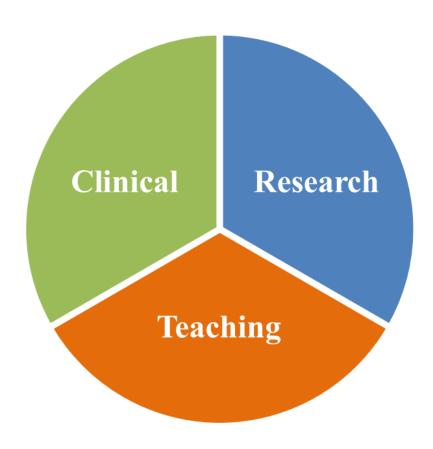
capacity, lead in population health management, and maneuver

effectively in risk-based alternative payment models



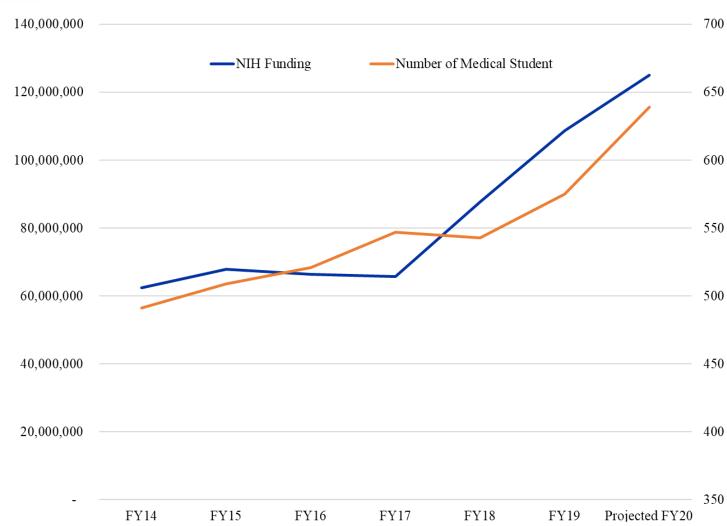
Enterprise Opportunity

Enhanced philanthropy as a key component to support all missions





Growth in Research and Medical Education



Number of Medical Students



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UKHC Strategy 2025

Building the Academic Health System for the Commonwealth

