



2014 ANNUAL REPORT

COMPREHENSIVE & PERSONALIZED
EMR EXCELLENCE PATIENT CENTERED ENGAGED EMPOWERED
TRUST SPECIALISTS HEALTHY DEDICATION
CHOICE & PATIENT CENTERED CONVENIENT
PHYSICIANS WELLNESS ACCESS LEADING PHYSICIANS
EMPATHETIC INTEGRATED SPECIALISTS
INDIVIDUALIZED INFORMED CHOICE VALUE
COORDINATED SUPPORTIVE
DEDICATION TECHNOLOGY
AWARD-WINNING ENGAGED COMPREHENSIVE
CHOICE COMPASSION EMPATHY NEARBY
HEALTHY NEARBY VALUE PRIMARY CARE WELLNESS
EMPATHETIC MEDICAL HOME EMPATHETIC

QUALITY **WELLNESS**
FAMILY PERSONALIZED ✓
CENTERED EXCEPTIONAL
CARE





MEMORIALCARE MEDICAL FOUNDATION

A nonprofit medical management organization, MemorialCare Medical Foundation contracts with some of Orange and Los Angeles Counties' finest physician groups to provide accessible, high-quality care in a cost-effective manner. We continue to create new value in health care by ensuring MemorialCare patients are provided with the right ambulatory care and services in convenient locations throughout the Southland, all within the MemorialCare family.

AN UMBRELLA ORGANIZATION, MEMORIALCARE MEDICAL FOUNDATION OVERSEES

- **MemorialCare Medical Group**, a team of 220 leading primary care and specialty physicians as well as more than 1,350 contracted specialists who provide comprehensive care with advanced technology to more than 100,000 patients at convenient locations in both Orange and Los Angeles Counties;
- **Greater Newport Physicians**, an affiliate of MemorialCare Health System, a multi-specialty Independent Physician Association (IPA) with more than 175 private practice physicians and 700 contracted specialists serving more than 90,000 individuals with HMO insurance;
- **MemorialCare Imaging Centers**, freestanding imaging centers offering comprehensive diagnostic services in convenient locations;
- **Beach Surgical Holdings, LLC**, ambulatory surgical centers and endoscopy centers in Orange and Los Angeles Counties; and
- **Nautilus Healthcare Management Group**, a management services organization that provides management and consulting services for independent physician practices such as Edinger Medical Group, and Cedars Sinai Medical Foundation.



MEMORIALCARE MEDICAL FOUNDATION



An Affiliate of MemorialCare Health System



This year, as part of our commitment to integration and synergy, both the MemorialCare Medical Foundation and Nautilus teams, who were previously located in five different work sites, now work alongside MemorialCare's Shared Services colleagues at two newly renovated locations in Fountain Valley, CA and Tustin, CA.

GROWING WISELY TO DELIVER VALUE

In its continued efforts to advance the delivery of ambulatory services, MemorialCare Medical Foundation's Beach Surgical Holdings, LLC, a joint venture company between the Foundation and Surgical Care Affiliates, acquired ownership in Pacific Surgery Center. In addition, Beach Surgical Holdings has acquired Greater Long Beach Endoscopy Center, located near Long Beach Memorial Medical Center; Barranca Surgery Center in Irvine, CA; and Laguna Niguel Surgery Center in Laguna Niguel, CA. These acquisitions bring our number of ambulatory surgical centers and endoscopy centers to eight and further expand our ambulatory locations into the very important Long Beach market.

Hospital Networks Experience Sizable Growth

Affiliating with Greater Newport Physicians, an Independent Physician Association (IPA) model, was an important move for MemorialCare Health System, whose pluralistic approach to physician partnership makes it very attractive to physicians who appreciate options for affiliation. This synergistic partnership gave birth to three MemorialCare hospital networks with Long Beach Memorial, Orange Coast Memorial and Saddleback Memorial. We are pleased that all three networks saw significant physician and membership growth over the past year. The number of Greater Newport Physicians' primary care physicians also increased during the year by 13 percent, with growth in both Long Beach and Orange County.

GREATER
SYNERGY

"We are pleased to bring Anthem's Enhanced Personal Health Care Program to Orange County and the Greater Long Beach area. Anthem's PPO members can now receive the benefits of care management from our extraordinary physicians, nurses and other clinicians."

~MARK SCHAFFER, MD, CEO MemorialCare Medical Foundation



Accountable Care Organization Improves Health of PPO Patients

MemorialCare Medical Foundation is participating in Anthem Blue Cross' ACO/Enhanced Personal Health Care offered to Anthem PPO patients. With this program, patients have access to comprehensive, coordinated medical care provided by a personalized health care team, which includes a primary care physician, a care coordinator and other health care providers as needed. More than 2,600 MemorialCare Medical Group, Greater Newport Physicians and Edinger Medical Group patients with two or more chronic conditions were identified by Anthem and invited to participate. By participating, patients have access to extra services and highly coordinated care.

Unprecedented Partnership Expands Our Reach

In a move that expands access to high-quality, cost-effective primary care services to residents in Orange County, MemorialCare strengthened its long-standing partnership with UC Irvine Health and opened two primary care locations in fall 2014. The agreement places UC Irvine Health physicians in new office locations throughout the northern and eastern portions of Orange County, expanding our geographic presence into new service areas.

The new sites are staffed by UC Irvine Health community-based physicians and managed by MemorialCare Medical Foundation, which provides the infrastructure and the operational expertise to run the medical offices in a highly efficient manner. These offices offer internal medicine, family medicine, pediatrics, after-hours care, and the basic diagnostic services. In addition to patient benefits, the affiliation facilitates our ability to attract and retain more primary care doctors in Orange County and provides an opportunity for new graduates who complete their training at UC Irvine Health School of Medicine to remain in the region.

New Plans Join Our Payor Family

To provide wider access to health care in the communities we serve, MemorialCare Medical Group began accepting Covered California/Individual & Family plans through Blue Shield of California PPO, Anthem Blue Cross EPO and Health Net PPO. These plans are accepted at all MemorialCare Medical Group Orange County and Los Angeles County locations.

EXCELLENCE



MEMORIALCARE MEDICAL FOUNDATION

Enhancing Physician Offices to Exceed Patient Expectations

Greater Newport Physicians enhanced the patient experience by renovating waiting rooms in 15 of our practice locations. The scope of the project, which has positively impacted nearly 15,000 Greater Newport Physicians' members and 26 physicians, included new flooring, paint and furniture, depending on the needs of each office. To meet patient expectations and to improve patient satisfaction, MemorialCare Medical Group redesigned two of its largest medical offices—Fountain Valley and Spring Street. Patients at these offices now enjoy fresh colors and new furniture in a calming environment.

Value-Added Opportunities for Our Physician Partners

As MemorialCare Medical Foundation continues to grow, we look for more ways to enhance the relationship we have with our physician partners. To that end, we are offering a real estate investment opportunity in a medical office building in Fountain Valley, CA to Greater Newport Physicians. More than 50 physicians have shown interest in investing in the property, which will open in spring 2015 and include an urgent care center, physician offices and basic imaging services.

QUALITY DEFINES THE VALUE PROPOSITION

Collaborating for Better Health

MemorialCare Medical Group developed a Collaborative Health Center to help high and moderate risk patients with their transition to home from the hospital or a nursing care facility. During its first four months of operations, the Collaborative Health Center staff met with 89 patients and their families within 48 to 72 hours after discharge. During these visits, the care team, a partnership of both patients and caregivers, reviewed details of the hospital or skilled nursing stay and assessed the patient's current clinical status. Notes taken during the visit are forwarded via electronic medical record to the patient's primary care physician to ensure a smooth transition.

One hundred percent of these patients received disease state education as well as medication reconciliation, and the staff facilitated continuity of care. Unplanned readmission rates were lowered across all patient categories.

PERSONAL HEALTHCARE

CHOICE VALUE HEALTH
COORDINATED CARE INNOVATIVE





MEMORIALCARE MEDICAL FOUNDATION

Greater Newport Physicians' Centralized Patient Outreach Program

Greater Newport Physicians continues with its successful Centralized Patient Outreach Program to ensure patients obtain preventive care. By leveraging the Greater Newport Physicians-sponsored EMR platform and the high number of patients enrolled in its integrated NextMD patient portal, the centralized program has been very successful in using technology and shared clinical data to achieve its goals. In its first year, the staff reached out to 3,000 patients. Based on this success, they will expand outreach to 8,000 patients. The program has contributed substantially to Greater Newport Physicians' ability to deliver both quality care and better health for our patients, while removing administrative burdens from the physicians.

LEVERAGING TECHNOLOGY TO MAXIMIZE CARE

An App for Quick Information Access

Greater Newport Physicians developed its first mobile app for member use in response to increasing consumer interest in having information accessible and at their fingertips, 24/7. The GNP iOS app, available for free from the Apple App Store, provides patients with information about our urgent care centers, Quest lab locations, participating physicians in the Greater Newport Physicians' networks, as well as customer service contact information. Patients using the app have access to locations, hours of operation and available services and can tap into GPS navigation and direct dialing contact information for the nearest urgent care center, physician office or lab.

Patient Centered Medical Home Demonstrates Value in Health Care

Following two successful clinical pilot programs, MemorialCare Medical Group has embraced the challenge of transforming the way we deliver patient care through the implementation of the Patient Centered Medical Home. Led by Jay Lee, MD, associate medical director of practice transformation, the Patient Centered Medical Home evolves the traditional model of health care from the idea of a physical place where care is provided, to an innovative culture of physician-led teams who work together to provide what our patients need. In a true example of what it means to create new value in health care and to further population health, the Patient Centered Medical Home helps improve the patient and physician relationship by increasing opportunities for better communication and creating a favorable environment for the delivery of quality care.

PATIENT
CENTERED

EV
AT
ON
N
N

EMPOWERED



Check-in With Us for Care

Greater Newport Physicians installed check-in kiosks in 30 physician offices to help expedite the patient check-in process and improve the patient experience. The countertop kiosks are fully integrated with the EMR system and allow for privacy during check-in, verification of demographics, and account information, all in an efficient self-serve manner. The kiosks are instrumental in gathering required information related to the next phase of EMR meaningful use. Patient response has been overwhelmingly positive, with some offices reporting 70 percent of established patients checking in via the kiosk.

VALIDATING THE VALUE WE PROVIDE

Serving Among the Elite

CAPG
The Voice of Accountable Physician Groups

For the eighth consecutive year, CAPG honored MemorialCare Medical Group and Greater Newport Physicians with Elite Status of four stars, the highest rating in its Standards of Excellence program. In addition, CAPG recognized Edinger Medical Group with Elite status in what is Edinger's first year participating in the CAPG program. The Standards of Excellence program, the first-known voluntary large scale tool for medical groups in the United States, examines the infrastructure of physician organizations for their ability to steadily improve clinical quality, affordability, access, technology, public accountability and individual responsiveness to patients. These are important measures for the future of health care as well as for the patients and the communities we serve.

Top Ratings for Quality Care for Seniors

Greater Newport Physicians was honored with a perfect five-star performance and MemorialCare Medical Group was recognized with a near perfect 4.5 stars in the Medicare Stars Physician Group Care ratings. The performance of both groups was published by the Integrated Healthcare Association (IHA) in an online report card with California physician organization performance results for a subset of the Centers for Medicare and Medicaid Services (CMS) Medicare Five-Star quality measures. The CMS Five-Star Quality Rating System was implemented to make quality data more transparent and help educate consumers. IHA's public report card provides comparative data on a physician organization level for seven of the 16 measures used to calculate the CMS Five-Star quality ratings. Both Greater Newport Physicians and MemorialCare Medical Group were honored by SCAN Health Plan as the top two performing groups in the State of California.



MEMORIALCARE MEDICAL FOUNDATION

Top Performer Award

The Integrated Healthcare Association (IHA) named MemorialCare Medical Group among California's top performing physician organizations. The award acknowledges MemorialCare Medical Group for achieving the highest overall benchmark for quality based on IHA's statewide Pay for Performance program measures. The organization assesses three aspects of quality, including meaningful use of health information technology, patient experience and clinical measures that include priority conditions such as cardiovascular, diabetes, musculoskeletal and respiratory along with prevention initiatives.



"A strong connection with my patients is what gives me the greatest personal and professional satisfaction at the end of the day. The Patient Centered Medical Home model is the opportunity to re-focus on building this kind of healing relationship with my patients. I am excited that MemorialCare Medical Group has made this a strategic priority for the future." JAY LEE, MD, Associate Medical Director, Practice Transformation

NEARBY **HEALTHY**
PERSONALIZED  AWARD-
COMPASSION WINNING





MEMORIALCARE MEDICAL FOUNDATION

17360 Brookhurst Street
Fountain Valley, CA 92708

(888) 848-WELL(9355) memorialcare.org