

Thomson Reuters Honors Keystone Mercy and AmeriHealth Mercy Health Plans and Tallahassee Memorial HealthCare

Thomson Reuters honored two Pennsylvania health plans and a Florida hospital system for significantly improving the quality and managing the cost of healthcare.

Keystone Mercy and AmeriHealth Mercy health plans and Tallahassee Memorial HealthCare are overall winners of the Thomson Reuters 2009 Healthcare Advantage Award, which honors hospitals and healthcare payers that use data analytics to improve business results and the quality of care.

Keystone Mercy and AmeriHealth Mercy, managed care health plans serving more than 400,000 Medicaid recipients in Pennsylvania, were cited for initiatives that assess and report on physician performance and identify gaps in patient care.

As a result of these efforts, more of the health plans' members received recommended care and preventive screenings, which lowered hospital admissions and emergency room visits. In addition, improved HEDIS rates are expected to result in an additional \$6.2 million in payments from the state's Pay for Performance program.

Tallahassee Memorial HealthCare, a not-for-profit system that includes a 770-bed acute care hospital, was cited for two initiatives:

- Deployment of a dashboard report that gives hospital administrators critical information about key trends and clinical outcomes so they can determine where to focus process changes and improvement initiatives. This dissemination of better intelligence improved clinical performance and helped reduce mortality by 23 percent.
- A strategic marketing project that identified growth opportunities that could increase the hospital's contribution margin \$5 million over the next five years.

"Tallahassee Memorial HealthCare and Keystone Mercy and AmeriHealth Mercy have made an inspiring commitment to excellence," said Mike Boswood, president and CEO of the Healthcare and Science business of Thomson Reuters. "As a result, they are more successful business operations, people are getting higher quality healthcare, and lives are being saved."

The awards were presented in San Diego at the 2009 Healthcare Advantage Conference, the annual gathering of Thomson Reuters healthcare customers.

In addition to the overall winners, awards were also presented to healthcare providers and payers in four categories:

Performance Efficiency

- Liberty Mutual Group
- MO HealthNet Division
- St. Barnabas Health Care System - West Orange, NJ
- Ohio State University Medical Center, University Hospital East - Columbus, Ohio
- South Jersey Healthcare - Vineland, NJ
- Wake Forest University Baptist Medical Center - Winston-Salem, NC
- WellStar Health System - Marietta, GA

Strategy and Growth

- Caterpillar, Inc.
- Novartis Pharmaceutical Corp.
- Borgess Medical Center - Kalamazoo, MI
- Oakwood Health Care System - Dearborn, MI

- Elkhart General Hospital - Elkhart, IN

Health and Clinical Outcomes

- Prudential Financial
- Christiana Care Health System - Wilmington, DE
- Baptist Health, Little Rock, AR

Consumer Outreach and Communications

- CIGNA HealthCare

"We are pleased to celebrate the success of these hospitals, health plans, and employers and to recognize their hard work and dedication to operational efficiency and clinical quality," Boswood said.