A Winner In Health Care Reform?
Stop Thinking Like a Health Care Provider!

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Three Outcomes

- Vertical Integration
- Market consolidation
- Infrastructure development

Vertical Integration

- Humana – 300 medical centers/1000 PCPs
- Highmark – 5 hospitals/physician groups
- United – purchasing physician groups
- BC/BS - clinics
- Aetna- hiring physicians
Why Market Consolidation?

- Size and scope matters

Infrastructure Development

- Billing
- Computer systems
- Payroll companies
- Technology
Who Are We? What Will We Transition To?

Health Care Reform Leadership

- Ability to gather information accurately
- Make defendable decisions
- Communicate effectively
- Move the organization forward

Ability to transfer intellectual material
Collaborative Leadership

- Requires a leadership shift which includes empowerment and power sharing.
- Understanding of political and legislative processes as well as regulations.
Collaborative Leadership

- Mastering change
- Systems thinking
- Shared vision
- Continuous quality improvement
- Redefining healthcare
Changing Culture

- Flexibility
- Customer Service Driven Model

Remember

“Culture does not change because we desire to change it. Culture changes when the organization is transformed; the culture reflects the realities of people working together every day.”

Frances Hesselbein
Social Media

Technology
Our Contract

How Is Leadership Defined?
“Chance favors the prepared mind”
- Louis Pasteur
1822-1895

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