

1990's: Integration

- ❖ What is occurring in the 1990's?
- ❖ What organizations joined CoxHealth?
- ❖ Why all the new relationships?

The 1990's brought significant developments as to how healthcare was going to be delivered in Southwest Missouri and Northern Arkansas. Providers began to follow the national path of integration.

Environment:

- Managed Care arrives • Competition from a 3rd hospital system
- More growth & population shift representing a market of 22 counties

Milestones:

- Acquisitions & Partnerships, creating a network of services that would appeal to national managed care organizations
 - Cox Health Plans
 - Cox Monett Hospital
 - Burrell Behavioral Health
 - Home Parenteral Service
 - Oxford Healthcare
- New relationships with physicians
 - Ferrell Duncan Clinic
 - Regional Services
- Major information technology decisions were made
 - Cerner, Logician, SMS, IDX
- Hulston Cancer Center

2000's: Multiple Changes

- ❖ What is occurring in the 2000's?
- ❖ What are some of the challenges facing healthcare today & in the future?
- ❖ What are some of the Federal Legislative Acts that have had tremendous implications for healthcare?

The 21st century brings new challenges for the organization. Continuing efforts to meet the growing population needs, providing a broad array of services, while maintaining a strong financial position. This all balanced with sustaining our market share, and the improving the levels of satisfaction amongst patients, staff and physicians.

CoxHealth has many the components that comprise the foundation of an integrated system. The manner in which these have come together and operate will continue to be a primary focus for the future.

Environment:

- Increasing healthcare cost & utilization
- Declining reimbursement
- Availability of clinical staff
- Increasing population
- Increasing indigent care
- Increasing competition
 - Rural Providers
 - Limited Service Providers
- Increasing patient expectations
- Technology advancements
- Rising malpractice rates
- Increased underpayments/adjustments
- Availability of physicians
- Aging population
- Increasing regulation (HIPAA, OSHA...)
- Consumerism
- Pay for Performance
- Healthcare financing
- Healthcare Savings Accounts
- National Health Insurance

Milestones:

- Centers of Excellence developed & new facilities supported by major benefactors who have stepped forward to enhance CoxHealth's efforts to deliver health care to the region.
 - Martin Center
 - Turner Center
- World Class Customer Service
 - Meyer Center
 - Wheeler Heart & Vascular Center
 - People Quality
 - Service Business
- Performance Excellence (Baldrige)

Future: Vision

How do we become the best?

Can you explain the concepts of the Baldrige?

Can you name any of the indicators on the system balanced scorecard?

What is your role in the vision? (How can you support the vision?)

Vision

"To be the best for those who need us."

Mission

CoxHealth's mission is to improve the health of the communities we serve through quality health care, education and research.

Belief Statement

I am CoxHealth, I am a vital part of the foundation on which the future is built and have the power to make the difference.

I am dedicated to nurturing and supporting my co-workers, our patients and the communities we serve.

I will seek opportunities to learn, believing excellence is achieved with courage and understanding.

I pledge to fulfill my responsibilities with integrity, compassion and respect.

Partner

Positive Attitude • Accountable • Responsive • Team Work
No Excuses • Exemplary • Responsible • Service

Values

Compassion • Respect • Integrity

Did You Know?

CoxHealth is comprised of 20 different corporations
CoxHealth has more than 69 facilities in and around Southwest Missouri
CoxHealth's annual payroll is \$280,990,721.
CoxHealth employs over 9,300 people.
CoxHealth revenues are more than \$745,682,000.



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CoxHealth Travel Guide



