

## Our Value Success Stories

Orlando Health Network was created to focus on the triple aim of increasing quality, improving access and decreasing unnecessary expense. It is now recognized by payors and employers as having a clear competitive advantage to deliver value in our market. Our members have consistently proven this by:

- Achieving top-tier results in shared-savings contracts with Florida Blue, Cigna, Avmed and Medicare
- Attaining federal targets for five consecutive years in both cost and quality
- Scoring 98.05% in quality performance — and among the top 10% in the nation — for all federal ACOs
- Outperforming the state and national Medicare ACO averages for annual per member expenditures
- Attaining some of the highest quality scores of any Cigna ACO in the nation
- Covering the most lives and achieving the highest quality results among Florida Blue's nearly 30 ACOs statewide
- Delivering savings of \$57.5 million for all shared-savings programs since 2013
- Earning more than \$31 million in incentive payments for all shared savings programs since 2013
- Being recognized by Becker's Hospital Review as among the "100 ACOs to know" in 2015 and 2016

**ORLANDO  
HEALTH**<sup>®</sup>  
Network

I choose a commitment to quality care.  
**I choose Orlando Health.**

I am Dr. Smith and I choose Orlando Health.  
Specialty: Pediatrics

From early adolescence, I knew I wanted to be a doctor. I loved the sciences and felt called to help others. My own pediatrician made an indelible impression on me, and my experiences through medical school and training confirmed my desire to be a pediatrician. I was born at Orange Memorial Hospital, now ORMC. I did my residency at Orlando Health Arnold Palmer Hospital for Children and continue to rely on their wonderful community of physicians to refer my patients for specialty care. I know their commitment to quality care.

ORLANDO HEALTH | ARNOLD PALMER HOSPITAL For Children  
ChooseOrlandoHealth.com

I choose excellent medical care for my patients.  
**I choose Orlando Health.**

I am Dr. Mitchell and I choose Orlando Health.  
Specialty: Family Medicine

As a family medicine doctor, I treat a variety of conditions on a daily basis, which allows me to continually apply my knowledge of existing medical diagnoses. I'm honored to care for patients who, over time, become like an extended family to me. I choose to work with Orlando Health because, for nearly two decades, I have consistently experienced excellent and compassionate healthcare for my patients, my family and myself. I know our patients can depend on the Orlando Health system to deliver the best possible medical care for my patients.

ORLANDO HEALTH | P. Phillips Hospital  
ChooseOrlandoHealth.com

I choose world-class healthcare for my patients.  
**I choose Orlando Health.**

I am Dr. Cappleman and I choose Orlando Health.  
Specialty: Internal Medicine/Gastroenterology

As a child growing up in Winter Garden, I had two primary care doctors whom I admired very much. In fact, because of them, I always had the desire to be "someone's doctor." Today, as a practicing physician, my greatest satisfaction comes from shepherding a long-term patient through a difficult medical situation, such as a major surgery or new diagnosis. The Orlando Health system provides me with the facilities to practice the best medicine possible. More importantly, it gives my patients access to world-class healthcare.

ORLANDO HEALTH | Health Central Hospital  
ChooseOrlandoHealth.com

## Why OHN Physicians Choose Orlando Health

Network members have been showcased in Orlando Health's corporate ads that feature local physicians discussing why they partner with the organization to deliver high-performing healthcare.



# VALUE REPORT 2017

**ORLANDO  
HEALTH**<sup>®</sup>  
Network



Dear Friends and Network Colleagues,

Like you, I believe my patients deserve both high quality and a good value in their healthcare. That's why I am so encouraged by the results of our collaborative and collective efforts in Orlando Health Network, the region's leading clinically integrated network.

Together, we have accomplished much in a short amount of time. Our network now includes:

- More than 1,200 aligned providers
- More than 180 physician practices
- Over 175,000 patient lives
- Locations across six Central Florida counties

In our first Orlando Health Network Value Report, we highlight the impressive achievements that ultimately benefit our patients and their families. With the success of the network, membership continues to grow. Providers now recognize it is possible to maintain independence while leveraging network resources to increase quality outcomes for their patients.

Just as we celebrate our accomplishments to date, we must look forward and explore how we will continue to transform the lives and healthcare of our patients. We have the unique opportunity to set a precedent not just locally, but also nationally, through the work we do and results we consistently attain. Our performance is second to none in many of our value-based care contracts, and I can't wait to build on that momentum as we continue to grow, innovate and improve.

I am thrilled to share these results with you here. Delivering high-performing healthcare is truly a reflection of our commitment and dedication to our patients. I am honored to be a part of the outstanding group of physicians, clinicians and facilities that we collectively refer to as Orlando Health Network. Thank you for all of your efforts!

Warmest Regards,

John Cappleman, MD  
Board Chairman  
Orlando Health Network

Stay in Touch...



QUARTERLY NEWSLETTERS



PROVIDER TOWN HALLS



QUESTIONS OR FEEDBACK?  
EMAIL [R-ValueContracts@OrlandoHealth.com](mailto:R-ValueContracts@OrlandoHealth.com)



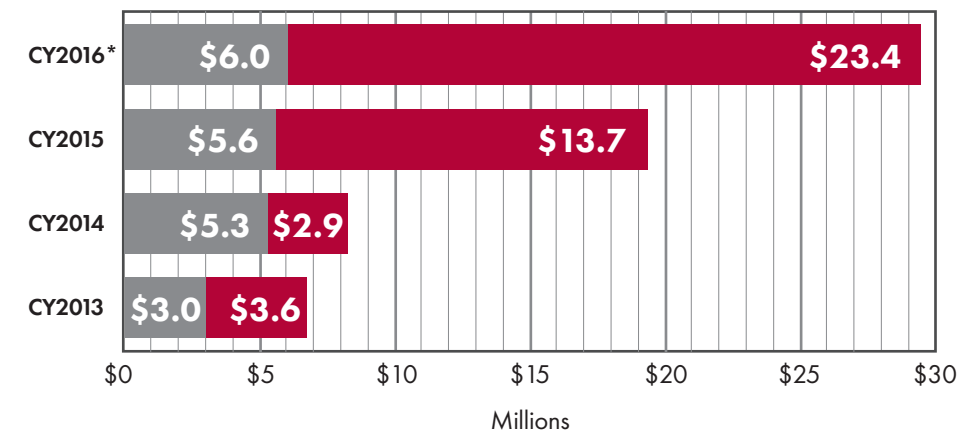
### Cigna Collaborative Accountable Care 2016 Enhanced Quality Reporting Summary

Domain	Measure	Orlando Health Network Performance	Market Average Performance	Status
Preventive	Breast Cancer Screening	80.9%	77.0%	Better than Market Results <sup>1</sup>
Preventive	Chlamydia Screening	53.7%	46.4%	Better than Market Results <sup>1</sup>
Preventive	CAD Statin Use	67.4%	64.5%	Better than Market Results <sup>1</sup>
Preventive	Depression Medication Management	34.7%	36.2%	Similar to Market Results <sup>2</sup>
Well Care Visits	Adolescent Well-Care Visit	64.2%	55.6%	Better than Market Results <sup>1</sup>
Well Care Visits	Infancy Well-Child Visit	76.9%	73.2%	Better than Market Results <sup>1</sup>
Diabetes Care	Diabetic Retinopathy Monitoring	36.7%	35.5%	Better than Market Results <sup>1</sup>
Diabetes Care	Diabetic Nephropathy Monitoring	77.1%	72.1%	Better than Market Results <sup>1</sup>
Diabetes Care	Diabetic HbA1c Poor Control (>9.0%)	85.0%	83.4%	Better than Market Results <sup>1</sup>
Diabetes Care	Diabetic HbA1c Results Less Than 8.0%	73.2%	70.4%	Better than Market Results <sup>1</sup>
Diabetes Care	Diabetic Statin Use	78.9%	79.2%	Similar to Market Results <sup>2</sup>
Utilization	Low Back Pain Imaging Use	76.8%	72.4%	Better than Market Results <sup>1</sup>
Utilization	Pediatric Pharyngitis Antibiotic Use	92.2%	83.0%	Better than Market Results <sup>1</sup>
Utilization	Acute Bronchitis Antibiotic Use	20.3%	26.2%	Below Market Results <sup>3</sup>
Utilization	Pediatric URI Antibiotic Use	94.4%	86.6%	Better than Market Results <sup>1</sup>
Utilization	Generic Dispensing Rate	84.6%	84.4%	Better than Market Results <sup>1</sup>
Physician Quality Performance Metrics - Summary				15 out of 16 Physician Measures Met

1. Indicates ACO performance outperforms the average market performance rates.
2. Indicates ACO is within statistically similar performance to average market performance.
3. Indicates ACO has opportunity and is performing below the average market performance.

### Total Shared Savings Generated

Commercial and Federal ACO Contracts (\$\$ in Millions)



■ Federal Contracts  
■ Commercial Contracts  
\*2016 Federal Contracts results still pending final reconciliation; all other values shown are actuals.



### Florida Blue Accountable Provider Organization 2016 Hospital and Physician Quality Reporting Summary

Domain	Measure	Orlando Health Network Performance	National/State Performance	Status
Quality	Blood Clot/DVE Prevention and Treatment <sup>1</sup>	65.3%	64.2%	Meets Statewide Averages
Experience	How do patients rate the hospital overall? <sup>2</sup>	93.0%	85.0%	Exceeds Statewide Results
Experience	How often did nurses communicate with patients? <sup>2</sup>	96.0%	93.0%	Exceeds Statewide Results
Experience	How often did doctors communicate with patients? <sup>2</sup>	95.0%	78.0%	Exceeds Statewide Results
Readmissions	30-Day Readmission Rate for Heart Attack <sup>3</sup>	As Expected	N/A	Meets National Averages
Readmissions	30-Day Readmission Rate for Heart Failure <sup>3</sup>	As Expected	N/A	Meets National Averages
Readmissions	30-Day Readmission Rate for Pneumonia <sup>3</sup>	As Expected	N/A	Meets National Averages
Infection Rate	CLABSI in ICUs and Select Wards <sup>4</sup>	N/A	N/A	N/A - Insufficient Data
Infection Rate	Surgical Site Infections from Colon Surgery <sup>4</sup>	10.00 Reported	19.06 Expected	Better than the National Benchmark
Care Improvement	Participation in the NSQIP Registry	Yes	N/A	Participating
Hospital Quality Performance Metrics - Summary			10 out of 10 Hospital Measures Met	
Physician Quality	Cervical Cancer Screenings <sup>5</sup>	75.33%	74.05%	Same
Physician Quality	Diabetes Care: HbA1c Screenings <sup>5</sup>	91.04%	89.35%	Better
Physician Quality	Diabetes Care: Nephropathy Monitoring <sup>5</sup>	88.53%	86.34%	Better
Physician Quality	Colorectal Cancer Screenings <sup>5</sup>	63.15%	59.61%	Better
Physician Quality	Appropriate Treatment for Pediatric URIs <sup>5</sup>	4.47%	13.05%	Better
Physician Quality Performance Metrics - Summary			5 out of 5 Physician Measures Met	

1. Nationwide and Statewide Composite Average based on facility's eligible patients for each measure.
2. Data for 07/01/2015 to 06/30/2016 including Hospital Consumer Assessment of Health Providers and Systems (HCAHPS) Upper and Middle Tier Results.
3. Data for 07/01/2015 to 06/30/2016 including CMS's Better/Meets/Worse Rating scale as compared to National average rates.
4. Data for 07/01/2015 to 06/30/2016 including CMS's Healthcare Associated Infections and Surgical Complications compared to U.S. National Benchmarks.
5. Data for CY2016 Plan Year where "Same" rating indicates ACO is within +/- 2 standard deviations of Statewide mean and "Better" and "Worse" ratings indicate performance that exceeded 2+ standard deviations from the mean either favorably or unfavorably, respectively.

MORE THAN  
**1**  
PROVIDERS

OVER  
**175,000**  
PATIENT LIVES

MORE THAN  
**180**  
PHYSICIAN PRACTICES

LOCATIONS  
ACROSS  
**SIX**  
CENTRAL FLORIDA COUNTIES