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# Quality and Consumer Information

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**Executive Vice President, Chief Medical Officer**  
**WellPoint**

**Joint Federal Trade Commission/  
Department of Justice Hearings  
on Health Care and Competition Law and Policy**

**May 29, 2003**



# Agenda

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- **WellPoint Mission**
- **What is Quality?**
- **WellPoint Physician Quality Incentive Programs**
- **WellPoint Member Quality Assessment Programs**
- **Conclusions**



**WELLPOINT**

# WellPoint Mission

The WellPoint companies provide health security by offering a choice of quality, branded health and related financial services *designed* to meet the changing expectations of individuals, families and their sponsors throughout a lifelong relationship.



WELLPOINT

# WellPoint Goals Relating to Quality

- Improve outcomes and promote patient safety
- Ensure that physicians and hospitals follow quality standards, promote wellness, improve clinical outcomes, increase member satisfaction, and use technology to enhance communication
- Enhance the quality of care to our members by identifying and rewarding physicians who excel



WELLPOINT

# Healthcare Quality Assurance- Our Role in WellPoint

- Facilitate the success of WellPoint Business Units in their service to payors and individual members by the timely recognition of medically necessary healthcare services and the elimination of unnecessary and non-value added costs
- Optimize the quality of our healthcare networks in collaboration with our physician and hospital partners
- Assure that patients served by WellPoint products receive the information necessary to make the best decisions for themselves and their families



WELLPOINT

# Consumers & Employers Want Quality

- Employers want evidence of cost-effective, high quality care
- Increased individual focus on quality because of questions raised in:
  - News reports (Duke, Tenet-Redding, etc.)
  - Institute of Medicine studies
- Government is accelerating its response to heightened consumer concerns



# What is Quality from the Member Perspective?

**Efficacy:**

Did the treatment plan work? How many visits did it take to reach the right treatment plan?

**Effectiveness:**

How much did my medical condition improve?

**Appropriateness:**

Is this the best type of care for my condition?

**Availability:**

Are appointments available in a reasonable time frame, for initial and follow-up visits?

**Timeliness:**

Are there early intervention options? Was there a delay in treatment?

**Continuity:**

Will I see the same doctor(s) when I visit? Do all of my physicians exchange my medical history and test results seamlessly?

**Safety:**

Will I suffer adverse reaction or injury from the treatments?



WELLPOINT

# Hospitals/Physicians are in the Spotlight

- Consumers increasingly will use quality data and cost comparisons to choose their providers
- Intensified scrutiny due to:
  - News reports (Duke, Tenet-Redding, etc.)
  - Institute of Medicine studies
- Physician compensation increasingly based on quality of care measures as industry shifts away from gatekeeper model





# What is Quality from the Physician Perspective?

Efficacy:

Was this treatment rendered correctly?

Effectiveness:

Did the patient get better?

Appropriateness:

Is this the best type of care for this patient?

Availability:

Are physicians available when the patient needs them?

Timeliness:

Is care given when it can do the most good?

Continuity:

Is there coordination among physicians?

Safety:

Is there compliance with infection control and other regulatory activities?



# Quality Measurements

Quality at WellPoint is measured through assessment of:

- Member and physician satisfaction
- Health outcome studies
- Physician and facility comparison ratings
- Accreditation and regulatory agency audits and ratings
- Quality indicators metric set



WELLPOINT

# Quality and Incentive Programs

- Physicians are an important health plan ally in quality improvement programs
- Incentive programs allow WellPoint to communicate quality improvement goals to our network physicians
- WellPoint has quality incentive programs in most of our health plans
  - California – HMO and PPO
  - Georgia – HMO
  - Missouri – HMO and PPO



WELLPOINT

BCC Physician

Regional Benchmarks

National Benchmarks

Percentiles: ■ 10 - 25th □ 25 - 75th ■ 75 - 90th  
 Your Rate: ▲

Specialty: FAMILY PRACTICE


County: ALL COUNTIES

Compare

Clinical Indicator	Primary/ Secondary	Your Rate	Average Rate	How You Compare 0% <span style="float: right;">100%</span>
<a href="#">ACE Inhibitor use in CHF</a>	N/A	<a href="#">N/A</a>	N/A	
<a href="#">Use of long-term control drugs in asthma</a>	N/A	<a href="#">N/A</a>	54%	
<a href="#">Colorectal cancer screening</a>	P	<a href="#">50%</a>	19%	
<a href="#">Cervical cancer screening</a>	P	<a href="#">59%</a>	78%	
<a href="#">Treatment of major depressive disorder</a>	N/A	<a href="#">N/A</a>	N/A	
<a href="#">Follow-up after Emergency Department visit for asthma</a>	N/A	<a href="#">N/A</a>	1%	
<a href="#">Family therapy or family-based intervention for children and adolescents who suffer from psychiatric disorders</a>	N/A	<a href="#">N/A</a>	N/A	
<a href="#">Glycosylated hemoglobin for diabetics</a>	P	<a href="#">0%</a>	26%	
<a href="#">Compliance with lipid lowering drugs</a>	N/A	<a href="#">N/A</a>	89%	
<a href="#">Mammography screening</a>	P	<a href="#">50%</a>	70%	

## Physician Performance Profile

> [Physician Performance Profile](#) > [Physician Recognition Program](#)

 [Print this page](#)

### Physician Recognition Program

- ▶ [Performance Profile Home Page](#)
- ▶ [Clinical Quality Comparison](#)
- ▶ **[Physician Recognition Program](#)**

- ▶ [Clinical Indicator Reference](#)
- ▶ [Frequently Asked Questions](#)

**Physician:**

**Specialty:**

FAMILY PRACTICE

(If any of this information is not correct, [click here](#))

Header Text

<a href="#">Combined Performance Indicators</a>	<a href="#">Your Result</a>	<a href="#">Maximum Points</a>	<a href="#">Your Points</a>
<a href="#">Clinical Performance Percentile</a>	<a href="#">76th Percentile</a>	35	25
<a href="#">Tenure and Product</a> Length of time contracted with BCC Contracted with other BCC products	5 years Yes	8 2	4 2
<a href="#">Access to Care</a> Practice open to new patients Extended or weekend office hours	<a href="#">No</a> <a href="#">Yes</a>	3 2	0 2
<a href="#">Board Certification</a>	No	10	0
<a href="#">Administrative Cooperation</a> Electronic claims submission Provider Access use Credentialing and compliance	81% Yes Yes	12 3 5	8 3 5
<a href="#">Pharmacy: generic prescribing</a>	50th Percentile	20	10
	<b>Total</b>	<b>100</b>	<b>59</b>

### How to Improve Your Score

To read some ways to improve your score, [click here](#)

### Incentive Award Scale

<a href="#">Points</a>	<a href="#">Awards</a>
<40	scholar-MD (s-MD)
40-60	s-MD + 2% paid claims
61-80	s-MD + 4% paid claims
81-90	s-MD + 7% paid claims
91-100	s-MD + 10% paid claims

### Questions About Your Ratings Shown on This Chart?

Get more information on our [Frequently Asked Questions](#) page.

● **Pharmacy: Generic Prescribing**

- ▶ [Performance Profile Home](#)
- ▶ [Clinical Quality Comparison](#)
- ▶ [Physician Recognition Program](#)
  
- ▶ [Clinical Indicator Reference](#)
- ▶ [How to Improve Your Score](#)
- ▶ [Frequently Asked Questions](#)

**Physician:**

**Specialty:**

FAMILY PRACTICE

(For more physician personal information, [click here](#))


**Rx Header Text**

Rx Header Description

Pharmacy Generic		Percentiles: <span style="color: red;">■</span> 10 - 25th <span style="border: 1px solid black; display: inline-block; width: 10px; height: 10px;"></span> 25 - 75th <span style="color: green;">■</span> 75 - 90th		
Specialty: <span style="border: 1px solid black; padding: 2px;">FAMILY PRACTICE</span>		County: <span style="border: 1px solid black; padding: 2px;">ALL COUNTIES</span> <span style="background-color: #0056b3; color: white; padding: 2px 5px; border: 1px solid black;">Compare</span>		
<a href="#">Drug Class</a>	<a href="#">Your Rate</a>	<a href="#">Average Rate</a>	<a href="#">How You Compare</a>	
			0%	100%
<a href="#">Antibiotics</a>	<a href="#">46%</a>	40%		
<a href="#">Anti-depressants</a>	<a href="#">36%</a>	32%		
<a href="#">Anti-hypertensive agents</a>	<a href="#">39%</a>	45%		
<a href="#">Anti-hyperlipidemics</a>	<a href="#">19%</a>	6%		

## Physician Performance Profile

> [Physician Performance Profile](#) > [Clinical Indicator Reference](#)

 [Print this page](#)

### Clinical Indicator Reference

- ▶ [Performance Profile Home Page](#)
- ▶ [Clinical Quality Comparison](#)
- ▶ [Physician Recognition Program](#)
  
- ▶ **Clinical Indicator Reference**
- ▶ [Frequently Asked Questions](#)

**Physician:** .....

**Specialty:**  
FAMILY PRACTICE

(If any of this information is not correct, [click here](#))

Header Text

Indicator Measure	Description
<a href="#">Mammography Screening</a>	<p><b>Focus of Measure:</b> Prevention; Early detection</p> <p><b>Rationale:</b> Breast cancer is one of the most frequent malignancies affecting women and the most common cause of death from cancer in women aged 40-55 years. <a href="#">More</a></p> <p><b>Plan Rate:</b> 50%</p>
<a href="#">Cervical Cancer Screening</a>	<p><b>Focus of Measure:</b> Prevention; Early detection</p> <p><b>Rationale:</b> Approximately 16,000 new cases of cervical cancer are diagnosed annually, and about 4,800 women die from this disease each year. <a href="#">More</a></p> <p><b>Plan Rate:</b> 50%</p>
<a href="#">Colorectal cancer screening</a>	<p><b>Focus of Measure:</b> Prevention; Early detection</p> <p><b>Rationale:</b> Colorectal cancer is the second most common form of cancer in the U.S. and has the second highest mortality rate, accounting for 140,000 new cases and about 55,000 deaths each year. <a href="#">More</a></p> <p><b>Plan Rate:</b> 50%</p>

### How to Improve Your Score

To read some ways to improve your score, [click here](#)



## Physician Performance Profile

> [Physician Performance Profile](#) > [Clinical Indicator Reference](#)

 [Print this page](#)

### Clinical Indicator Reference

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- [Clinical Quality Comparison](#)
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- [Clinical Indicator Reference](#)
- [Frequently Asked Questions](#)

**Physician:** .....

**Specialty:**  
FAMILY PRACTICE

(If any of this information is not correct, [click here](#))

**Measure:** Mammography Screening

**Focus of Measure:** Prevention: early detection

**Rationale:** Breast cancer is one of the most frequent malignancies affecting women and the most common cause of death from cancer in women aged 40-55 years.<sup>1</sup> The average sensitivity of combined clinical breast examination and mammography is 75 - 81%, while the specificity of mammography has been noted to be approximately 83 - 98.5%.<sup>2</sup> HBI recommends that women aged 50 - 69 have mammography screening every 1 - 2 years.

**Type of Measure:** Process

**Physician Attribution:** Primary: Family Practice, General Practice, Internal Medicine, Obstetrics/ Gynecology  
Secondary: Cardiology, Pulmonary

**Denominator:** All women age 50 - 69 who were continuously enrolled members of the plan during the two-year reporting period.

**Description:** HEDIS 2002 specification

**Data Element(s):** Primary:  
A. Member age (date of birth)  
B. Member sex  
C. Enrollment eligibility  
D. CPT-4 procedure codes  
Secondary:  
E. ICD-9 procedure codes

**Data Source(s):** A-B. Membership dataset  
C. Enrollment dataset  
D-E. Claims/encounter dataset

[Return to Clinical Indicator Reference](#)

#### How to improve your score

To read some ways to improve your score, [click here](#).



# Subimo

- A web-based, interactive quality data information tool that offers quality measurements and comparisons that enable members to:
  - Ask better questions
  - Make more informed choices
  - Gain control over their health care decisions



# Subimo

- **Quality data sources**
  - Publicly available Medicare data
  - Hospital Leapfrog reports – hospital safety indicators selected through published research
  - Outcomes Studies
  - Generally accepted hospital satisfaction surveys
  - California state hospital data base (OSHPD)



# Subimo - Welcome Page

The screenshot shows the Subimo Healthcare Advisor website. At the top, there is a search bar and navigation links: Start | Make a Decision | Community | Resource Center | Logout. The main heading is "Welcome to the Subimo™ Healthcare Advisor!". Below this, there is a "Make a Decision" section with a "Quick Decision - Choose a Hospital" form. The form includes a dropdown menu for "1. Choose a Procedure:" (set to "Cardiac Pacemaker Surgery"), a text input for "2. Enter Your Zip Code:", and a "3. Choose Hospitals" button. Below the form are two columns of links: "Manage a Condition" (listing Asthma, Breast Cancer, Diabetes Type I, Diabetes Type II, Gastroesophageal Reflux Disease (GERD), Heart Attack, Hypertension (High Blood Pressure), Osteoporosis, Prostate Cancer, and More Conditions...) and "Prepare for a Procedure" (listing C-Section, Cardiac Catheterization and Angiocardiology, Colectomy, Coronary Artery Bypass Graft Surgery (Heart Bypass), Gallbladder Removal, Hip Replacement, Knee Replacement, Mastectomy and Breast-Conserving Surgery, and More Procedures...).

Screen hospital based on individualized criteria

Information on common diseases

Online medical encyclopedia and links

Connect to disease or procedure specific chat rooms

Information on common medical procedures

**Disclaimer: Medical Information is Not Medical Advice**  
 This site provides information about health issues designed to help users make better decisions. But medical information is not the same as medical advice -- the application of medicine to an individual's specific circumstances. Although we go to great lengths to make sure our information is accurate and useful, we urge you to consult a physician if you want professional assurance that our information, and your interpretation of it, is appropriate to your particular situation. Read our complete [Terms and Conditions](#) for using this site. They apply to you and, by using this site, you agree to all of them.

# Subimo - Initial Selection

Welcome - Microsoft Internet Explorer provided by WellPoint Health Networks

File Edit View Favorites Tools Help

Back Search Favorites

**SUBIMO**

Search Start | [Make a Decision](#) | [Community](#) | [Resource Center](#) | [Logout](#)

### Welcome to the Subimo™ Healthcare Advisor

First Time Visitor? [Read More...](#)

### Make a Decision

Equip yourself to make key health care decisions, such as managing a condition or preparing for a procedure. **Get information customized for you** about treatment options, complication rates, best hospitals for you, questions to ask, and more.

**Quick Decision - Choose a Hospital**

Find the **best hospital** in your area to perform a specific procedure, based on what's important to you.

1. Choose a Procedure:

2. Enter Your Zip Code:  3.

**Disclaimer: Medical Information is Not Medical Advice**

This site provides information about health issues designed to help users make better decisions. But medical information is not the same as medical advice -- the application of medicine to an individual's specific circumstances. This information is not meant as a substitute for medical advice that you would receive from your own physician or health care professional. You should not use the information on this site for treating a health problem or disease, or prescribing any medication. You should consult a physician if you want professional assurance that the information is

**Manage a Condition**

- [Asthma](#)
- [Breast Cancer](#)
- [Diabetes Type I](#)
- [Diabetes Type II](#)
- [Gastroesophageal Reflux Disease \(GERD\)](#)
- [Heart Attack](#)
- [Hypertension \(High Blood Pressure\)](#)
- [Osteoporosis](#)

**Prepare for a Procedure**

- [C-Section](#)
- [Cardiac Catheterization and Angiocardiology](#)
- [Colectomy](#)
- [Coronary Artery Bypass Graft Surgery \(Heart Bypass\)](#)
- [Gallbladder Removal](#)
- [Hip Replacement](#)
- [Knee Replacement](#)
- [Mastectomy and Breast...](#)

Internet

Start | Inbox - Micr... | Member Ser... | Microsoft Po... | Welcome - ...

12:08 PM

Procedure selected and Zip code entered

# Subimo - Refining Criteria

Choose Care: Mastectomy and Breast-Conserving Surgery - Microsoft Internet Explorer provided by WellPoint Health Network

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Back Search Favorites

what's important to you. We'll show you the hospitals within the distance you select, sorted according to how well each hospital matches your preferences.

A hospital's performance on any of the factors you see here is not a guarantee of a good or bad outcome for you. We encourage you to consider multiple factors when choosing a hospital for care. And, we encourage you to seek out additional sources of information in your decision-making process, including talking to your physician and contacting hospitals directly. In addition to hospital information, you should understand your physician's experience performing the procedure.

Search for hospitals within a distance of: Zip Code:

25 miles 90024 Find Best Matches

5 miles  
10 miles  
25 miles  
50 miles  
100 miles  
200 miles

Children's hospitals

Important to You	Not Selected	How Important? (Low-Med-High)
<a href="#">Hospital Clinical Quality and Experience</a> <a href="#">Performed the procedure more times</a> <a href="#">Had fewer patients with complications</a> <a href="#">Had fewer patients with infections</a>	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<a href="#">Hospital Reputation</a> <a href="#">Public perception</a> <a href="#">Is an accredited (certified) facility</a>	<input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
<a href="#">Hospital Characteristics</a> <a href="#">Is a teaching hospital</a> <a href="#">Primarily treats children</a> <a href="#">Has many high technology services</a> <a href="#">Has an intensive care unit (ICU)</a> <a href="#">Has a critical care unit for heart problems (CICU)</a>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>

Reset to Defaults

Questions to Ask

1. **Get Smart** - background information and data  
 2. **Choose Care** - find the best hospitals for you  
 3. **Ask Others** - community discussions  
 4. **Research Further** - resource center

To help you get started, we have provided recommendations from our [panel of doctors](#). You can change or add to them as you wish, based on what's most important to you.

If the person needing care is a child, our panel of doctors strongly encourages you to include children's hospitals in your results and select "primarily treats children" as one of your selection factors.

Click on a factor name to learn more about why it might be important to you.

**Distance From Hospital and Importance Criteria Selected**

# Subimo - Hospital Choice

Best Matches: Mastectomy and Breast-Conserving Surgery - Microsoft Internet Explorer provided by WellPoint Health Netwo

File Edit View Favorites Tools Help  
Back Search Favorites

## Choose Care: Hospitals for Mastectomy and Breast-Conserving Surgery - Best Matches

Here are up to 20 hospitals that **best match** the factors you said were important to you. The higher the match %, the better the hospital meets the ideal score for each of your factors. Feel free to **revise your selections**.

**More Information:** Click on a hospital's name to see more information about that hospital and its experience with your procedure.

Check the box of up to 3 hospitals to compare detailed information.

Compare Selected

<input checked="" type="checkbox"/>	<a href="#">CEDARS-SINAI MEDICAL CENTER</a>	Match: 60 %
	8700 BEVERLY BLVD, LOS ANGELES CA 90048	Distance: 3 mile(s)
<input type="checkbox"/>	<a href="#">HUNTINGTON MEMORIAL HOSPITAL</a>	Match: 58 %
	100 W CALIFORNIA BLVD, PASADENA CA 91105	Distance: 17 mile (s)
<input type="checkbox"/>	<a href="#">LONG BEACH MEMORIAL MEDICAL CENTER</a>	Match: 58 %
	2801 ATLANTIC AVE, LONG BEACH CA 90806	Distance: 23 mile (s)
<input type="checkbox"/>	<a href="#">LAC-USC MEDICAL CENTER</a>	Match: 56 %
	1200 N STATE ST, LOS ANGELES CA 90089	Distance: 9 mile(s)
<input checked="" type="checkbox"/>	<a href="#">UCLA MEDICAL CENTER</a>	Match: 55 %
	10833 LE CONTE AVE, LOS ANGELES CA 90095	Distance: 0 mile(s)
<input type="checkbox"/>	<a href="#">HARBOR-UCLA MEDICAL CENTER</a>	Match: 54 %
	1000 W CARSON ST, TORRANCE CA 90502	Distance: 18 mile (s)
<input type="checkbox"/>		Match: 52 %
		Distance: 15 mile (s)
<input type="checkbox"/>	<a href="#">TORRANCE MEMORIAL MEDICAL CENTER</a>	Match: 52 %
	3330 W LOMITA BLVD, TORRANCE CA 90505	Distance: 18 mile (s)
<input type="checkbox"/>	<a href="#">WHITE MEMORIAL MEDICAL CENTER</a>	Match: 51 %
		Distance: 16 mile (s)

### Make a Decision

Use this decision process to help you prepare for this procedure:

1. **Get Smart** - background information and data
2. **Choose Care** - find the best hospitals for you
3. **Ask Others** - community discussions
4. **Research Further** - resource center

**Important:** Our approach is to find the **best matches** for you based on the factors you said were important. We encourage you, as always, to consult with a physician and contact the hospital directly.

A hospital with low volume and whose data source is Medicare only may still have experience performing the procedure on non-Medicare patients (example: a children's hospital).

If you chose to include children's

**Hospitals Selected**  
**(St. Johns selected off screen)**

Start | Inbox - Micr... | Member Ser... | Microsoft Po... | Best Match... | Internet | 12:11 PM

WELLPOINT

# Subimo - Hospital Comparison

Facility Information: Mastectomy and Breast-Conserving Surgery - Microsoft Internet Explorer provided by WellPoint Health N

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 Back Forward Stop Refresh Home Search Favorites

	CEDARS-SINAI MEDICAL CENTER	UCLA MEDICAL CENTER	ST JOHN'S HOSPITAL
<b>How Well Hospital Matches Your Selected Factors</b>	60 %	55 %	47 %
<b>Address</b>	8700 BEVERLY BLVD. LOS ANGELES CA 90048	10833 LE CONTE AVE. LOS ANGELES CA 90095	1326 22ND ST. SANTA MONICA CA 90404
<b>Phone</b>	Phone: (310) 423 - 5000	Phone: (310) 825 - 9111	Phone: (310) 829 - 5511
<b>Web Site Address</b>	<a href="http://www.cshs.org">www.cshs.org</a>	<a href="http://www.mednet.ucla.edu">www.mednet.ucla.edu</a>	
<b>Distance from ZIP 90024</b>	3 mile(s)	0 mile(s)	3 mile(s)
<b>Hospital's Comment</b>		<a href="#">Comment</a>	
<b>Hospital Clinical Experience and Outcomes for Selected Procedure</b>			
	CEDARS-SINAI MEDICAL CENTER	UCLA MEDICAL CENTER	ST JOHN'S HOSPITAL
<b>Mastectomy and Breast-Conserving Surgery: Inpatient</b>			
<b>Patients Having Procedure in One Year</b>	208	143	153
<b>Severely Ill Patients Having Procedure in One Year</b>	27	47	20
<b>Complication Rate</b>	As Expected	<a href="#">[See Discussion]</a>	As Expected
<b>Post-Operative Infection Rate</b>	As Expected	As Expected <a href="#">[See Discussion]</a>	As Expected
<b>Hospital's Comment</b>	<a href="#">Comment</a>		
<b>Hospital Overall Patient Safety Standards</b>			
	CEDARS-SINAI MEDICAL CENTER	UCLA MEDICAL CENTER	ST JOHN'S HOSPITAL
<b>Computerized Physician Order Entry</b>	Good Progress Toward Standard	Good Progress Toward Standard	Did Not Submit
<b>Intensive Care Unit Physician Staffing</b>	Meets Standard	Meets Standard	Did Not Submit
<b>Hospital Reputation</b>			
	CEDARS-SINAI MEDICAL CENTER	UCLA MEDICAL CENTER	ST JOHN'S HOSPITAL
<b>Public Perception for Cancer Treatment</b>	Good in Los Angeles-Long Beach	Best in Los Angeles-Long Beach	
<b>JCAHO Accreditation</b>	Yes	Yes	Yes

Done Internet

Start | Inbox - Micr... | Member Ser... | Microsoft Po... | Facility Inf... | 12:12 PM



# Subimo - Common Procedure Comparison

Facility Information: C-Section - Microsoft Internet Explorer provided by WellPoint Health Networks

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Back Forward Stop Search Favorites

**SUBIMO**

Search

[Start](#) | [Make a Decision](#) | [Community](#) | [Resource Center](#) | [Logout](#)

## Choose Care: Hospitals for C-Section - Hospital Profile

Here is detailed information for the hospitals you selected. Click on factor names for more detailed explanations of the factors and why they might be important to consider. [Learn more about the data](#) behind this report and how it was used, and refer to the [notes](#) at the bottom of this page for additional information to help you interpret the results. If appropriate, you will also see information on Related Procedures, to give you a more complete picture of the hospital's experience. You can also [choose different hospitals](#) to compare or [change your factor selections](#).

*A hospital's performance on any of the factors you see here is not a guarantee of a good or bad outcome for you. We encourage you to consider multiple factors when choosing a hospital for care. And, we encourage you to seek out additional sources of information in your decision-making process, including talking to your physician and contacting hospitals directly. In addition to hospital information, you should understand your physician's experience performing the procedure.*

	CEDARS-SINAI MEDICAL CENTER	UCLA MEDICAL CENTER	VALLEY PRESBYTERIAN HOSPITAL
<a href="#">How Well Hospital Matches Your Selected Factors</a>	87 %	74 %	69 %
<a href="#">Address</a>	8700 BEVERLY BLVD, LOS ANGELES CA 90048	10833 LE CONTE AVE, LOS ANGELES CA 90095	15107 VANOWEN ST, VAN NUYS CA 91405
<a href="#">Phone</a>	Phone: (310) 423 - 5000	Phone: (310) 825 - 9111	Phone: (818) 782 - 6600
<a href="#">Web Site Address</a>	<a href="http://www.cshs.org">www.cshs.org</a>	<a href="http://www.mednet.ucla.edu">www.mednet.ucla.edu</a>	<a href="http://www.valleypres.org">www.valleypres.org</a>
<a href="#">Distance from ZIP 90024</a>	3 mile(s)	0 mile(s)	9 mile(s)
<a href="#">Hospital's Comment</a>	<a href="#">Comment</a>		
<b>Hospital Clinical Experience and Outcomes for Selected Procedure</b>			
	CEDARS-SINAI MEDICAL CENTER	UCLA MEDICAL CENTER	VALLEY PRESBYTERIAN HOSPITAL
<b>C-Section: Inpatient</b>			
<a href="#">Patients Having Procedure in</a>	1737	498	1076

Start | Inbox - Micr... | Member Ser... | Microsoft Po... | Facility Inf... | Internet | 12:16 PM



# Subimo - Cost May Be Important

Facility Information: C-Section - Microsoft Internet Explorer provided by WellPoint Health Networks





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Back Search Favorites







<a href="#">Children's Hospital</a>	No	No	No
<a href="#">Latest Technology Available</a>	Above Average	Above Average	Average
<a href="#">ICU</a>	Yes	Yes	Yes
<a href="#">CICU</a>	Yes	Yes	No
<a href="#">NICU</a>	Yes	Yes	Yes

This **Blue Cross of California Hospital Payment Guide** has been developed by **Blue Cross of California** to help members better manage their out-of-pocket expenses when visiting hospitals participating in our participating provider networks. The guide provides a comparison of all costs associated with each participating hospital for both inpatient and outpatient services. This way, the member can estimate where their coinsurance might be higher or lower. The information shown here is not related to Subimo information, and does not reflect Subimo's research. It is specific to the **Blue Cross of California** reimbursement history with each of these hospitals. Additional information about the **Blue Cross Hospital Payment Guide** can be found [here](#).

The following cost indicators, representing four cost levels, will reflect the payment guide data:

-  in general **least expensive**
-  in general **less expensive**
-  in general **more expensive**
-  in general **most expensive**

**Compare Relative Inpatient and Outpatient Costs:**

	CEDARS-SINAI MEDICAL CENTER	UCLA MEDICAL CENTER	VALLEY PRESBYTERIAN HOSPITAL
Inpatient			
Outpatient			

Notes:

\* - An asterisk (\*) indicates information based on **Medicare Patients Only**. For certain procedures usually done on people under the age of 65 and for children's hospitals, if the data source is Medicare only, you will see a result of "Data Not Available" for the volume, complication, and post-operative infection results.  
 n/a - Data cannot be displayed, to comply with current Medicare or state patient confidentiality guidelines.  
 Insufficient Data - Volume used to compute this result does not meet current Medicare or state patient

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# Subimo - Medical Procedure Info

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SUBIMO

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## Make a Decision

Take charge of your health care by following this simple process to make informed health care decisions based on what's important to you.

- **Get Smart** - Get background information, learn about treatment options, research questions to ask your doctor, and find out what other issues to consider before you make your decision.
- **Choose Care** - Find the best hospital for you (available in the "Prepare for a Procedure" path).
- **Ask Others** - Use discussion forums to connect with those who have experience with similar issues.
- **Research Further** - Dig deeper into your health care issue, using links to key Web resources and additional information.

The following decisions are currently available:

### Manage a Condition

- [Arrhythmia](#)
- [Asthma](#)
- [Atherosclerosis \(Hardening of the Arteries\)](#)
- [Breast Cancer](#)
- [Colon Cancer](#)
- [Diabetes Type I](#)
- [Diabetes Type II](#)
- [Diabetic Retinopathy](#)
- [Gastroesophageal Reflux Disease \(GERD\)](#)
- [Heart Attack](#)
- [Hiatal Hernia](#)
- [Hypertension \(High Blood Pressure\)](#)
- [Hypothyroidism](#)
- [Inguinal Hernia](#)

### Prepare for a Procedure

- [Abdominal Aortic Aneurysm Repair](#)
- [Angioplasty \(PTCA\) and Stents](#)
- [C-Section](#)
- [Cardiac Catheterization and Angiocardigraphy](#)
- [Cardiac Pacemaker or Cardioverter/Defibrillator Surgery](#)
- [Carotid Endarterectomy](#)
- [Carpal Tunnel Release](#)
- [Cataract Surgery](#)
- [Colectomy](#)
- [Coronary Artery Bypass Graft Surgery \(Heart Bypass\)](#)
- [Discectomy and Laminectomy \(Back Surgery\)](#)
- [Esophagectomy](#)
- [Fibroid Tumor Removal \(Uterine\)](#)



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# Subimo - Clinical Decision Tools

Get Smart: C-Section - Microsoft Internet Explorer provided by WellPoint Health Networks

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**Get Smart about C-Section**

**What Is It?**

A C-section (or Cesarean Section) is surgery to deliver a baby through an incision in the abdomen and uterus, rather than vaginally (through the birth canal). C-sections are typically done if there are labor abnormalities, or if either the baby or mother is having trouble. Examples of situations where C-sections are done include the mother not dilating, failure of drugs (Pitocin) to induce labor, the baby's head not coming down the birth canal, abnormal heart rate in the baby, or the mother having high blood pressure.

**Source:** Subimo/Medical Advisory Panel

**Get the Most Relevant Information**

**Region, age, and gender** are important factors in the use of health care services. To get the most relevant information for you, please provide some information about yourself (or the person for whom you are researching this condition). Any information you provide here is treated as **confidential** (review our [Privacy Policy](#)).

If you choose not to provide any information here, all results shown will be based on the general population.

Zip Code:

Age Range:

Gender:  Male  Female

Are you researching health care options for:

yourself?  for someone else?

[Next Page: How Common Is It?](#)

**Make a Decision**

Use this decision process to help you prepare for this procedure:

1. [Get Smart](#) - background information and data
2. [Choose Care](#) - find the best hospitals for you
3. [Ask Others](#) - community discussions
4. [Research Further](#) - resource center

**Questions to Ask**

Get a **checklist** of questions to ask your doctor and your insurance company about this procedure.

**Encyclopedia Links**

[C-Section](#)

# Subimo - Questions for Physicians

Questions to Ask: C-Section - Microsoft Internet Explorer provided by WellPoint Health Networks

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## Questions to Ask about C-Section

Make sure you print out or write down your questions and take them with you when you visit your physician. Some people find it helpful to bring a friend or family member who will be able to write down answers. Please note that you may not be able to address all of these questions in your initial session with your physician – depending on how much detail you and your physician wish to discuss, it might be necessary for you to schedule a separate appointment to review your questions.

### Questions for Your Physician – If You Are Planning to Have a C-Section

1. How many C-sections do you perform a year? What percentage of your patients does that represent?
2. What are the most common complications, in your experience?
3. What percentage of the time do these complications occur, in your experience?
4. If infection occurs, what antibiotic will you use and how will that affect breast milk?
5. How will having a C-section affect my ability to have a vaginal delivery in the future?
6. I will discuss this with the anesthesiologist as well, but I would also like your opinion on a spinal versus an epidural. Have any of your patients had any side effects from either?
7. Is there a process where I can select the anesthesiologist, or do I have to take whomever is assigned that day?
8. I will also discuss this with the anesthesiologist, but do you know if your patients normally get a pre-operative sedative. What is your opinion on this practice? If we decide this is not in my best interest, how can I make sure this does not happen?
9. What do you prescribe for pain after the operation, and how much gets passed through to the breast milk? How will this affect the baby?
10. My husband or partner will be present during the operation. What should they expect to see?
11. How long should I expect to stay in the hospital after the baby is born?
12. What activity/physical therapy is expected from me while I'm still in the hospital? When do I get up and walk around?
13. Will I need help at home? For how long? When will I be able to drive and perform other daily activities? Resume sexual activities?

### For women who have had a cesarean before

1. I understand that the American College of Obstetricians and Gynecologists guidelines no longer discourage vaginal deliveries after a cesarean birth (VBAC) in many cases. What are your feelings about VBAC?
2. If the baby is breech, I have heard that there are there exercises and also external manipulations that can help turn the baby. What is your experience with these practices? Is there any reason not to try them?

Done

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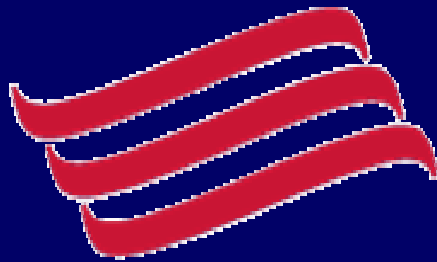
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# Conclusions

- **Consumers are learning more about healthcare quality variations, and they want tools to compare and contrast providers**
- **Healthcare industry is evolving from "delegating" quality (to NCQA, URAC and others) to more direct, timely, and individual assessments**
- **The healthcare industry should lead the changes by:**
  - **Promoting use of evidence-based medicine**
  - **Sharing data and information for quality improvement**
  - **Aligning financial incentives to reward clinical best practices and quality outcomes**





WELLPOINT<sup>SM</sup>