

# HIGH VALUE RELATIONSHIP-CENTERED HEALTH CARE

**ELIZABETH TEISBERG, PhD**

EXECUTIVE DIRECTOR



The University of Texas at Austin

**Value Institute for Health and Care**

*Dell Medical School & McCombs School of Business*



PURPOSE

PROFESSIONALISM



HEALTHCARE

# IN HEALTH CARE, EVERYONE HAS A STORY



QUALITY OF LIFE AND DIGNITY OF DEATH  
ARE AT STAKE

SMART, CARING, HARD-WORKING  
PROFESSIONALS

HIGHLY VARIABLE OUTCOMES,  
INCREASING COSTS, SLOW INNOVATION

Michael E. Porter  
Elizabeth Olmsted Teisberg

# Redefining Health Care

*Creating  
Value-Based Competition  
on Results*



HARVARD BUSINESS SCHOOL PRESS

THE GOAL IS VALUE

BETTER HEALTH OUTCOMES  
FOR THE MONEY SPENT.

$$\text{VALUE} = \frac{\text{IMPROVEMENT IN HEALTH OUTCOMES FOR INDIVIDUALS \& FAMILIES}}{\text{COST OF FULL CYCLE OF CARE}}$$

# COST REDUCTION IS NECESSARY AND NOT SUFFICIENT



LOW PRICE TICKET  
THAT DOES NOT GO  
WHERE YOU NEED?

VALUE IS CREATED WHEN  
A PERSON'S HEALTH OUTCOMES IMPROVE  
ONE PERSON OR FAMILY AT A TIME

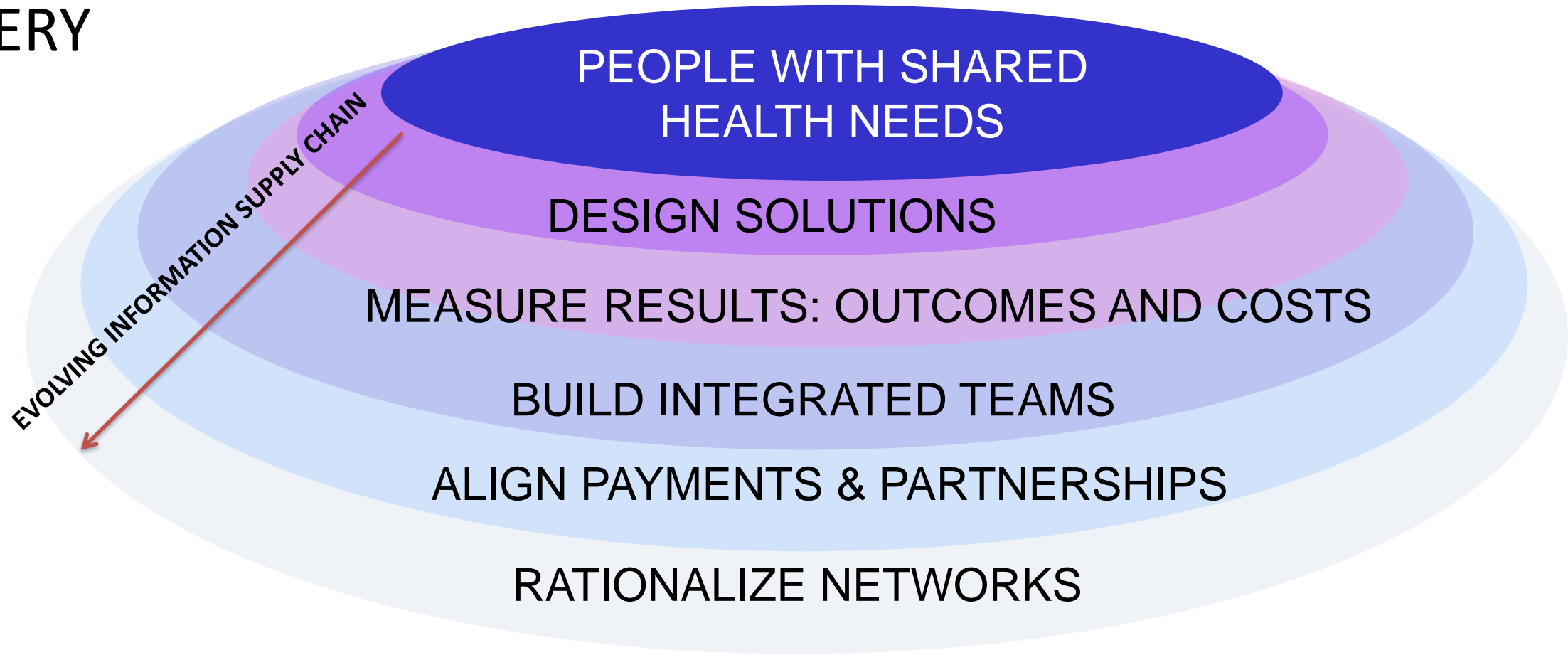


IN A CARING RELATIONSHIP

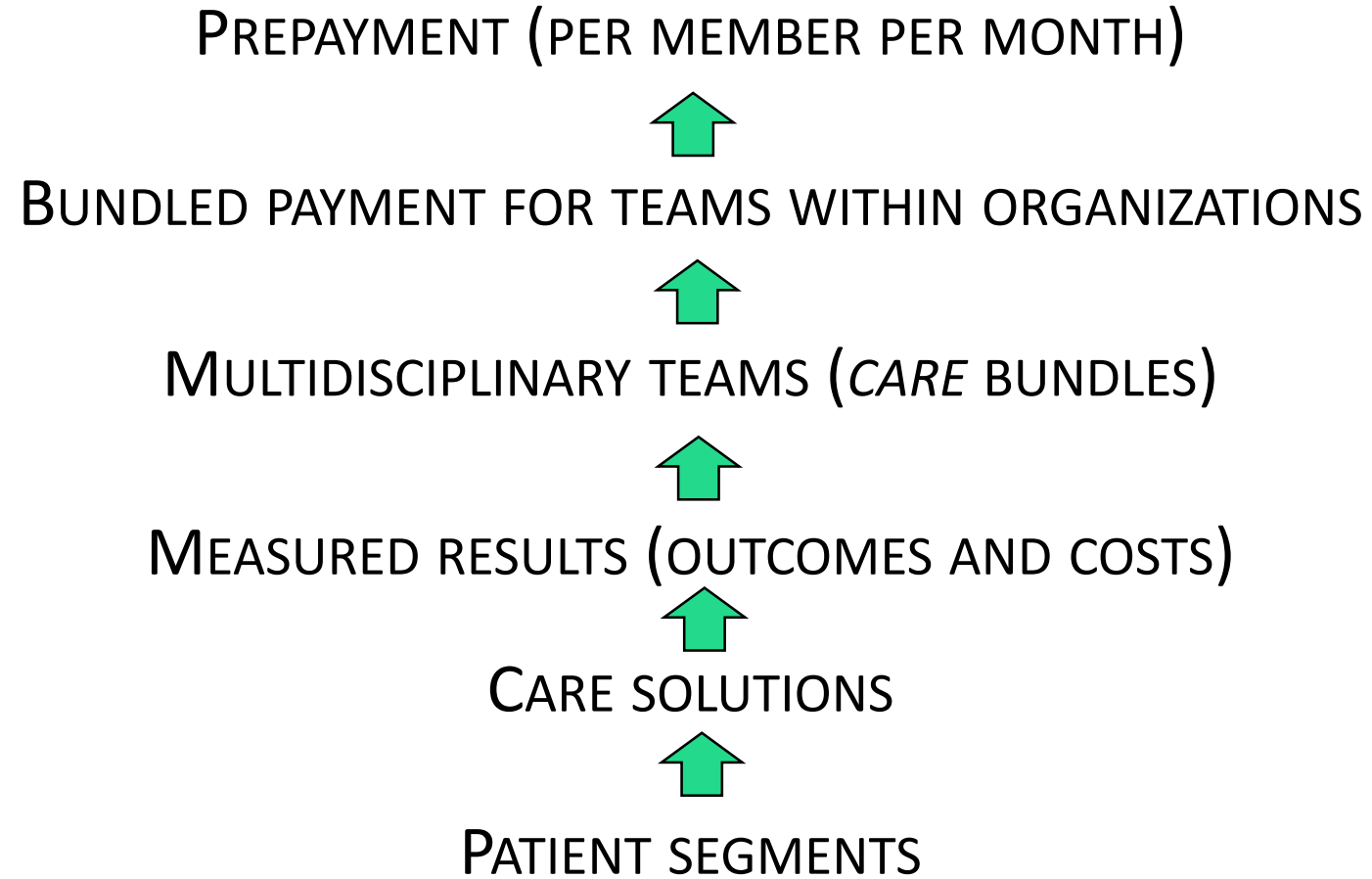




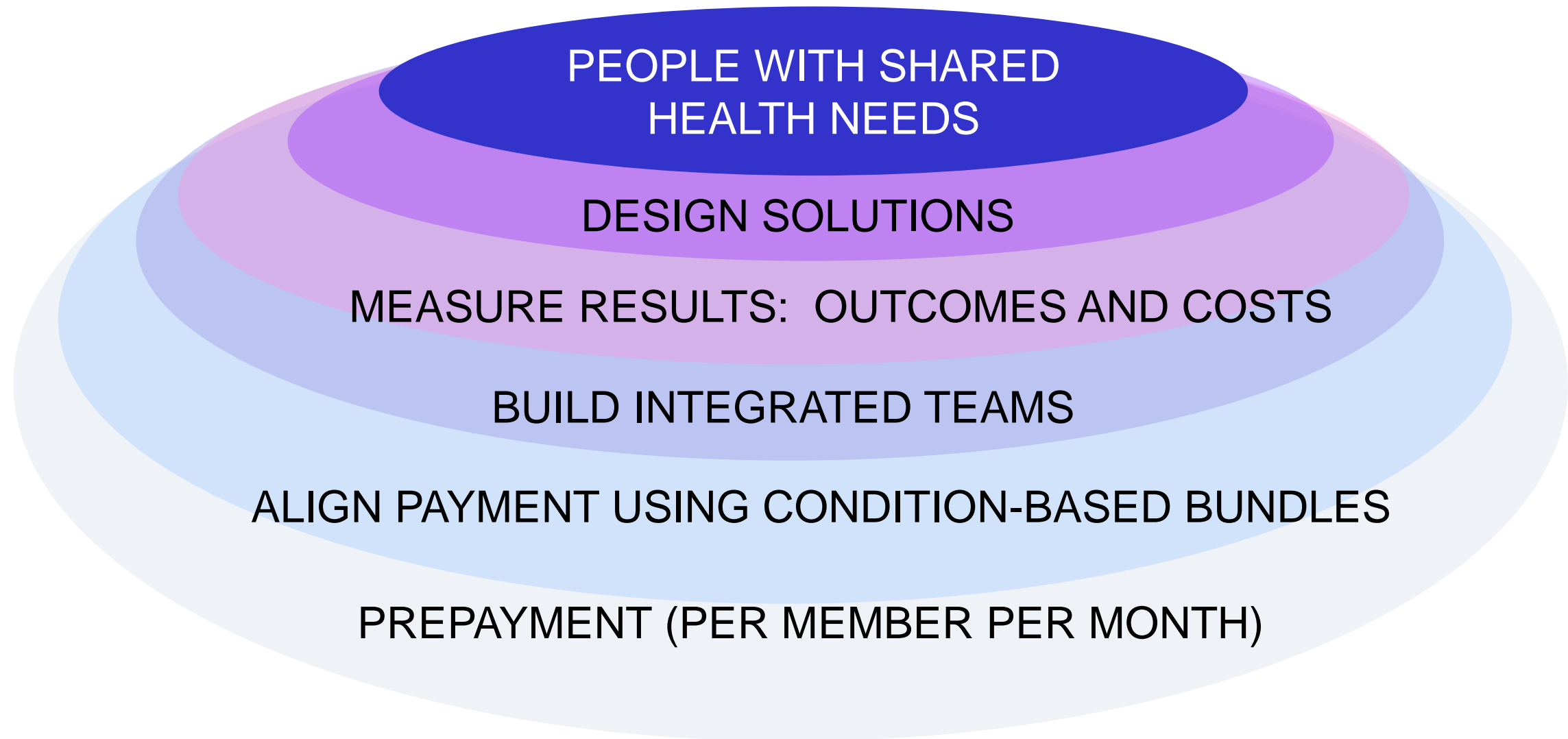
# REDEFINING CARE DELIVERY



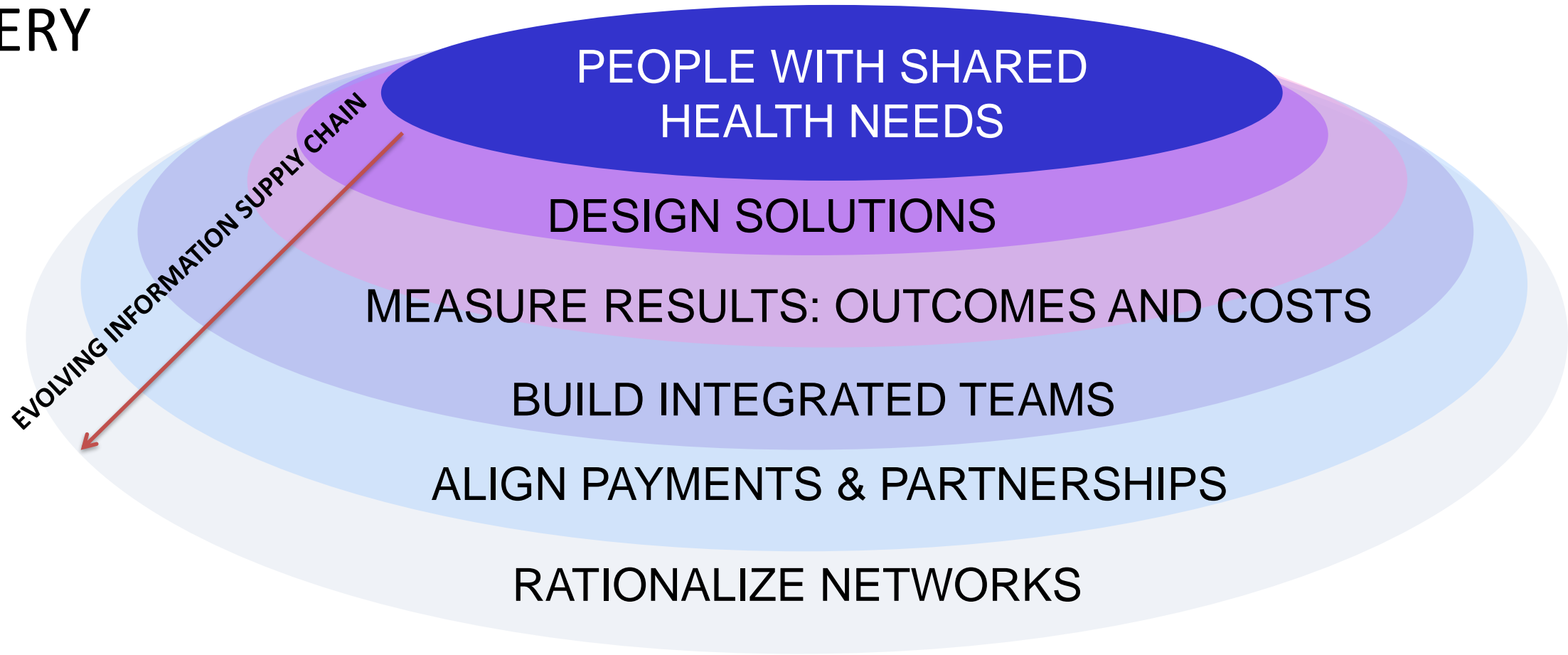
# PAYMENT REFORM REQUIRES CARE REFORM



# PAYMENT REFORM REQUIRES CARE REFORM



# REDEFINING CARE DELIVERY



# TRANSFORMATION



How

# TRANSFORMATION VIA CULTURE, STRATEGY, & MEASUREMENT



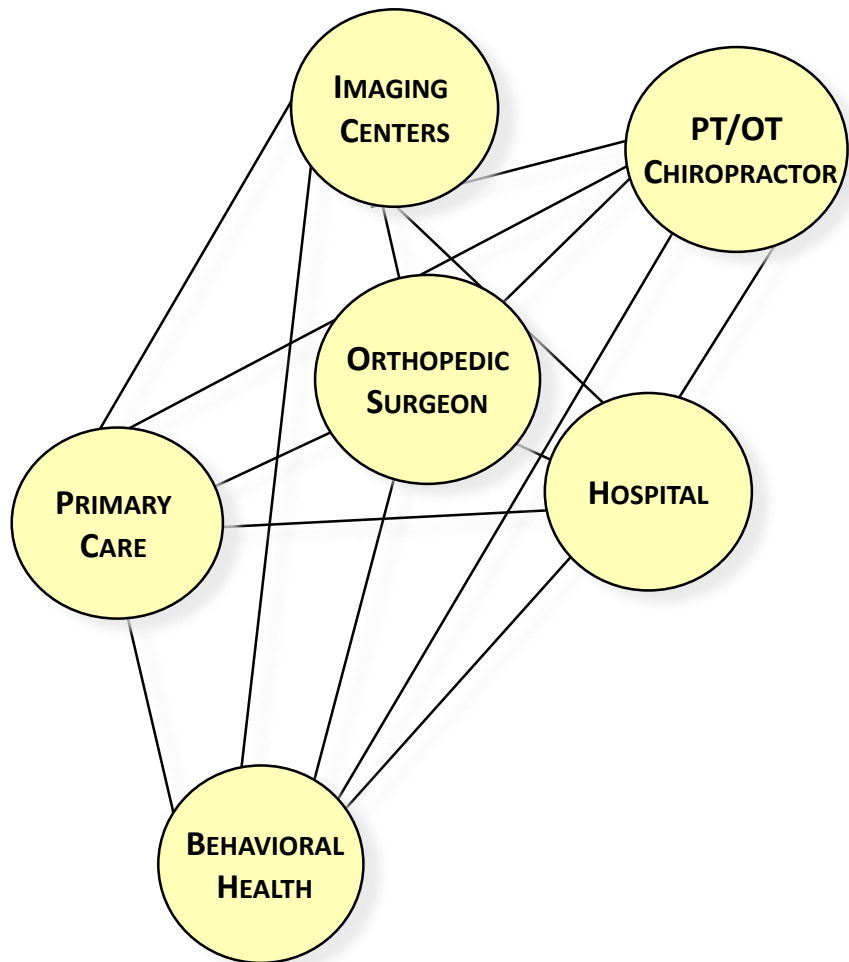
# HOW DO YOU KNOW WHAT MATTERS?



# ST ANDREWS HEALTHCARE, UK



# JOINT PAIN CARE DESIGNED AROUND VALUE FOR PATIENTS & FAMILIES



The University of Texas at Austin  
**UT Health Austin**

# INTEGRATED, TEAM-BASED CARE

## YOUR TEAM



The University of Texas at Austin  
UT Health Austin



- DOCTOR
- SPECIALIST
- NURSE
- LAB



SURGEON  
SOCIAL  
WORKER

- PHYSICAL  
THERAPIST
- DIETICIAN

HEALTH

# CAPABILITY









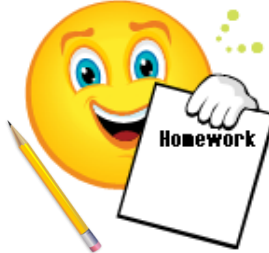

# COMFORT



# CALM



# CCHMC CARE FOR CHILDREN WITH OCD

			OCD Function Level							
10										
9										
8										
7										
6										
5										
4										
3										
2										
1										
0										
			Session Date							

HOW WERE WE?

**HOW ARE YOU?**

MEASURE WHAT MATTERS



PURPOSE

PROFESSIONALISM



# THANK YOU!

## VALUE INSTITUTE FOR HEALTH AND CARE

### --A NEXUS FOR LEADERS TRANSFORMING HEALTH CARE--

TEISBERG@AUSTIN.UTEXAS.EDU



[HTTPS://WWW.MCCOMBS.UTEXAS.EDU/MASTER-OF-SCIENCE-IN-HEALTH-CARE-TRANSFORMATION](https://www.mcombs.utexas.edu/master-of-science-in-health-care-transformation)