Ethics and Social Responsibility

*Intermountain Healthcare is an organization driven by a mission of **excellence** in the provision of healthcare services to communities in the Intermountain region.*

*The mission of Intermountain includes a **commitment** to provide care to those who live in communities within this region who have a medical need, regardless of ability to pay.*

Intermountain Healthcare®

Vision:

"To be a model healthcare system by continually learning and providing extraordinary care in all its dimensions."

Code of Ethics:

We are committed to honoring their trust by providing excellent clinical care and superior service with the highest standards of integrity. This commitment applies to every aspect of our work, and is fundamental to our mission, vision, and values.

Intermountain Healthcare®

Ethics

- Four ethical principles in all patient interactions:

  1)Autonomy

  2) Beneficence

  3) Non-maleficence

  4) Justice

- Organization focuses on five 'Specific Ethics Standards':

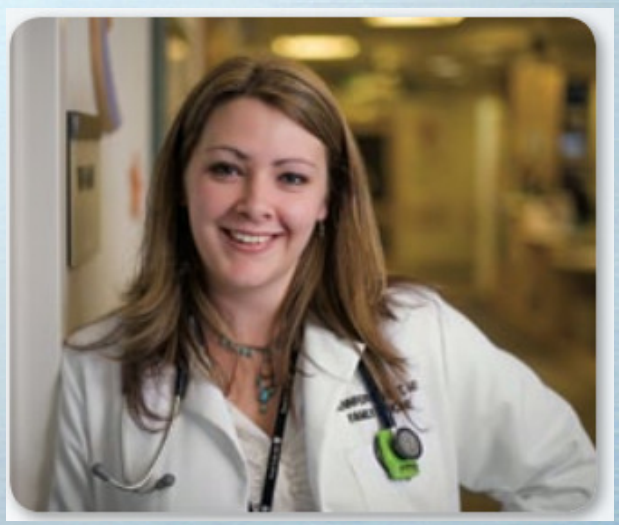
  1) Fair and ethical business practices

  2) Confidentiality and privacy

  3) The work environment

  4) Protecting Intermountain's interests

  5) Reporting concerns of misconduct



Intermountain Healthcare®

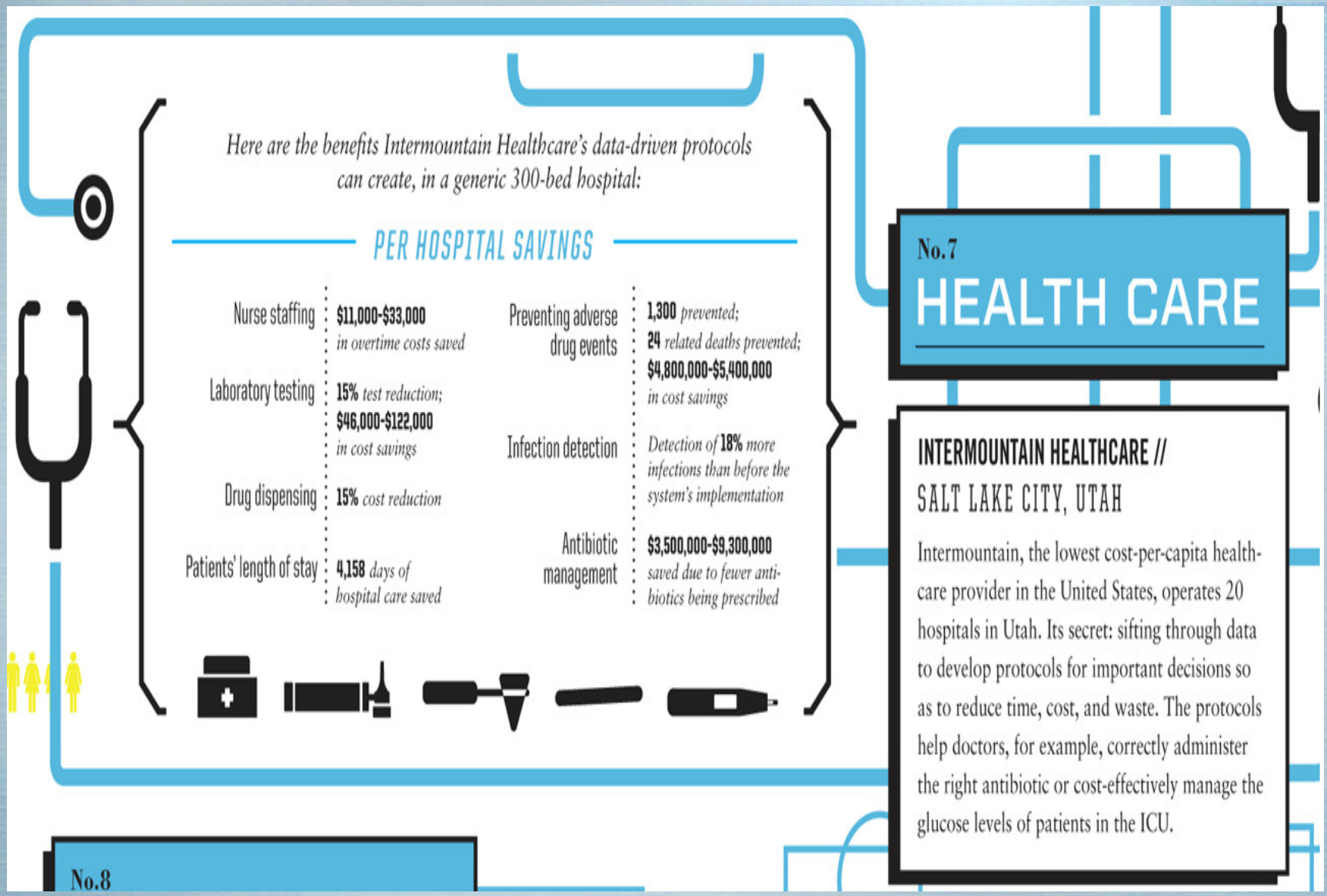
Social Responsibility

Provide care for community

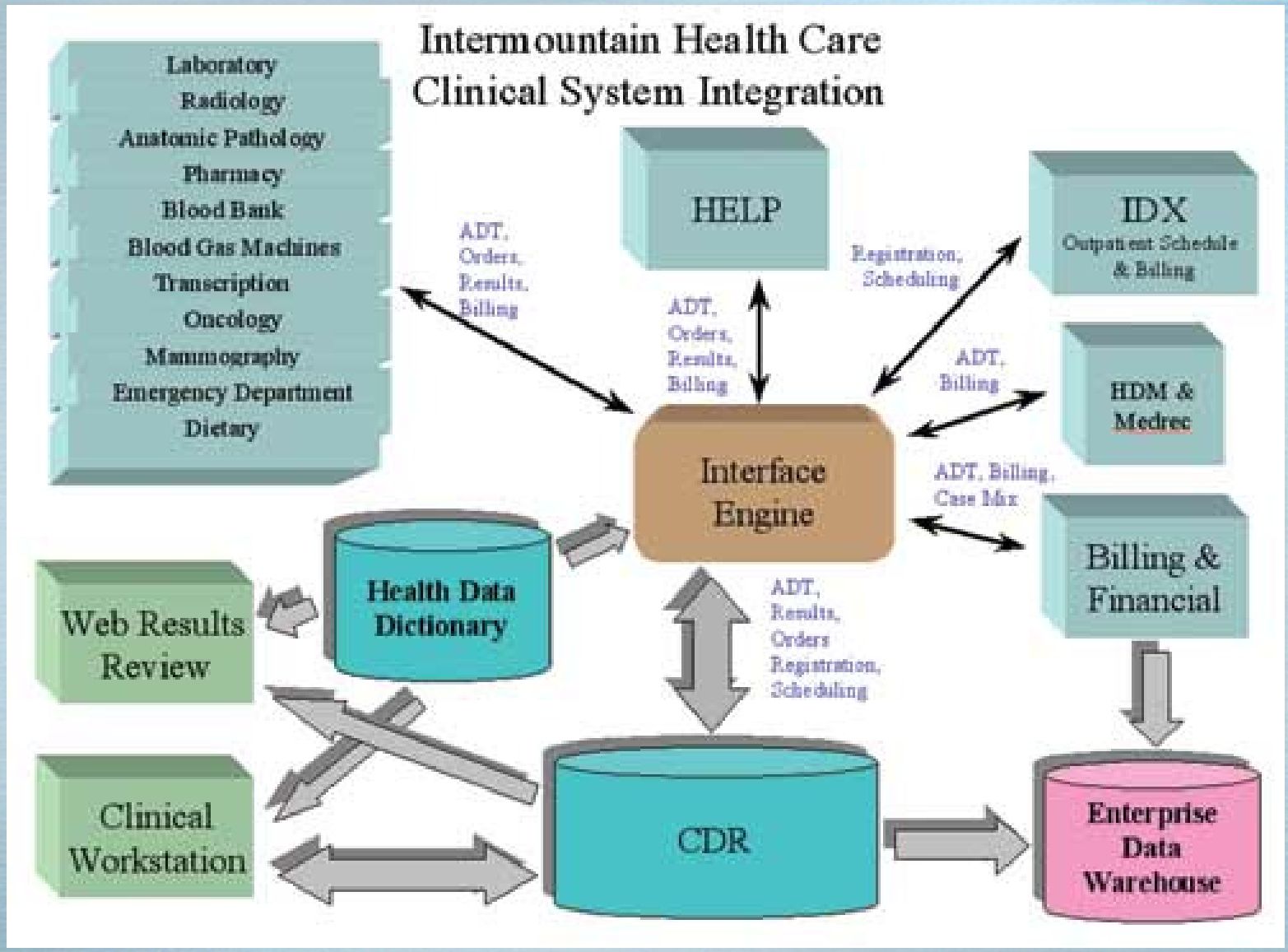
- •Service Oriented organization
- •Wise and Careful Stewards of resources to enable extraordinary care.
- • Implement processes and data systems to track medical costs and service outcomes:
  - • Quality of service and care has been increased.
  - • Electronic clinical-information and medical record systems, pioneered as early as 1965, having a functioning system in place by 1979.
  - • One of the most "wired" health-care delivery systems in the country.
  - • 2011 Healthcare Most Wired Award
- •Intermountain LiVe Program
  - •Teaches 8 healthy living habits and is and is directed toward teens

Intermountain Healthcare®

Lowest Cost Per Capita



Electronic Infrastructure



Garfield Memorial Hospital

- *Highest rated in the USA*
- *100% of patients would recommend their hospital to friends or family*
- *National Average is 67%*

Intermountain Healthcare®

Newspaper clip with title/header

IHC top-notch on the cheap

Nationwide study heaps praise on SLC for its care of chronically ill

By Linda Fantin
The Salt Lake Tribune

If you're old and dying of cancer or kidney failure or some other chronic disease; if you want high-quality, low-cost care; and if you don't want to be poked, tested and hospitalized unnecessarily, Salt Lake City is your best bet. What's more, it may be the nation's best hope for saving Medicare.

According to researchers at Dartmouth Medical School, Salt Lake City, led by Intermountain Health Care, provides superior care to chronically ill patients while limiting the number of doctor visits, hospital stays and admissions to intensive care units. And if all hospitals and doctors adhered to the standards set by Intermountain, Medicare could have saved $40 billion — almost one-third of what it spent — from 2000 to 2003.

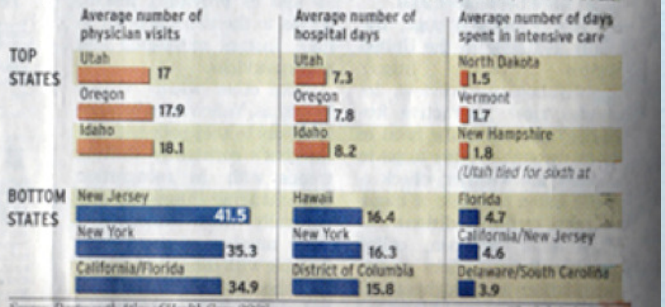
"That's the big 'wow' of this," said Brent James, Intermountain's vice president for medical research and executive director of its Institute for Health Care Delivery Research. "We can debate how long until Medicare bottoms out, but it's in a free-fall and many of us think it can't survive unless something profound changes."

As national experts praise Intermountain as a model for the rest of the country, a legislative task force is debating whether the system is good for Utah. Specifically, legislators are

See HEALTH REPORT, C7

End-of-life care: Utah among the best

In a state-by-state comparison of hospital care, Utah ranked at or near the top in most categories for care in the last six months of life. In the following tables, fewer is better



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