Comprehensive analytics, measurement and reporting in a value-based model

The effective transition of a health system to value-based reimbursement from a volume model is highly dependent on the meaningful deployment of data. Resources across health systems, including financial, clinical and operational stakeholders, can benefit from the wide array of reports and data generated by their programs. But many health systems are struggling with how to effectively select, analyze and utilize the new and growing amount of data associated with their value-based offerings.

To respond to these challenges, health systems are asking foundational questions such as:

- How does our performance across clinical and financial metrics compare to similar organizations, including competitors, in the market?
- Does our current-state reporting strategy capture meaningful insights and drive performance across functions within our organization, and externally to relevant stakeholders, such as employer groups and payers?
- What new reporting elements can we leverage to optimize our value-based offering?

**Driving value**

Willis Towers Watson provides a suite of integrated analytics solutions to empower your key stakeholders with the right information to effectively manage your portfolio of value- and risk-based offerings.

We offer comprehensive analyses allowing you to identify your system's strengths and opportunities for growth. To assist in pinpointing your specific opportunities, we have identified several common themes, and have developed the appropriate tools, methods and models to address your needs.

**We can help**

Willis Towers Watson has an extensive range of human capital and risk management expertise with broad experience helping health systems mitigate risk, lower cost, improve population health and achieve better business outcomes. With decades of experience serving health care providers, our consultants understand the unique issues and current industry forces that can significantly impact the providers' mission of delivering patient care — with all its challenges and opportunities. We leverage that understanding and our diverse capabilities to design, launch and operate value- and risk-based initiatives. Moreover, our services and solutions are scalable, ranging from focused diagnostics addressing targeted issues to broader, strategic transformation engagements.

Our team includes clinical, actuarial, legal, analytical, contractual and network development experts — all required competencies for successfully executing a next-generation strategy. In fact, many of our consultants gained in-depth industry experience before joining Willis Towers Watson, working for health systems, health insurers and other leading organizations in the health care ecosystem.

**Issues health systems face**

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<tr>
<th>Issues health systems face</th>
<th>Our offering that can help</th>
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<tr>
<td>We’ve got lots of data and information but need to clarify what we should be measuring, why, and what to do with it.</td>
<td>Measurement Strategy and Dashboard Development</td>
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<tr>
<td>We need to identify and analyze the appropriate metrics to tell the market our story about the effectiveness of our system and/or product offering.</td>
<td>Benchmarking Diagnostic</td>
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<td>We are looking to optimize our network value through steerage but want to make sure we understand and can address our gaps.</td>
<td>Network Optimization Analysis</td>
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<td>Our own employees are not fully utilizing our facilities and providers.</td>
<td>Nondomestic Utilization Analysis</td>
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<td>We are evaluating risk as a path to growth but need more financial and operational clarity in order to effectively manage and turn risk into an advantage.</td>
<td>Risk Sharing Analysis</td>
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Our services and solutions

Willis Towers Watson's portfolio of services and solutions help health systems capitalize on opportunities in the rapidly approaching value-based future.

- **Maturity assessment:** A simple, high-level diagnostic tool designed to gauge where you are today relative to key drivers of value-based success
- **Market assessment:** A fact-based analysis of market opportunities for value-based products, including market differentiators and product positioning with key buyers and influencers
- **Product assessment:** A rigorous evaluation of your current or potential new value-based products, particularly those targeted at the employer market
- **Contract evaluation:** A holistic review of key business terms and conditions embedded in risk- and value-based contracts
- **Network analysis:** A data-driven evaluation of potential opportunities to improve network configuration for your value-based offerings
- **Domestic utilization optimization:** A detailed review of the current use of your network by your own employee plan participants
- **System financial modeling:** A financial forecast and evaluation of the impact of the shift from fee-for-service to value- and risk-based offerings, highlighting the changing composition of your revenue streams
- **Provider fee schedule analysis:** Assistance with the consolidation and realignment of provider reimbursement structures that will allow you to better meet market demands
- **Contract financial management:** Direct operational support to manage the full financial life cycle from target setting to reconciliation
- **Excess risk strategies:** Detailed analysis to quantify risk and develop operational, captive and reinsurance strategies

Key success drivers for value-based systems

We have identified 10 critical success factors, across three broad categories, for health systems to compete effectively in today’s dynamic health care environment:

**High-value offering**
- A well-articulated product/service offering with a compelling value proposition
- An aligned, configured network to deliver on the value proposition
- Contracting structure and terms that support the value proposition
- Appropriately priced offerings reflecting short- and long-term risk

**Target market and consumers**
- A clear, focused target market for value-based services
- A holistic perspective on individual consumer behavior
- A practical, flexible sales and marketing approach for value-based offerings

**Operating platform to deliver**
- A next-generation integrated clinical delivery approach that achieves the goals of Triple Aim
- A practical analytics and reporting approach to manage value-based operations
- An efficient, expert financial structure to manage and mitigate risk

Contact us

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About Willis Towers Watson

Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 40,000 employees serving more than 140 countries. We design and deliver solutions that manage risk, optimize benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas — the dynamic formula that drives business performance. Together, we unlock potential. Learn more at willistowerswatson.com.