

Case Questions: Intermountain Health Care

1. Describe IHC's approach to their overhaul of Clinical Care Management.
 - a. How is their use of data different from the way they did things before and from others in the industry?
2. How would you rate the performance of IHC? Make sure you define what you mean by "performance."
 - a. In what ways do they collect and analyze information effectively?
3. How does their single system approach (the PCMS) tie in with their overall management strategy?
 - a. What data collection problems does it solve?
 - b. Why doesn't every patient care organization do things this way?
4. In your opinion, does the PCMS dictate their delivery of health care or does it support it? Explain.