

DEPARTMENT OF  
ADMINISTRATIVE  
SERVICES

SPECIAL  
POINTS OF  
INTEREST:

How does your  
hospital compare  
to others in:

- Patient Experience
- Patient Safety
- Select Clinical Quality
- Cost Index

Go to the  
NHPGH website  
to find out.



#### RISK MANAGEMENT UNIT

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**The Risk Management Unit  
is Actively Working to  
Reduce Program Cost**

*The State pursues all of the top areas available to a health plan to reduce costs. These include aggressive procurements, health promotion initiatives and data-driven vendor management.*

# Risk Management Unit Health Benefit Program

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## What's new?

In this Update we announce the release of a NH Hospital Scorecard for use by employees, retirees and their families covered under the State's health benefit program. The Scorecard was a project of the NH Purchasers Group on Health, in which the Department participates along with the University System, Local

Government Center and School Care. The Scorecard is informational only. However, we hope you will take the time to familiarize yourself with its quality and cost metrics. The Update also provides some basic facts and figures about hospital utilization in the health benefit program.



**New Hampshire  
Hospital Scorecard**

## How Does Your Hospital Measure Up?

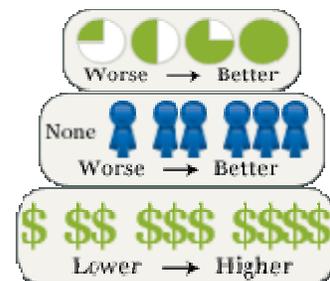
People use cost and quality information all the time—when deciding what car or television to buy, what hotel to stay in or where to eat. People are aware of the quality of schools and the cost of taxes; however, getting good quality and cost information about medical care is typically difficult.

Despite the investment of more than ten billion dollars annually for health care in New Hampshire and more than two trillion dollars for the nation, the United States ranks last, or 19th out of 19, in terms of quality when compared to other industrialized nations such as Iceland, France, Japan and Italy.

The New Hampshire Purchasers Group on Health has created the New Hampshire Hospital Scorecard in response to the need for more information about the cost and quality of health care in New Hampshire. As four of the largest public entities in New Hampshire purchasing health care for more than 120,000 members, we felt it was our responsibility to

not only highlight the quality and cost of care in our state, but that it was imperative that we do something to improve quality where lacking.

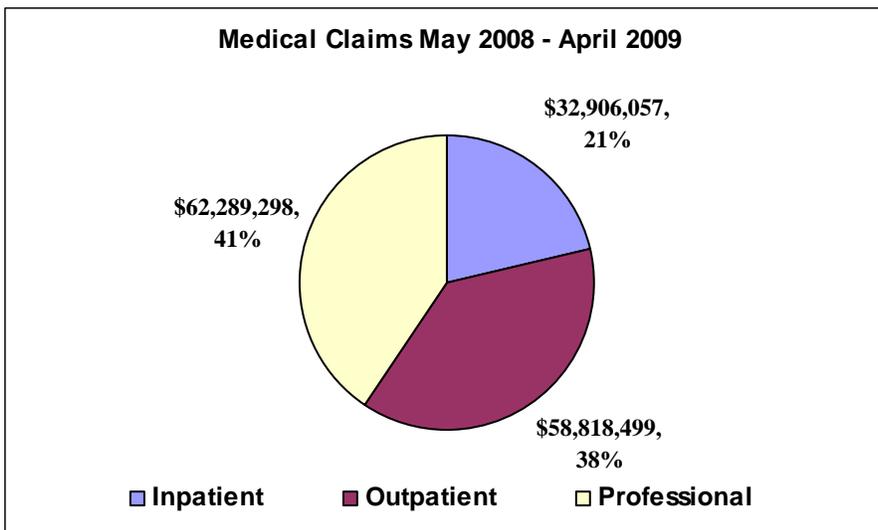
The New Hampshire Hospital Scorecard is our first effort at highlighting quality, both good and poor, and getting the public and the systems that provide medical care involved in a conversation about what we can collectively do to improve quality and cost.



Check it out at:  
[www.nhpghscorecard.org](http://www.nhpghscorecard.org)

## The Costs of Employee and Early Retiree+ Hospitalization

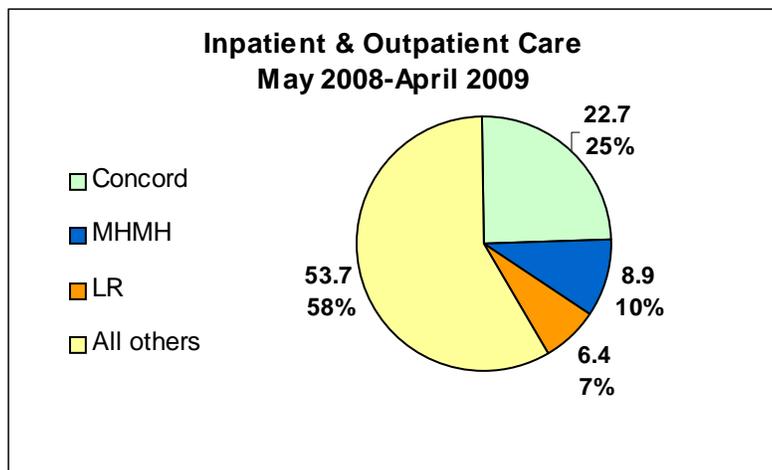
Hospital charges are a large part of the employee and retiree benefit costs. In a recent 12 month period, the State paid almost \$92 million to hospitals for inpatient and outpatient care provided to the State's 33,000 employees, early retirees and their families. This amount does not include an additional \$62.3 million for physician services, or the approximately \$41.2 million for prescription drugs for this same population.



+ "Early Retirees" are state employees who have retired prior to the Medicare eligible age of 65.

\* Pharmacy is excluded

### Hospital Utilization—Top Three N.H. Hospitals



The State paid \$38 million, or 42%, of the \$91.7 million total just for inpatient and outpatient care delivered, to the top 3 facilities:

- **\$22.7 million**- Concord Hospital
- **\$8.9 million**- Mary Hitchcock Memorial Hospital
- **\$6.4 million**- Lakes Region General Hospital

### Final Thought...

Some of these high hospital costs can be reduced by improving the health status of employees. Greater utilization of preventive care leads to healthier employees. Healthier employees certainly decrease hospital care expenses. And, lower hospital care expenses helps ensure the long term sustainability of the State's health plan.

**Helpful Anthem Services**

- **24/7 Nurse Line**- 1-800-544-1901
- **Future Moms Program**- Call Anthem Customer Service at 1-800-933-8415

For answers to your questions, please feel free to contact the Risk Management Unit at 603-271-3180. We're also on the Web! [www.sunspot.admin.state.nh.us/sec/RiskManagement/index.asp](http://www.sunspot.admin.state.nh.us/sec/RiskManagement/index.asp)