

Scott & White Healthcare

Healthcare Workforce

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Scott & White Healthcare



SCOTT & WHITE
Healthcare

Integrated Medical Model



S&W Clinics

- Covering 32 counties
- 1,300+ employed providers
- Over 2.1M+ patient visits
- Covering 25,000+ sq miles

S&W Hospitals

- 12 Hospitals - owned/managed/invested
- Over 50,000 IP discharges (FY11)
- Operating 58% of IP beds in PSA

*Scott & White Healthcare
Temple, TX*



Research & Education

- 640 Students/Residents – 33 Programs
- 369 Active Research Projects
- Full 4-yr A&M track in Temple ('08)

Health Plan

- Approx. 200,000 Enrollment
- Covering 50 counties
- Offering: Commercial, Self-Insured, Senior Care and Part-D products



\$2.2 Billion ~ Operating Revenue
\$2.3 Billion ~ Total Assets
> 12,500 ~ Employed Staff

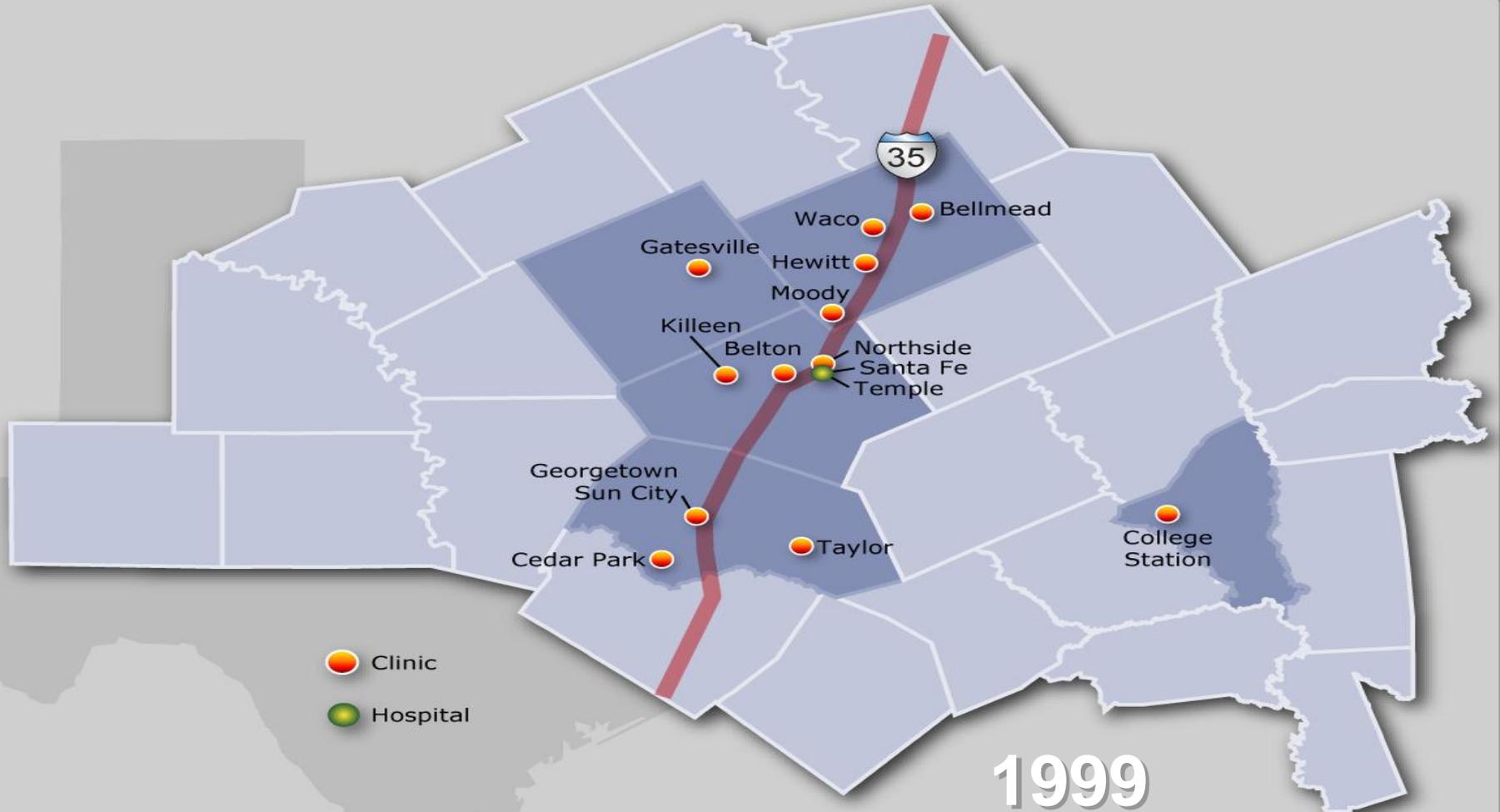


TEXAS A&M
HEALTH SCIENCE CENTER

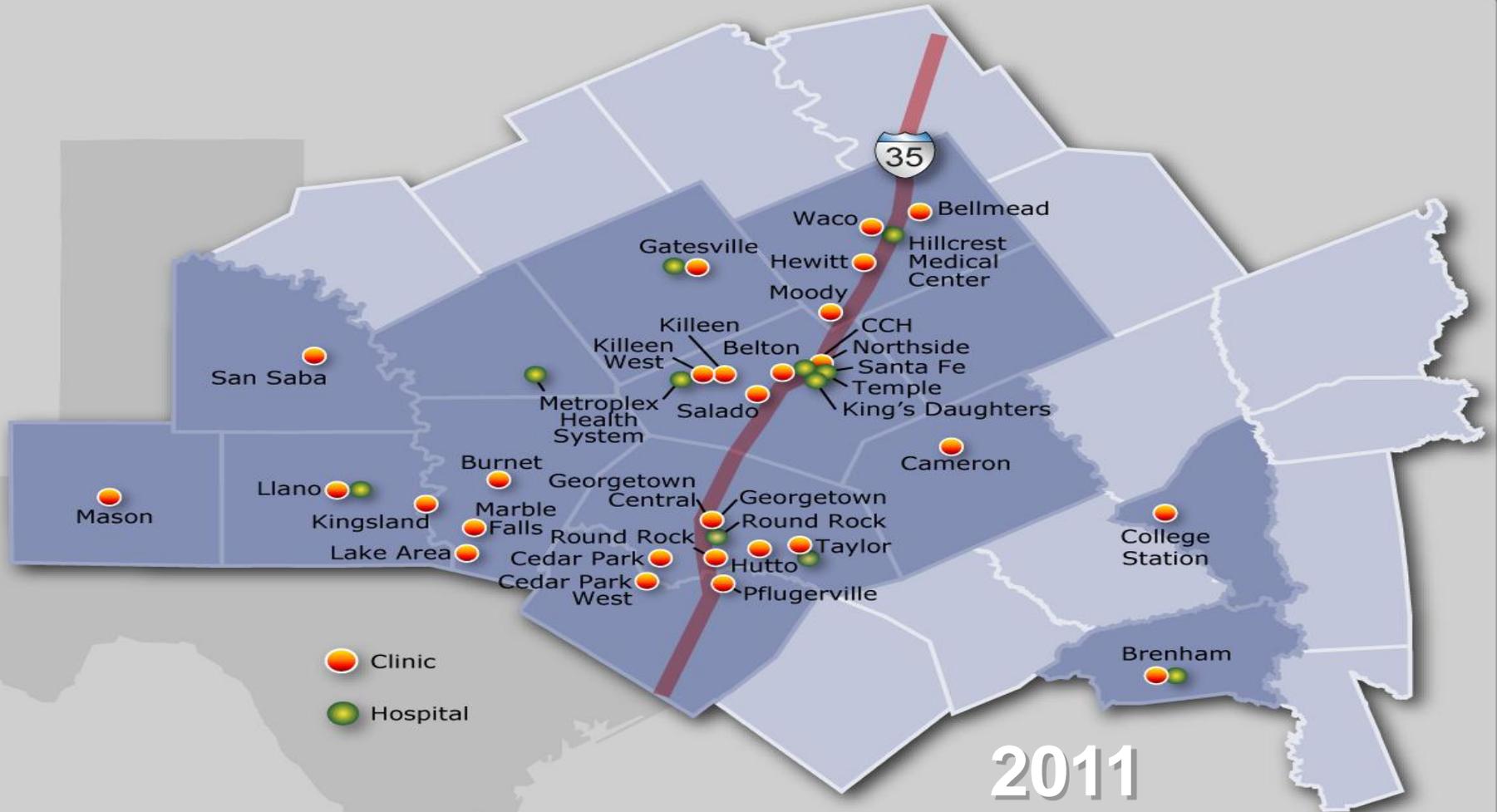


SCOTT & WHITE
Healthcare

Scott & White, then...



... and Scott & White now.



Workforce Characteristics at Scott & White

- Integrated health care – knowledge base
- Ability to work with vast data base – not only academically but day to day
- Understanding team dynamics / processes
- Flexible but specialized (know unique area but also how it fits in whole)
- Continuous learning and change (workforce is entrenched at a time of dramatic change)

What are we doing?

- Executive leadership training for doctors / executives
- Internship for new RNs
- S&W University
- Over 1,000 students in training every year
- Quarterly leadership academy

What could we do now?

- Introduce process improvement (e.g. Toyota LEAN) in all health related curriculum
- Introduce Rapid Cycle change / implementation & cascading
- Require team based learning across health related professions