

Northwest Medical Center's Innovative Partnership with Heartland Health and Mosaic Life Care

Partnership Myth Busters

Myth: Heartland Health and Mosaic Life Care is purchasing NMC.

Fact: We are partnering (and integrating operations) with Heartland Health and Mosaic Life Care. We are not selling the hospital. Northwest Medical Center Association, Inc., will continue to exist as a non-profit health-care organization with property and financial assets. If the partnership ends at any point, NMC will be equipped to restart its independent provision of health-care services throughout our region. It's not a takeover. It's not an acquisition. It's a partnership.

Myth: NMC is entering into this partnership out of necessity.

Fact: We are making this decision from a position of strength. Our patient satisfaction scores are at an all-time high. Our caregiver (employee) satisfaction scores are significantly above the state average. Our patient volumes are up across all of our clinics. Many wonderful things are happening at NMC. This partnership opportunity is, in large part, because of our talented caregivers and executive/board leadership and vision. This innovative partnership will allow us to deploy the best of our combined expertise, technologies and compassion to make our region a national model for rural health and quality of life.

Myth: NMC will no longer offer the same breadth and depth of services, which will result in lower quality of care and a decrease in the number of caregivers employed locally.

Fact: We are 100% committed to continuing to offer high quality, low cost health care and providing an exceptional patient experience to the citizens of Northwest Missouri. As part of this agreement, we will continue to operate the hospital, clinics and emergency room (as we do today) for the foreseeable future; and will need to remain flexible as the health-care industry enters a time of unprecedented change. Specifically, the agreement language contains the following highlights. Heartland Health and Mosaic Life Care will manage NMC's existing properties and will enhance the current NMC hospital campus through the construction of a Mosaic Life Care Center connected to the existing hospital. Heartland Health and Mosaic Life Care commits to emergency services equal to or greater than NMC's existing emergency department services throughout the term of the lease, and intends to maintain or enhance the availability of other medical services.

Myth: The health-care industry is a static industry that never changes.

Fact: The United States health-care industry is in a time of unprecedented change and needs to rapidly reinvent itself to decrease costs and improve the quality of care. Care in this country costs more than twice as much per person as it does in other first-world nations, nearly all of which outperform us in objective measures of care quality. American companies struggle to compete globally in part because of the health-care expenses of their workforces, and our governments' budgets buckle under the financial pressure imposed by Medicaid and Medicare. Innovative health-care providers that successfully reinvent themselves will thrive because consumers and regulators will reward them. Entities that don't provide great value will not be rewarded. This isn't just theory... it's happening. More rural hospitals in the U.S. closed last year than in the previous 15 years combined.

So why Heartland Health and Mosaic Life Care?

This partnership gives us (and them) access to additional resources to help navigate the changing health-care landscape. Winning within this next generation of health care will be about keeping people healthy and well, and providing efficient and appropriate services for people who need them. For NMC, it will be about building on our community connections, improving our already-great primary care services for chronic and episodic patients, being available and effective for urgent and emergency care, and providing easy and affordable access to specialty care and hospital care when and where they are needed. The caregivers of Heartland Health and Mosaic Life Care have been our closest partners for years, and they have made focused investments in technology and expertise that are producing incredible results. We look forward to taking full advantage of Heartland Health and Mosaic Life Care's significant and successful innovation and development in the areas of patient care, the patient experience and information technology while continuing to do what we do best... providing exceptional rural life care to the citizens of Northwest Missouri.

** For more information, please visit www.northwestmedicalcenter.org/partnership-announcement