



Arizona Care Network (ACN) is a high-performing network of over 5,000 doctors and care facilities that has excelled in partnering with plan sponsors to deliver sustainable results, improved patient outcomes and convenient access to affordable care since 2013.

Network Options & Convenience

- 5,000+ doctors and facilities offering services in over 2,000 care locations throughout the Valley



1,661 Primary Care Providers



3,292 Specialist Physicians



Care Locations



754 Outpatient & Ancillary Facilities



61 Acute & Post-Acute Facilities

- 500+ primary care and specialist medical groups conveniently offering a combination of telehealth, evening & weekend hours, and online appointment scheduling options for patients in 27 languages
- 4 leading health systems supporting the ACN providers caring for adult and pediatric patients
Abrazo Health - Dignity Health - Phoenix Children's Hospital - Valleywise Health



- 1 Abrazo Arizona Heart Hospital
- 2 Abrazo Arrowhead Campus
- 3 Abrazo Scottsdale Campus
- 4 Abrazo Central Campus
- 5 Abrazo West Campus
- 6 Abrazo Mesa Hospital
- 7 Abrazo Surprise Hospital
- 8 Abrazo Cave Creek Hospital (Opening early 2021)
- 9 Abrazo Free-Standing Emergency Centers



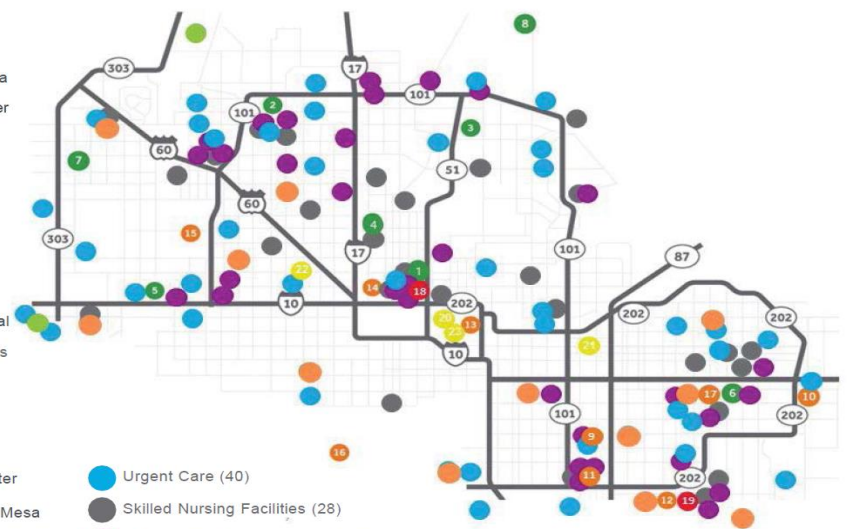
- 9 Arizona Specialty Hospital
- 10 Arizona General Hospital - Mesa
- 11 Chandler Regional Medical Center
- 12 Mercy Gilbert Medical Center
- 13 O.A.S.I.S Hospital
- 14 St. Joseph's Hospital and Medical Center
- 15 St. Joseph's Westgate Medical Center
- 16 Arizona General Hospital
- 17 Arizona Spine and Joint Hospital
- 18 Dignity Health Free-Standing ED's



- 18 Phoenix Children's Hospital - Main
- 19 Phoenix Children's Hospital - Mercy Gilbert



- 20 Valleywise Health Medical Center
- 21 Valleywise Behavioral Health - Mesa
- 22 Valleywise Behavioral Health - Maryvale
- 23 Valleywise Behavioral Health - Phoenix





Quality Performance

Personnel, initiatives and solutions that focus on identification and fulfillment of quality metrics that are important to our partners, providers and patients.

- **94%** performance on commercial value-based metrics
- **47%** visit rate for Annual Wellness Visits (*National Average: 25%*), a **297%** increase since 2017
- **85%** success controlling high blood pressure (*National Average: 61%*), an **11%** increase since 2017
- **72%** well visit rate for children from birth to 15 months of age, **70%** for children ages 3 to 6 and **60%** for adolescents - all exceeding state and regional benchmarks
- **95%** Medicare quality rating as a Next Generation ACO since 2017

Care Coordination

Healthcare professionals who assist patients and their care team with a full range of services, including complex care management, transitions of care, behavioral health coaching, social determinants of health (SDoH) and concierge services, leading to an improved overall healthcare experience at a more affordable cost.

- **\$100+ million** reduction against benchmark expenditures since 2018
- **50%** reduction in health care costs for patients enrolled in Care Coordination
- **36%** reduction of annual high-cost claimants (\$100,000+)
- **74%** post-discharge Care Coordination outreach engagement rate
- **8%** reduction in readmission rates since 2017, with an **11%** readmission rate for ACN facilities (Maricopa County & National Average: **16%**)

Search for thousands of ACN providers and facilities: azcarenetwork.org/find-a-doc



@azcarenetwork



@azcarenetwork



@arizona-care-network



Care Coordination: A Closer Look

Arizona Care Network's care coordination team of healthcare professionals offer a full range of services to support the care team's recommendations, leading to an improved overall healthcare experience at a more affordable cost. Eligible patients never receive a bill for care coordination services.

Complex Care Management & Transitions of Care

Provided by highly skilled registered nurses

- Includes a comprehensive health assessment, which entails
 - Development of personalized plan of care outlining healthcare interventions/goals
 - Identifies and addresses gaps in care
 - A comprehensive medication reconciliation to improve compliance and address barriers
 - Assessment of SDoH needs and connection with community resources
- Facilitated acute care setting discharge assessments
- Focused on patient engagement strategies to decrease incidence of re-hospitalizations and/or unnecessary emergency room visits
- Supports in-network utilization and repatriation
- Engagement with Primary Care Providers
- Includes comprehensive **Medication Reconciliation**
 - Review of prescribed medications against those actually taken by patients
 - Educate on usage, pharmacology, side effects of medications
 - Addresses barriers to adherence by connecting with community resources and updating the patient's provider on non-compliance and/or barriers

Mental & Behavioral Health

- Provided by a team of specifically experience and trained health coaches
 - Skilled in establishing relationships with the most vulnerable patients
 - Acts as liaison and advocate for patients and/or their families.
 - Focused on empowerment in making decisions that foster positive health care decisions
- Includes comprehensive social and mental assessment to develop individualized plans of care
 - Identifies and addresses gaps
- Initiation of referrals to community resources
- Support and guidance to patients with substance abuse needs
- Liaison between primary care provider and behavioral health home
- Supports in-network utilization and repatriation

Social Determinants of Health (SDoH)

- Provided by a team of masters prepared licensed social workers
- Includes a comprehensive social and environmental evaluation
 - Targeting physical, mental, and social barriers to well-being
 - Supports, educates, and advocates individuals in meeting their healthcare needs
 - Identifies and addresses gaps in care
- Provides warm handoff to clinical team for interventions or emergent needs



Awards, Distinctions & Recognitions



Abrazo Health offers a wide range of inpatient, outpatient and physician services throughout the greater Phoenix area. As vital part of our community built on care, Abrazo Health is committed to helping you be healthy.

Abrazo Arrowhead Campus

- Blue Distinction Center Award for Cardiac Care, Maternity Care & Knee and Hip Replacement
- Chest Pain Center accreditation by the Society of Cardiovascular Patient Care
- American Heart Association/American Stroke Association Get with the Guidelines Gold Plus Honor Roll

Abrazo Central Campus

- Mission: Lifeline Bronze Receiving Award from the American Heart Association
- Comprehensive Stroke Center as designated by DNV GL Healthcare
- Chest Pain Center accreditation by the Society of Cardiovascular Patient Care
- American Heart Association/American Stroke Association Get with the Guidelines Gold Plus Honor Roll

Abrazo Scottsdale Campus

- Chest Pain Center accreditation by the Society of Cardiovascular Patient Care
- American Heart Association/American Stroke Association Get with the Guidelines Gold Plus Honor Roll

Abrazo West Campus

- Chest Pain Center accreditation by the Society of Cardiovascular Patient Care
- American Heart Association/American Stroke Association Get with the Guidelines Gold Plus Honor Roll

Abrazo Arizona Heart Hospital

- Atrial Fibrillation, Cardiac Cath Lab, Chest Pain Center and Heart Failure accreditations from the American College of Cardiology
- Chest Pain Center accreditation by the Society of Cardiovascular Patient Care
- American Heart Association/American Stroke Association Get with the Guidelines Gold Plus Honor Roll

Abrazo Medical Group

- Four locations are recognized as Level 3 Patient Centered Medical Home (PCMH) by the National Committee for Quality Assurance (NCQA)

New Facility Locations

- Abrazo Mesa Hospital (2019)
- Abrazo Surprise Hospital (2020)
- Abrazo Cave Creek Hospital (opening 2021)
- SurgCenter: Camelback, Deer Valley & Pima Crossing (2020)



Awards, Distinctions & Recognitions



At Dignity Health, a team of thousands of caregivers and staff are delivering your medical care today, while also designing the future of health care. In Arizona, we pride ourselves on teamwork and innovation, faith and compassion, and advocacy and action as we work to keep you happy, healthy, and whole. At Dignity Health Arizona, our passion is medicine. Our promise is compassion. Our priority is you.

St. Joseph's Hospital and Medical Center & Westgate Medical Center

- Center of Excellence in Hernia Surgery by the SRC. St. Joseph's is the only Hernia Center of Excellence and Robotic Center of Excellence in the state of Arizona.
- Westgate: Center of Excellence in Colorectal Surgery by the Surgical Review Corporation (SRC)
- St. Joseph's and St. Joseph's Westgate are the first hospitals in Arizona to be designated as Centers of Excellence in Robotic Surgery by the Surgical Review Corporation (SRC)
- US News & World Report Best Hospitals – Neurology & Neurosurgery (#15) and Gynecology (#19)
- First in the Western United States & third in the country to perform a lifesaving lung transplant for a post-COVID-19 patient

Chandler Regional Medical Center

- US News & World Report Best Hospitals. #5 in Arizona and #4 in Phoenix.

Mercy Gilbert Medical Center

- US News & World Report Best Hospitals. Tied at #8 in Arizona and #6 in Phoenix.
- CareChex Award. #1 in the state and top in the nation and/or region for Pneumonia Care along with other medical excellence and/or patient safety awards.

Dignity Health Medical Group

- Press Ganey 100% Overall Provider Rating (perfect topbox score of 100 as reported by patients and collected by Press Ganey)
- Dignity Health Medical Group Arizona Primary Care is recognized as a Patient Centered Medical Home by the Department of Health & Human Services, National Committee for Quality Assurance.

Integrated Delivery Network Services

- Arizona General Hospital (Mesa & Laveen) and associated Emergency Centers throughout the Valley
- Primary Care Access: Integrated Medical Services & One Medical Group
- Transplant Programs: Kidney, Liver & Lung
- Norton Thoracic Institute
- Dignity Health at Home
- Dignity Health East Valley Rehabilitation Hospital
- Yavapai Regional Medical Center
- Arizona Diagnostic Radiology Group



Awards, Distinctions & Recognitions



Formed in 1983 and today one of the largest pediatric healthcare systems in the country, Phoenix Children's is, Arizona's premier hospital for family-centered, pediatric care for patients with complex medical needs and the most comprehensive children's care facility in the state. We provide inpatient, outpatient, trauma and emergency care across more than 75 subspecialties - experience you won't find anywhere else in Arizona.

- For the fourth time, in 2020 Phoenix Children's Hospital earned national rankings by U.S. News & World Report's Best Children's Hospitals in 10 out of 10 specialties. The health system is the only children's hospital in Arizona ever to have been recognized by U.S. News & World Report and one of only 24 children's hospitals in the United States to rank in all 10 surveyed specialties for 2020-2021.
 - Cancer (35)
 - Cardiology and Heart Surgery (27)
 - Diabetes and Endocrinology (39)
 - Gastroenterology and GI Surgery (34)
 - Neonatology (20)
 - Nephrology (33)
 - Neurology and Neurosurgery (29)
 - Orthopedics (23)
 - Pulmonology (37)
 - Urology (45)
- Adult Congenital Heart Disease (ACHD) Comprehensive Care Center from the Adult Congenital Heart Association (ACHA), a nationwide organization dedicated to education, advocacy and research to improve the lives of those born with heart defects. Phoenix Children's is one of only 38 programs nationwide to receive accreditation and is the only hospital in Arizona to earn this distinction
- The first health system in the U.S. to receive and deploy the newly FDA-cleared Medtronic Stealth Autoguide™ robotic platform, a highly advanced surgical tool for use in surgery for pediatric patients suffering from a range of neurological conditions
- Five Star Patient Care "Vigi Award" from VigiLanz, a provider of SaaS clinical surveillance solutions, recognizing Phoenix Children's Infection Control team's ability to monitor patients' blood draw contamination information in real time
- Named a Top Children's Hospital in 2019 by The Leapfrog Group for the fourth time.

Patient Care Locations

- Phoenix Children's Hospital (Phoenix) & Phoenix Children's Mercy Gilbert Pediatric Inpatient Unit (Gilbert)
- 12 primary care locations, with dozens more participating in Phoenix Children's Care Network
- 32 specialist office locations throughout Arizona
- 5 urgent care locations in greater Phoenix