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The Employers Centers of Excellence Network capitalizes on the strength of PBGH to organize and deliver a program that provides our associates with exceptional care, *the right treatment at the right time.*”

- Sally Welborn
*Senior Vice President,
Global Benefits, Walmart*



The Employers Centers of Excellence Network (The ECEN)

Join a successful program by employers for employers that identifies and provides access to high quality surgical care for your employees, while creating cost predictability and downstream savings for your company.

If you would like to learn more about the ECEN, contact Olivia Ross to discuss how to join:

(415) 615-6311 or oross@pbgh.org



Quality Driven



Offer eligible employees access to high quality surgical care at top facilities. Centers of Excellence are meticulously selected and systematically evaluated.



Turnkey Management

Simple process to join with minimal time investment for HR or benefits staff. The ECEN provides comprehensive management of the entire program.



Patient Focused

Attentive concierge service supports ECEN patients and their caregivers from the initial contact through their transition home.



Quantifiable ROI

Negotiated bundled payments eliminate cost variation and provide predictability. Achieve ROI within two years through competitive rates and downstream savings.

“ Through the ECEN, we have the opportunity to partner with other Centers of Excellence *to continuously enhance the care we deliver* and set the standard for travel joint replacement programs.”

- Dr. Harpal Khanuja
Chief, Department of Orthopaedic Surgery
Johns Hopkins Bayview Medical Center



Quality Driven

Forward thinking prominent employers trusted the Pacific Business Group on Health (PBGH), a not-for-profit national leader in transforming healthcare for 25 years, to create the ECEN program. This multi-employer initiative is committed to identifying and providing high quality surgical care for their employees.

- ▶ **Both ECEN centers and surgeons meet evidence-based volume minimums proven to decrease rates of serious complications**
- ▶ **High quality surgeons are selected using 15 unique clinical outcome measures**
- ▶ **Continuous quality improvement is ensured through registry participation, monthly collaborative calls and an annual summit**

Learn more at www.pbgh.org/ECEN



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“ We realized immediately this was something we could easily do for our employees that would *have a major impact on their lives.*”

- Gerri Burrueel
VP Total Rewards, McKesson



Turnkey Management

Leveraging a cross-functional team to handle all aspects of the process, the ECEN makes implementation easy. Employers provide critical input on strategic direction while the ECEN team oversees program management and expansion opportunities.

- ▶ **The ECEN provides clinical expertise, care management, contract negotiation, legal oversight and general program administration**
- ▶ **Seamless integration with existing benefits, partner programs and health plans**
- ▶ **Employers access all Centers of Excellence and services through one contract**

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“ The whole experience was remarkable, how everything was handled and how they took care of you. Everything was great! *It's an excellent program and I hope everybody has the same good experience I had.*”

- Lowe's Employee



Patient Focused

From diagnosis, to treatment, to recovery, the ECEN patient experience is second-to-none. Customer service, care management, travel arrangements, aftercare and follow up all go smoothly, so a patient can concentrate on what's most important: getting better.

- ▶ **Travel to Centers of Excellence, lodging and living expenses for a patient and caregiver as well as all clinical care are typically covered at 100%**
- ▶ **Designated program member advocates and Centers of Excellence patient navigators provide 24/7 support**
- ▶ **Centers collect feedback from patients on pain, function and quality of life up to 2 years post-surgery**

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“ The ECEN certainly provides direct benefits to patients and employers. But just as important, we are sending a signal to the market that *employers will no longer settle* for unpredictable, unnecessarily expensive, and unreliable care.”

- David Lansky

President and CEO,
Pacific Business Group on Health



Quantifiable ROI

One of the most powerful ways the ECEN brings value to employers is by lowering the downstream costs of high volume procedures. ECEN negotiated bundled payments eliminate cost variation while high quality care reduces complications and expedites employee return to work.

- ▶ **Comprehensive bundles at competitive rates provide one predictable, low cost for all care provided in the Centers of Excellence city**
- ▶ **Claims validation and oversight safeguards your investment**
- ▶ **Early ECEN results show material savings each year through avoided unnecessary and potentially harmful surgeries**

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