

PAYOR TRUST INDEXSM

2015

TRUST IN PAYORS IS **ERODING** OVER TIME.

In a time when

untrusted partnerships

arrangements

reimbursement models

require more collaboration

payors

providers

have to work even harder to



improve quality

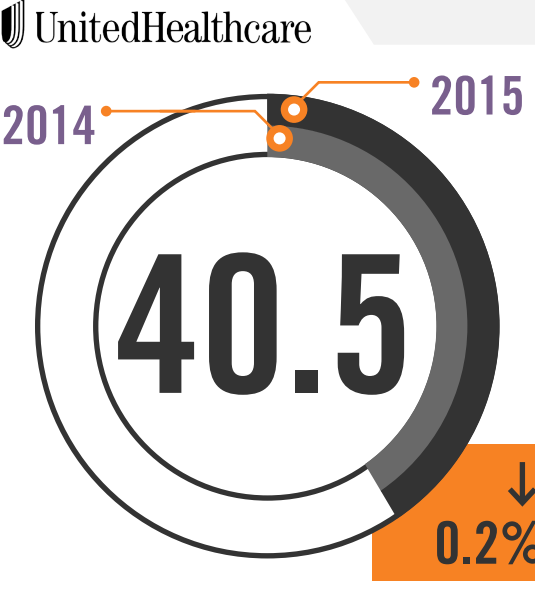
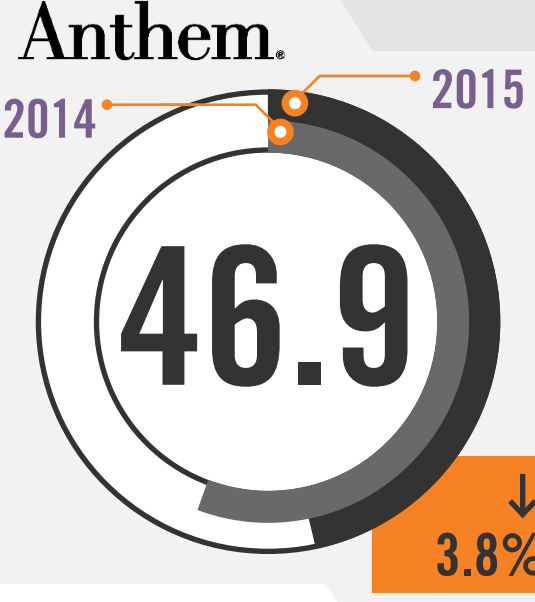
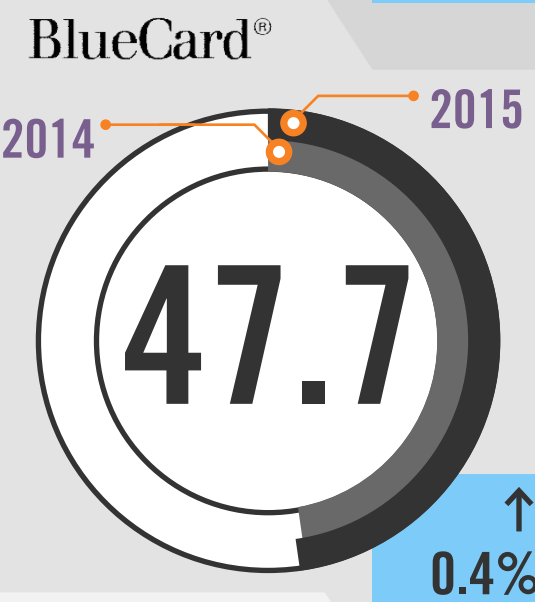
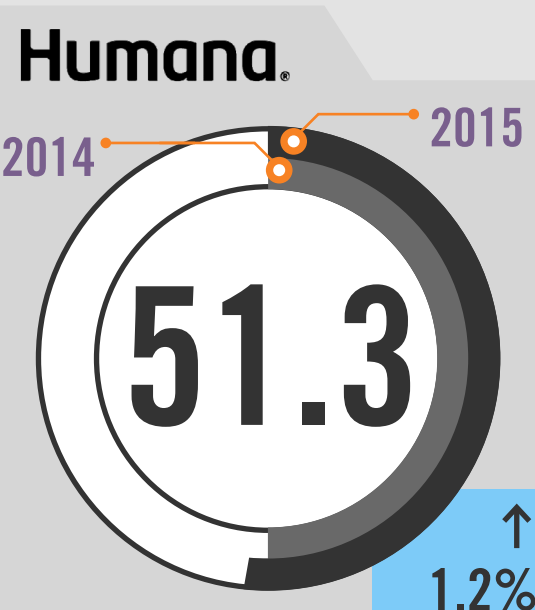
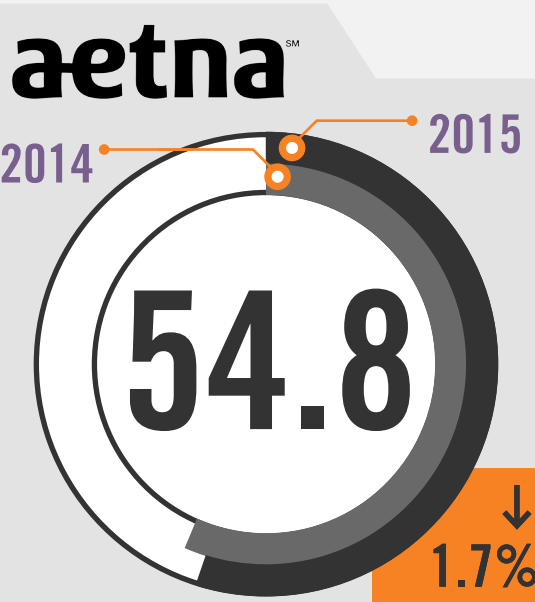
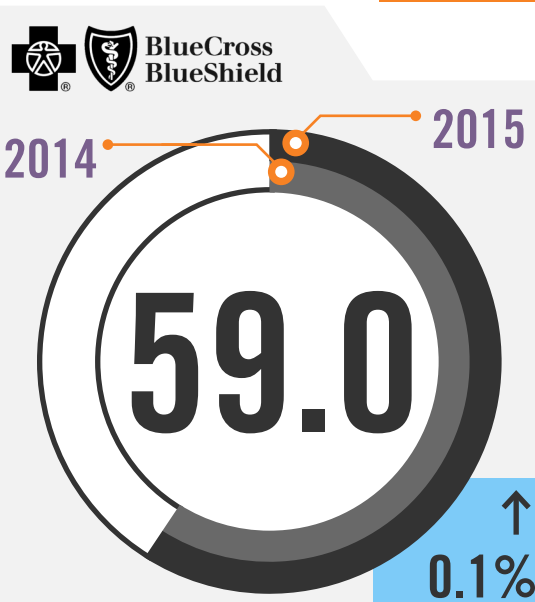
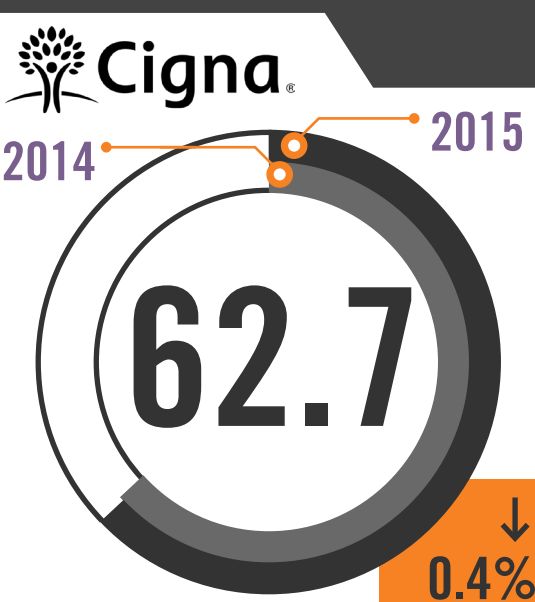


increase access



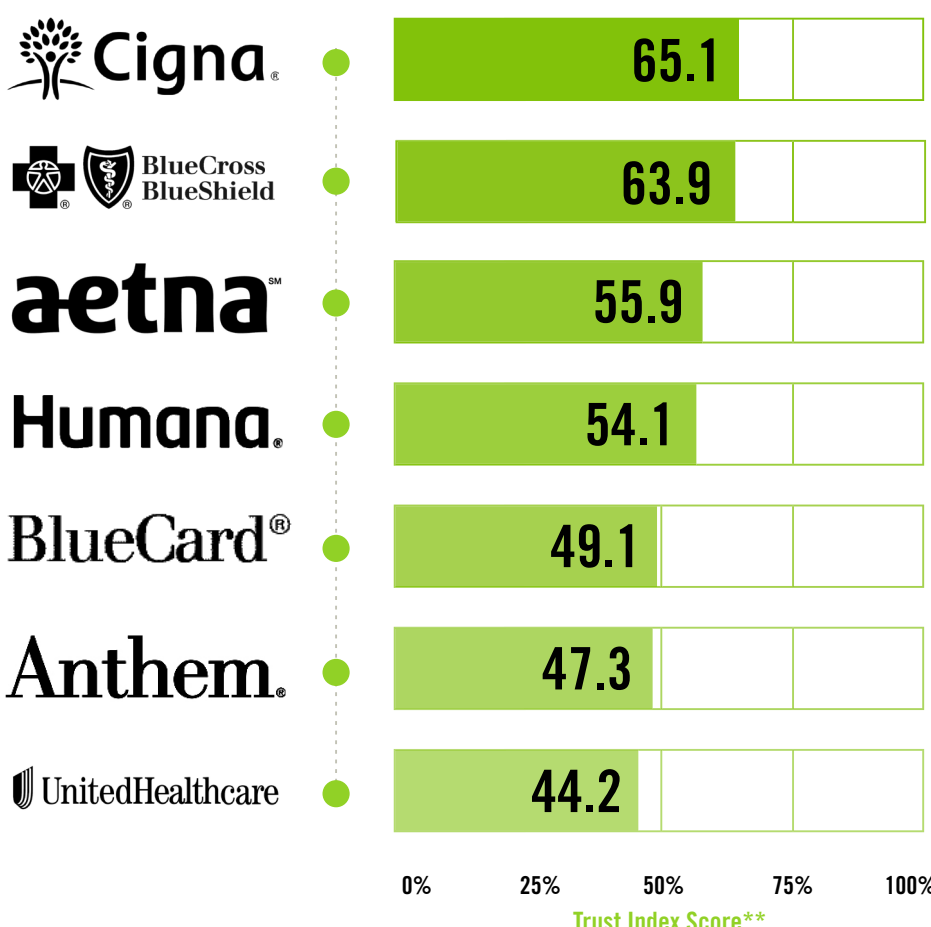
drive down costs

COMPOSITE TRUST INDEX SCORE BY PAYOR*

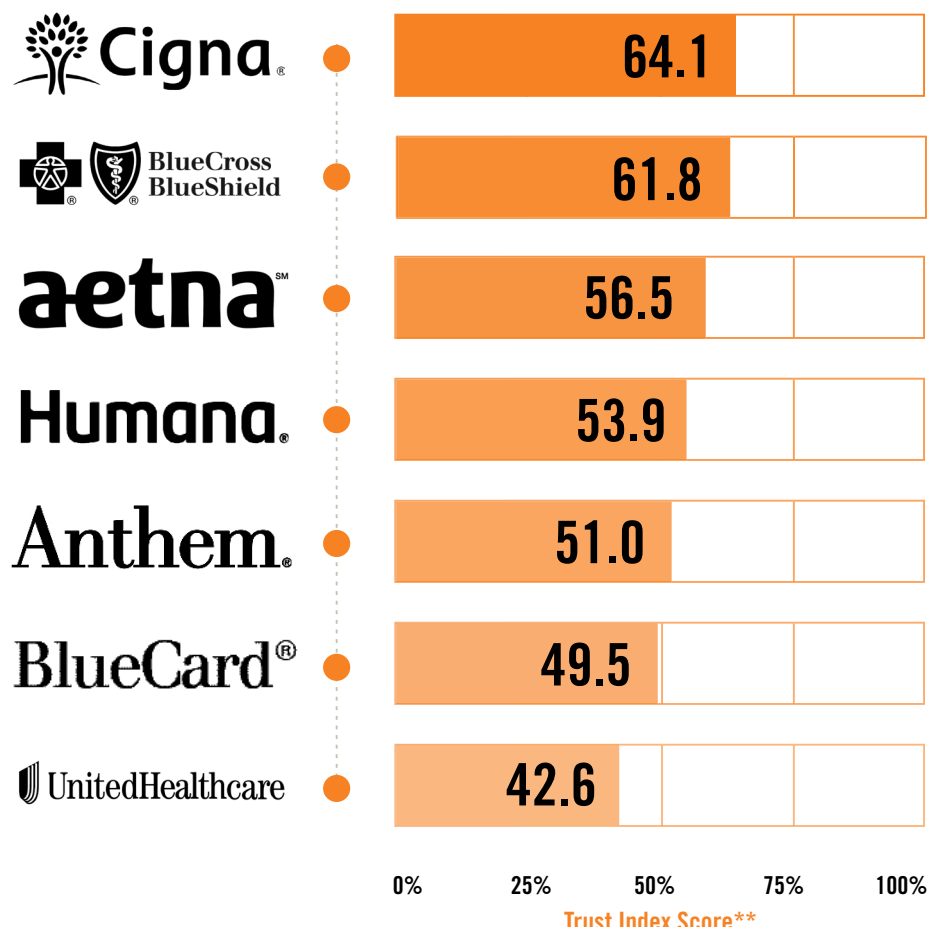


INDIVIDUAL TRUST MEASURES

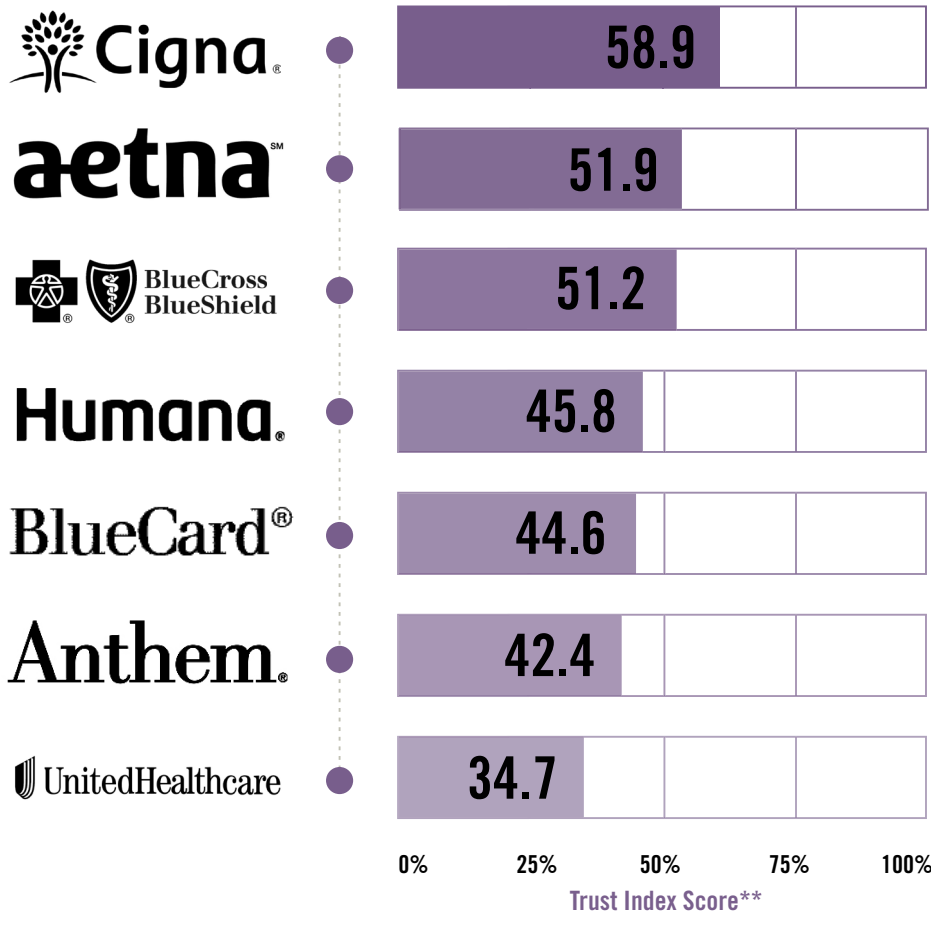
1 “This organization makes every effort to honor its commitments.”



2 “This organization is accurate and honest in representing itself and its intentions.”



3 “This organization balances its interests with ours and doesn't routinely take advantage of us.”



*Composite trust index score values are calculated as an equally-weighted average of the three individual Trust measures.
**Trust Index Score values are calculated from 0 for “Strongly disagree” to 100 for “Strongly agree” when “Neither” is valued at 50 and “Don't know” responses are excluded from the analysis.

Source: 2015 ReviveHealth National Payor Survey

The survey, conducted Feb 9 - Mar 20, in partnership with Catalyst Healthcare Research, targets hospital leaders who negotiate and/or approve managed care contracts with national health insurance companies. A total of 201 complete responses were collected with a margin of error of +/- 6.8.

ReviveHealth is the leading integrated marketing communications firm specializing in Health Systems, Health Services, Health Technology, and Healthy Living.

The firm's clients include major health systems, academic medical centers, hospital and physician organizations as well as healthcare industry associations, health technology companies, wellness and population health companies, and health services companies of all stripes and sizes.

VIEW FULL SURVEY RESULTS AT

www.thinkrevivehealth.com/payorsurvey2015