

March 25, 2010



Now that healthcare reform has passed, we need to turn to the real issue, which is reforming the delivery of healthcare. Otherwise the U.S. economy will drown under the high costs of expanded access to our low-quality care delivery system. Fortunately exciting experiments are underway in delivering health care at much lower costs with much better quality and with better patient and staff experience. We would like to make you aware of one of these.

Dr. John Toussaint, as the CEO of ThedaCare in Appleton, Wisconsin, has guided revolutionary changes in this mid-sized healthcare system over the past decade, changes which carry lessons for every healthcare delivery system in America. He has just recorded the results of his experiments in his forthcoming book, *On the Mend: Revolutionizing Healthcare to Save Lives and Transform the Industry*, a chapter of which we are enclosing.

By focusing on the core processes in healthcare and taking a hard look at the way healthcare is actually delivered every day, he and his colleagues have been able to eliminate wastes of many kinds – staff effort, time, space, equipment, and rework to rectify the many mistakes committed by current health care delivery systems. Doing this slashes costs while providing better outcomes. What once seemed impossible – to substantially reduce costs while dramatically improving quality – has now been confirmed as an immediate possibility for every healthcare system in America.

Unfortunately, there is a complete disconnect between the work Dr. Toussaint and similar experimenters have been doing to take out waste and enhance quality and the focus of policy makers in Washington. Dr. Toussaint and his like-minded colleagues need your help if we are going to truly reform healthcare delivery. We are therefore hoping that you will be able to meet with John when he travels to Washington to hear more of his story and the role policy makers now need to play.

Sincerely,

Paul O'Neill, 72nd Secretary of the U.S. Treasury

Dr. Arnold Milstein, Leapfrog Group Co-Founder and Chief Physician, Mercer Health & Benefits