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Care Management

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Management Administration

These men are Aurora's harshest critics.

No one is more critical of Aurora Health Care's progress on Quality than our Care Management team, led by Michael Jaeger and Patrick Falvey. Every month, they issue to each doctor and hospital a report on their quality performance. The Care Management team tests how we're improving patient health, reducing hospital admissions, shortening hospital stays and helping patients manage chronic diseases. They work strategically across disciplines to eliminate waste and streamline processes. And they are helping us meet and surpass national quality goals.

Aurora's Care Management philosophy is rooted in the Baldrige, Approach-Deployment-Results structure to create performance excellence. This process helps Aurora improve patient health while reducing costs. Aurora Care Management applies Statistical Process Control, Six Sigma, Production Management, and other quality tactics to help them analyze data, procedures and results.

Care management is so important to Aurora's nearly 24,000 employees, it has become a cornerstone of our organization's culture.

Aurora has made a commitment to keep price increases below the national Medical Consumer Price Index. Aurora is keeping that promise. To view our 2004 price changes, visit www.AuroraHealthCare.org.

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