



Sound Physicians Receives Prestigious Doyle Award

Award Honors Sound Physicians for Innovation and Leadership in Healthcare

Tacoma, WA – April 5, 2011 – [Sound Physicians](#), a leading hospitalist organization focused on driving improvements in quality, satisfaction and efficiency of inpatient healthcare delivery, today received the Doyle Award for Innovation and Leadership in Healthcare.

Sound Physicians received the prestigious award from Milliman Care Guidelines LLC, a Milliman Company, at its April 5 Client Forum.

Sound Physicians, a national hospitalist service organization, won the Doyle Award in the healthcare provider category. With approximately 500 physicians working at more than 45 hospitals around the country, Sound Physicians uses the *Care Guidelines* as a key component to support its High-Impact Diagnoses Initiative.

The High-Impact Diagnoses Initiative uses evidence-based, best-practice guidelines at the bedside for patients with diagnoses where quality, cost and volume intersect, such as pneumonia, sepsis, congestive heart failure, acute myocardial infarction, chronic obstructive pulmonary disease and stroke.

The *Care Guidelines*-backed High-Impact Diagnoses Initiative has improved quality, decreased hospital length of stay, reduced direct cost per case, reduced practice variability, and improved the accuracy of clinical documentation for targeted diagnoses, all leading to improved quality, financial performance and clinical efficiency.

“Our High-Impact Diagnoses Initiative helps us deliver measurable value to the patient care at our hospital partner sites,” said Robert Bessler M.D., founder and CEO of Sound Physicians. “Through clinical process excellence, we drive continuous performance improvement to the quality and efficiency of patient care.”

Sound Physicians’ High-Impact Diagnosis Initiative, which has helped the organization’s hospitalists improve the delivery of evidence-based, best-practice care, enables the integration of pharmacy, clinical documentation and discharge facilitation interventions at the patient’s bedside daily. With nearly half of its hospital partners opting to resource this initiative, Sound Physician’s centralized, lean-certified Clinical Operations Team continues to refine the initiative to drive additional value for its hospital partners.

Marina Farah, M.D., M.H.A., Medical Director of Clinical Operations, and Kristi Frantz, M.S.S., Senior Director of Clinical Operations, accepted the award for Sound Physicians at the April 5 event.

About Sound Physicians

Sound Physicians is a leading hospitalist organization focused on driving improvements in quality, satisfaction and efficiency of inpatient health care delivery. By investing deeply in

outstanding physicians, implementing clinical process excellence and developing proprietary workflow and informatics technology, Sound Physicians is defining hospital medicine. Sound Physicians seamlessly partners with healthcare providers to measurably enhance patient outcomes and strengthen the hospital's financial performance. To learn more visit: www.soundphysicians.com.

About Milliman Care Guidelines LLC

Milliman Care Guidelines LLC, A Milliman Company, independently develops and produces evidence-based clinical guidelines and software used by more than 1,900 hospitals, health plans, and CMS audit contractors. The eight-product *Care Guidelines* series is updated annually by an experienced team of clinicians and supports the care management of a majority of Americans. For more information, visit www.careguidelines.com.

About Milliman

Milliman is among the world's largest independent actuarial and consulting firms. Founded in Seattle in 1947 as Milliman & Robertson, the company currently has 54 offices in key locations worldwide. Milliman employs more than 2,500 people. The firm has consulting practices in healthcare, employee benefits, property & casualty insurance, life insurance and financial services. Milliman serves the full spectrum of business, financial, government, union, education and nonprofit organizations. For further information, visit www.milliman.com

About The Richard L. Doyle Award For Innovation and Leadership in Healthcare

Named for Richard L. (Dick) Doyle, MD, founder of the *Milliman Care Guidelines*, the award was developed to recognize Milliman Care Guidelines clients who are healthcare leaders and innovators -- those using the *Care Guidelines* to advance the delivery of optimal healthcare.

Dr. Doyle was a hospital chief-of staff when he began creating clinical guidelines in the 1980s to help improve healthcare efficiency and quality at Mercy Hospital in San Diego. He later joined Milliman and, in 1990, published the first set of what was to become the *Milliman Care Guidelines*.

Judges for this award were independent healthcare quality experts, not currently associated with Milliman Care Guidelines. Applicants were judged on how well their projects supported the Milliman Care Guidelines corporate mission -- "To advance the delivery of optimal healthcare" -- as well as the level of innovation, impacts on other departments or geographic areas, quantifiable progress, and support from hospital or health plan leadership. Judges looked for improvements in healthcare quality or patient safety; patient or member satisfaction; staff efficiency, productivity or satisfaction; provider or payor satisfaction or communication; external agency satisfaction, and healthcare costs.

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