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Organized Providers Service

Integrated Delivery Networks: Quality and Population Health Management Goals and Initiatives

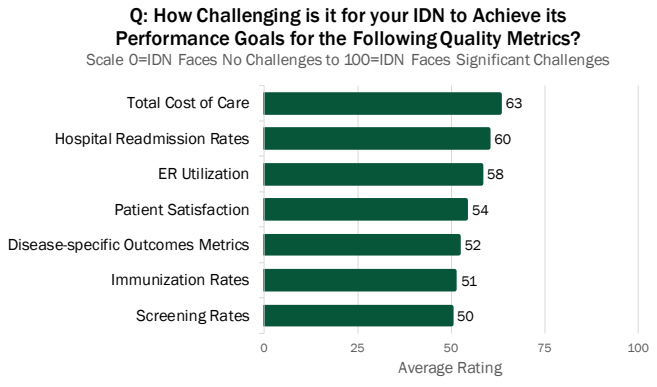
Improving quality outcomes while managing the cost of care remains a central challenge for Integrated Delivery Networks (IDNs), shaping their population health priorities and opportunities for collaboration with pharmaceutical manufacturers. HIRC's report, *Integrated Delivery Networks: Quality and Population Health Management Goals and Initiatives*, examines how IDNs measure success, where they face the greatest challenges, and how they evaluate pharmaceutical manufacturer engagement. The report addresses the following questions:

- Which quality benchmark systems are most often utilized by IDNs, and what specific measures are driving their quality and population health goals and initiatives?
- Which measurement systems and specific metrics continue to be most challenging for IDNs to improve upon?
- Which quality goals are IDNs pursuing across key disease areas?
- What capabilities are IDNs using to improve population health, and where do the greatest opportunities for improvement remain?
- How are pharmaceutical manufacturers engaging IDN customers in quality improvement and population health?

Key Finding: IDNs report uneven progress toward quality and population health goals, with cost of care and avoidable utilization remaining significant challenges. Aligning manufacturer support with IDN-specific performance gaps and patient care needs creates opportunities for more meaningful collaboration.

Total Cost of Care Continues to Pose Challenges for IDNs

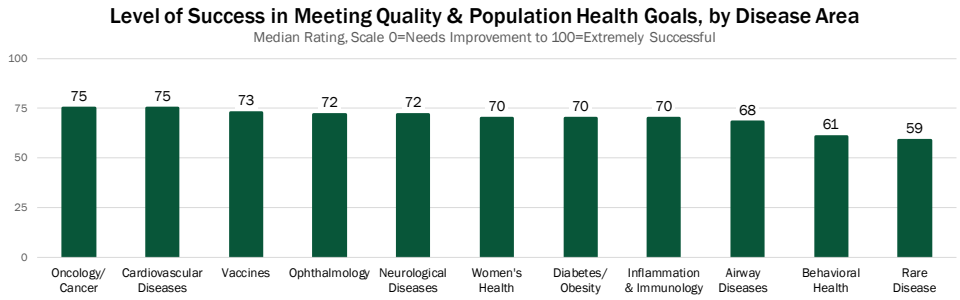
IDN leaders were asked to rate the challenges their organizations face in achieving performance goals across common quality measures. Total cost of care remains the most challenging metric in 2026, followed by hospital readmissions and ER utilization.



IDN leaders cite access barriers, avoidable ED utilization, hospital readmissions, and fragmented post-discharge care as key contributors to unnecessary utilization and increased costs. Although immunization rates are considered less challenging, IDNs report greater levels of vaccine hesitancy in recent years. The full report examines IDNs' successes and opportunities for improvement in detail.

IDNs Report Greatest Challenges Meeting Quality Goals in Behavioral Health & Rare Disease

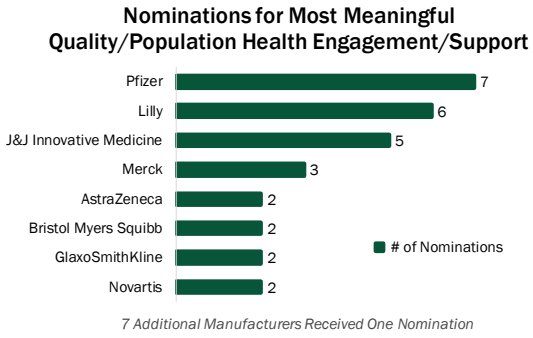
Improving clinical outcomes is often IDNs' primary objective in most disease categories; however, this varies. For example, screening/early detection leads in oncology/cancer, reducing hospital readmissions is of greatest focus in airway diseases, and reducing ER utilization is a top objective in behavioral health. In 2026, IDN respondents rate highest levels of success in meeting their quality goals for oncology/cancer and cardiovascular disease, while behavioral health and rare disease continue to lag.



IDNs report relatively stable progress toward quality goals across most disease areas, though disease-specific challenges persist. The complete report delves into IDNs' unique challenges at the disease state level.

Pfizer & Lilly Recognized for Most Meaningful Engagement

IDN leaders value manufacturer partnerships that extend beyond traditional product support to address specific quality and population health needs. When asked to nominate a pharmaceutical manufacturer that stands out for most meaningfully supporting their quality/population health management goals over the last 12-18 months, IDN leaders most often select Pfizer, followed by Lilly and J&J Innovative Medicine. Leading manufacturers are supporting IDN quality and population health goals through targeted initiatives spanning vaccination, chronic disease management, clinical pathways, screening, and patient access.



Research Methodology and Report Availability

In July/August, HIRC surveyed 51 pharmacy directors, medical directors, and quality/ population health personnel from IDNs ranging in size and geographic location. The full report, *Integrated Delivery Networks: Quality and Population Health Management Goals and Initiatives,* is part of the Organized Providers Service, and is now available to subscribers at www.hirc.com.

The Organized Providers Service Examines the healthcare delivery trends reshaping integrated delivery network (IDN) customers, including value-based care, population health, and quality initiatives. The service also benchmarks manufacturer account engagement and programs support. For subscription information please contact:

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HEALTH INDUSTRIES RESEARCH CENTER (HIRC) is an independent, nonpartisan organization that conducts strategic market research on trends in health care, pharmaceuticals and managed care businesses. HIRC's benchmark studies focus on the marketing needs of pharmaceutical companies by providing research critical to the development of successful customer-focused marketing strategies.

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