Digital Health Innovations:

Patients & Health Care Delivery Transformation

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December 8, 2014

BECHTEL
— HEALTH —

Consumers & Digital Health Technology

- Consumers increasingly expect presence of digital health technology in health care
  - Meaningful Use opened up access to our own data in unprecedented ways
  - View/Download/Transmit, Secure Messaging, Patient-Generated Health Data, Care Plans based on patient goals, visit summary, etc.

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- The rate of online access to personal health information has doubled since 2011- Majority have it today

- Of those with online access **86% use it**

- More than half use it 3 or more times per year.

- 2/3 of people and their doctors support VDT (Markle Foundation)

Engaging Patients and Families:
How Consumers Value and Use Health IT

DECEMBER 2014

Dec. 10th: Visit www.nationalpartnership.org

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Meanwhile....New Trends Impacting Health Care Market

Key Sources of the Traction...

- Opening up **access** in new ways- could health care actually become convenient?
  - Mobile platforms, non-traditional hours, portals, video uplinks, etc.
- Increasing **price transparency** so consumers can make real decisions
  - Isn't happening in most institutions; it's happening outside "traditional" system
- **Unlocking data** – data becoming more portable (use in apps, care coordination/planning, self care, etc.)

Are we changing consumer expectations?

What's Impeding Our Progress?

- **Culture**
  - Empowered patients- will we embrace them? Will we support them controlling their own data? Will we come to see consumers as co-creators or co-producers of care?
- **Payment** – we don't pay for many things technology can enable/produce (fewer office visits, tests, etc. Care coordination, better health outcomes)
  - CMMI testing models
- **Workflows** – must consider patients' workflows, and help providers redesign their own to make using/interpreting/recording data easier
  - REC program, Meaningful Use, etc.
- **Technical issues**– standards, especially for devices, connecting EHRs to community resources, "usability"
  - Federal advisory committees, Office of the National Coordinator programs, Certification program, MU

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If You Build It, Will They Come?

If you build it <u>with</u> them –
They will already be there

(and we will get there faster)

Better health and care requires changes in...

- How patients are cared for.

- How care is paid for.

- How patients are engaged.

‐ Farzad Mostashari, MD
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