



Keeping Medicine Human Through the Monitor: The Next Stage of Telehealth Transformation

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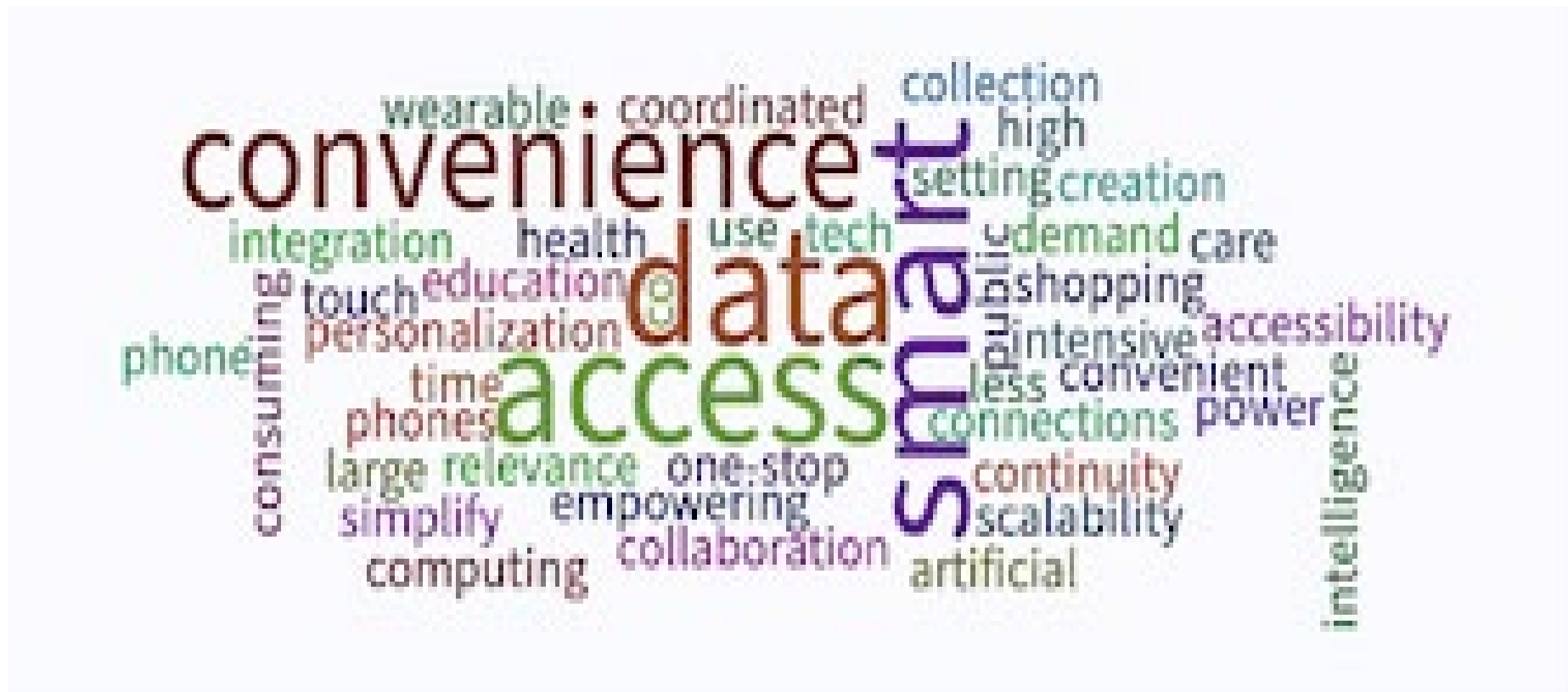
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Patient Perspective: What are the biggest challenges for technology in health care delivery?

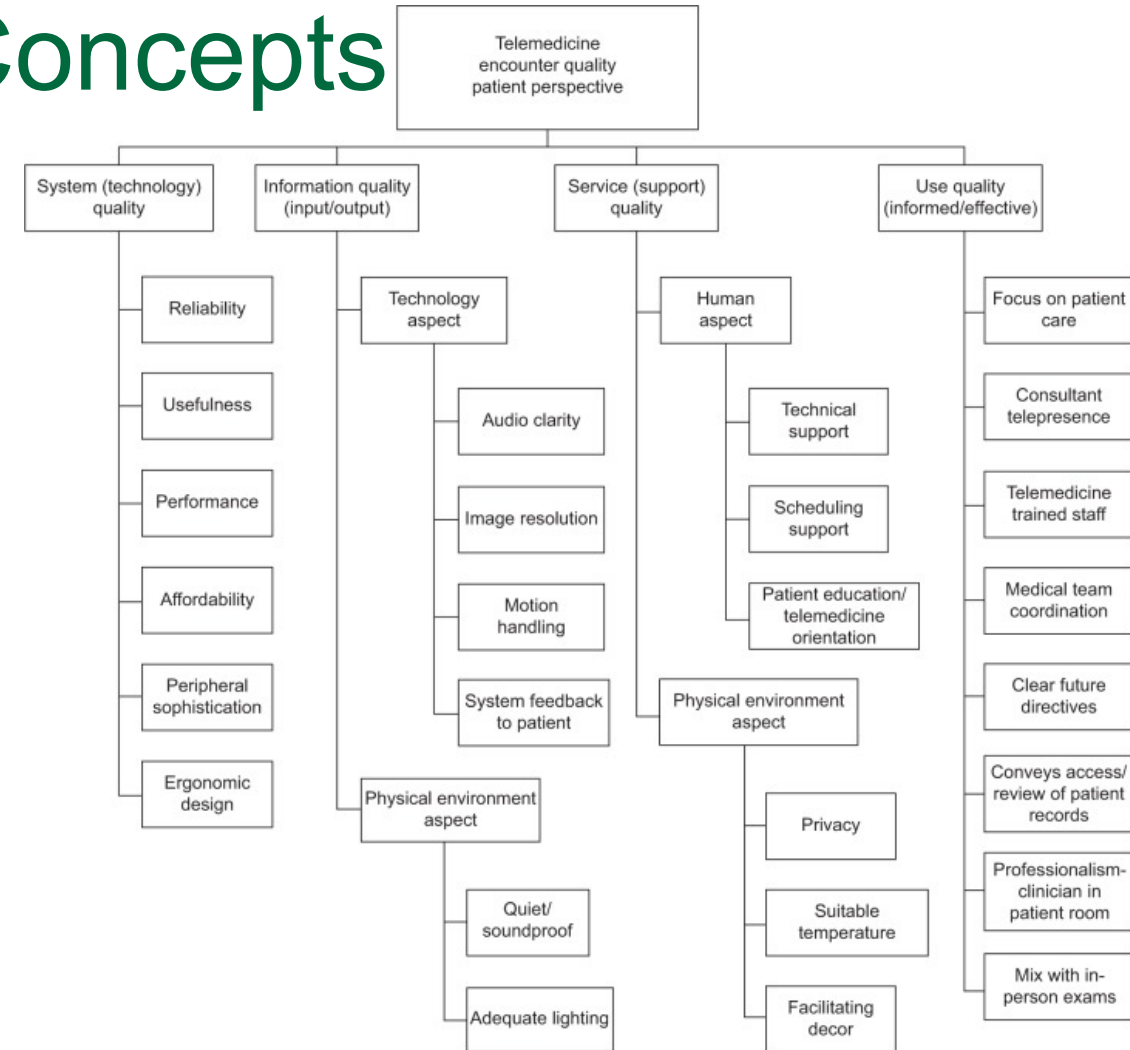


Patient Perspective: What are the biggest opportunities for technology in health care delivery?



Patient Perspective – Key Concepts

- Barriers to care must be measured and addressed at a local level.
- Patients and clinicians should engage in shared decision making to determine when and how to use technology to support care.
- Patients and clinicians should define a “quality” encounter together and evaluate effectiveness with a goal to continuously improve encounters over time.



Physician Perspective

- New opportunities for a more fulfilling and flexible practice (work from home, more relaxed patients, better compliance).
- Variation in physician comfort and experience with technology leads to variation in patient care and in physician experience.
- Complex relationship with addressing disparities of care.
- Uncertainty about reimbursement.
- Uncertainty about legal/interstate challenges.

System Perspective: What are the biggest challenges for technology in health care delivery?



System Perspective: What are the biggest opportunities for technology in health care delivery?



Digital Health – Key Concepts (Health System/IT)

- From telemedicine to virtual health – care transformation
- Strengthen connections and relationships
- Digital health equity and literacy
- BSO (bright shiny object) syndrome – digital health landscape

Payer Perspective: What are the biggest challenges for technology in health care delivery?



Payer Perspective: What are the biggest opportunities for technology in health care delivery?



Perspective from the Payer

- The economic design, fiscal-clinical model of care, supporting legislation for digital healthcare are in great demand but remain in embryonic states (at scale)
- Utilization: Exponential spike with sustained record high utilization that is slowly down-trending
- Paradigm shift: We have entered a new model for how healthcare is expected to be delivered and the digital channel is the front door with analytics in the back office
- Operational challenges: provider data, directory data, parity, measuring quality, how to maintain meaningful engagement, solo vs. national providers
- Inequities in design and delivery: clinical mismatch and legislative barriers, age, race, socio-economic status all present challenges to equitable access