

Virtual Care / Telehealth

3:00 Session

Consumer Driven Digital Healthcare

Engaging the Patient

Consumer Driven Digital Health Care – Engaging the Patient

Moderator: Liz Hansen, Senior Advisor, GA-HITEC

Panelists:

- **Sue Gordon**, Piedmont Health Care, Manager IS Applications – Government Programs
- **Jodi Tarpinian**, IS Manager Population Health, Emory Healthcare
- **Elizabeth Howard**, Practice Manager, Morrow Family Medicine, LLC
- **Amin Holmes**, MS EE, President, Co-Founder, SynsorMed Inc.

Consumer Driven Digital Health Care – Engaging the Patient

- Services that offer convenience as well as cost and time savings, drive patient engagement and satisfaction, which will strengthen provider-patient relationships, establish loyalty and improve outcomes.
- Having a secure infrastructure and tools in place that promote the active engagement of patients in their care is a critical component to the delivery of value based care and value based reimbursement.
- From Patient Portals to Chronic Care Management, our panel will share their efforts and experiences in working towards facilitating consumer driven health care.

Consumer Driven Digital Health Care – Engaging the Patient

Patient engagement is defined as a concept that combines a patient's knowledge, skills, ability and willingness to manage his own health and care with interventions designed to increase activation and promote positive patient behavior.

Danielle Siniscalchi; <https://www.liaison.com/blog/2017/06/20/patient-engagement-healthcare-impact-patient-centric-model-care/>

From portals, to wearables data to home health devices, our challenge is to provide the technology, processes and support to facilitate the flow of data to around Patient Engagement.

Consumer Driven Digital Health Care – Engaging the Patient

Benefits

- Improved Outcomes
- Maximize Medication Adherence
- Increased Health Literacy
- Leverage Connected Health
- Inspire Loyalty – Strengthen Provider/Patient Relationship
- Capture Patient Rights
- Offer convenience
- Reduced costs
- Time savings
- Meaningful Use (Medicaid)
- MACRA / MIPS (Medicare)

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Providers can use patient-generated health data to:

- ✓ Show how a patient is doing between visits
- ✓ Illustrate a patient's health and behavior over time
- ✓ Inform strategies for preventive care and chronic disease management
- ✓ Improve patient safety by providing insight into medication adherence and allergies
- ✓ Spark and support conversations with patients that result in shared decision making
- ✓ Predict hospital readmission risk

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Benefits

- Fewer hospital readmissions, which can help avoid penalties for excessive readmission imposed by CMS
- Efficient diagnosis of illnesses, which saves practice resources
- Enhanced patient-centered care, so that providers can identify treatments and **health behaviors** that patients will follow through with
- Effective management of complex chronic conditions, so that patients can control their own health with less provider intervention

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Challenges

- Patients must engage
- Costs
- Implementation of technology
- Implementation of processes
- Integration
- Providers must engage
 - MACRA, Meaningful Use
 - Reimbursement & Incentives
- Patients must engage



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