Making high-quality, affordable healthcare accessible to everyone

How to Transform Healthcare: A View From *INSIDE* the Exam Room

*Georgia HIMSS 2018*

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Putting the CARE back into healthcare...
The #1 Cause of Bankruptcy
The #1 Concern of Business
The Unsustainable Cost Trends

Cumulative Increases in Health Insurance Premiums, Workers’ Contributions to Premiums, Inflation, and Workers’ Earnings, 1999-2015

The Poor Health of US Population
The current healthcare model is *broken* and is in dire need of *transformation*. 
The Path to Payment

RCM

1. Patient Scheduling & Registration
2. Insurance verification
3. Patient co-pay collection
4. Documentation of visit
5. Medical coding
6. Demo and charge entry
7. Claims checking and error resolution
8. Claims submission
9. Payment processing and posting
10. Denial management
11. A/R Follow-up and Appeals
12. Patient statements

Healthcare
The Primary Care Physician’s Office

Our convoluted healthcare system produces...

- **Excess Cost**
  - 4.5 FTEs per physician
  - Overhead of 60-70%

- **Impaired Relationships**
  - Patient panel of 2500
  - 20+ patient visits/day
  - 7.7 minutes per patient

- **Inhibition of Innovation**
  - EHR as billing software
  - Prolonged adoption cycle

- **Rising Dissatisfaction**
A Picture Is Worth A Thousand Words...


- Physicians
- Administrators

Percent growth in U.S. healthcare spending per capita

Source: Bureau of Labor Statistics; NCHS; and Himmelstein/Woolhandler analysis of CPS

* 2300% increase in U.S. healthcare spending per capita between 1970-2009
(Source: Health Care Costs: A Primer, The Henry J. Kaiser Family Foundation)
Harvard Business Review 2012 study:

• Ratio of doctors to other healthcare workers is now 1:16
  • 10 are in purely administrative roles

Equates to $600,000 of labor cost per doctor
Healthcare is what happens when you sit in front of your doctor. We are in the age of revolutionizing technology, yet we are still lacking in creatively evaluating something as simple as the payment and delivery model of healthcare.

Remodel Healthcare Around the Patient and Physician
Direct Primary Care: Membership-Based Modeling

- 24/7 access to personal PCP
- Overhead costs 20-30%
- 600-700 patient panel
- 8-10 patients per day
- Extended office visits
- Care team vs administrative team
- Better patient experience, better outcomes

Member

Primary Care

Monthly Fee
35% fewer hospitalizations
65% fewer emergency department visits
66% fewer specialist visits
94% decrease in readmissions
Increased smoking cessation rates
Increased medication adherence rates
Lower workplace absenteeism
Decreased employee stress & improved morale
A Better Healthcare Ecosystem

- EMR for healthcare
- Customer Relationship Management Tools
  - Continuum of Care
  - Telehealth
  - Connect Community of Caregivers
- The Human Sensor
  - Mobile-enabled tools and IoT-powered devices
- Data Analytics
- Artificial Intelligence
  - Predictive and prescriptive modeling
  - Computer Vision
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*Putting the CARE back into healthcare...*

*You can’t do IT without US.*
Thank You!

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