Innovaccer’s latest webinar, “Healthcare's Grand Transformation with Primary Care,” held on August 9th, 2018, was attended by 250+ healthcare leaders.

The webinar focused on the changing dynamics of U.S. healthcare and how primary care could be the key to its transformation. The webinar was delivered by Dr. Paul Grundy, “Godfather” of the Patient-Centered Medical Home and the founding president of the Patient-Centered Primary Care Collaborative (PCPCC) along with Dr. David Nace, Chief Medical Officer at Innovaccer and Previous Chair Board of Directors of the PCPCC.
Why healthcare needs an immediate transformation?

Since the 1980s, the growth in health care expenditures in the US has increased more compared to other countries, leading to an increased gap between healthcare spending in the U.S. and other countries (Figure 1).

The rising cost of care is the biggest driver for healthcare transformation. As of 2016, almost 18% of the country’s GDP went into healthcare and combined with the aging population of the U.S., the cost is only bound to increase. Additionally, as the population grows older, the number of people with chronic conditions will also be on the rise, dramatically spiking up the healthcare costs (Figure 2).

For the first time, the percentage of the old population is going to outnumber children in literally 15 years. We have never been in this situation and another huge driver is how do we take care of this aging population and how do we deal with the tremendous number of chronic diseases?

Dr. David Nace

Here’s a summary from the webinar discussion

**Total health expenditures as a percent of GDP, 1970 - 2016**
Primary care must be the key to healthcare transformation

Being the first touchpoint for the patient in the health care system, primary care has to be the hub for coordinated patient-centric care and establishing a deeper patient-physician relationship.

Primary care physicians are well-equipped to understand their patient’s needs and issues and are better able to connect with their patient. Additionally, primary care is far more accessible and affordable, having the potential to save U.S. healthcare an estimated $67B every year.¹

Outcomes of Implementing Patient Centered Medical Home Interventions:

We no longer want to buy an episode of care. We want to move towards managing a population proactively. We know we can get a good surgeon to do an amputation, but we can’t get the kind of care that prevents the amputation from being needed- that’s going to require a whole different mechanism.

Dr. Paul Grundy

For primary care to power healthcare’s transformation, providers have to be empowered at the point of care with actionable information.

A team-based approach to primary care and enhanced technology is instrumental in reviving the patient-provider relationship and increasing participation in value-based care models.

CHALLENGES TO PRIMARY CARE

- Asymmetrical and fragmented information
- No easy way to communicate with the patient
- Lack of team-based approach
- Limited incentives for continuous and coordinated care
- Excessive regulatory burden leading to burnout

- ▼ 36.3% Drop in hospital days
- ▼ 32.2% Drop in ER use
- ▲ 12.8% Increase in chronic medication
- ▼ 15.6% Drop in total cost
- ▼ 10.5% Drop in inpatient specialty care costs
- ▼ 18.9% Ancillary costs down
- ▼ 15.0% Outpatient specialty down
The webinar also touched upon the key questions to address for riding the wave of healthcare grand transformation.

**Episode 1:** How to empower primary care physicians and teams at the point of care?

**Episode 2:** How to modernize the practices and create a win-win situation for Providers, Payers and Patients?

**Episode 3:** How to develop a team based model of primary care delivery?

**Episode 4:** How to develop lasting relationships between PCPs & Patients?

### How to empower PCPs and practices at the point of care?

Empowering PCPs at the point of care translates into enabling them in the following areas:

- **Physician / Healer’s ability to empathize, build & maintain trust with and therefore, influence the patient by enhancing his/her knowledge of the patient’s specific vulnerabilities, family, community and social risk factors**

Almost 6 out of 10 minutes of a physician’s time with the patient is spent on the EHR. Physicians need to spend more time with patients to understand them better and understand their family, vulnerability, and community, which in turn has the potential to save 31% of the total cost of care. Building trust with their patients is of utmost importance.
• **Ability to access holistic patient records to really understand & engage the patient better**

Despite the advancements in providing integrated clinical information and healthcare interoperability, providers still find it challenging to put this information together and understand it. Physicians should be provided holistic clinical records that give them contextualized information and help them engage patients better.

• **Access to real-time actionable information at the point of care [such as gaps in care]**

Healthcare needs to transition from the ‘age of information’ where clinicians can only gather fragmented information about their patients; to an ‘age of intelligence’ where integrated, actionable insights are available to providers at the point of care.

• **Insights into specific aspects of patient-level social risk information that empowers the care team to better target and marshal community resources**

To enable holistic care for the patient, providers need to engage community care providers and address the social risks and vulnerabilities the patients might face. The access to this information will assist social and community services in ensuring the continuity of care.

• **Access to real-time opioid prescribing and therapy data from multiple sources**

115+ people in the US die every day from opioid-related drug overdoses. The access to critical information about prescriptions, medication thresholds, and therapy data is key for physicians to make sure their patients don’t fall victim to drug overdose or abuse.

• **Care management automation will be critical to scale payment reform programs**

A considerable amount of physicians’ time goes into following up with patients, reminding them of upcoming visits and more, using just limited information. Automating processes such as reaching out to patients and scheduling calls with health coaches will significantly cut down the amount of manual efforts and help physicians keep patients on top of their care.

• **Actionable analytics around specialist referral information [quality, cost & patient satisfaction]**

Referrals today are hardly data-driven. With almost 46% of patients missing out on their referrals, efficiency in referral management is required to increase in-network utilization and ensure seamless care across the network.

“**When there’s a longitudinal relationship between a healer and a patient, the magic begins to really happen.**”
What is the most important role technology can play in providing and supporting better primary care?

- **Give me more time back in my schedule**: 6%
- **Provide complete data & actionable insights at point of care**: 35%
- **Make it collaborative for the team, available 24X7**: 13%
- **Automation to reduce or eliminate non value added tasks**: 17%
- **Effective, continuous & personalized engagement with patient**: 29%

Appendix

A poll was conducted during the webinar. Of 250+ attendees, 213 answered the poll. 35% of healthcare leaders felt that providing complete data and actionable insights at the point of care are the most important role technology can play in transforming primary care.
About Innovaccer

Innovaccer Inc. is a leading healthcare data platform company focused on delivering more efficient and effective healthcare by combining pioneering analytics with transparent, and accurate data. Innovaccer’s aim is to simplify complex data from all points of care, streamline the information, and help organizations realize strategic goals based on key insights and predictions from their data. Its products have been deployed across more than 500 locations with over 10,000 providers leveraging it at institutions, governmental organizations, and several corporate enterprises such as Mercy ACO, StratiFi Health, UniNet Healthcare Network, Catalyst Health Network, and Osler Health Network. Innovaccer is based in San Francisco with offices around the United States and Asia.

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