TRANSFORMING CARE COORDINATION

Care coordination remains a global challenge in healthcare – but advanced technology can enable new experiences to securely move patient data where it needs to be when it needs to be there.

Healthcare no longer happens solely in the examining room.

With the widespread adoption of telehealth and remote patient monitoring solutions during the COVID-19 pandemic – and the expected use of these technologies to continue in a hybrid care model into the future – patient data can come from a variety of sources. Yet, integrating data from multiple sources into a single, holistic view of a patient was a challenge even before more large-scale use of mobile technologies.

"Patients often don't understand just how many stakeholders … are actually involved and why some of those touch points may be missed along the way," said Anita Harris-Brown, DNP, MHA, RN, NEA-BC, Director of Nursing Clinical Support Operations at Texas Children's Hospital.

While patients are generally unaware of the multi-faced and complex nature of the steps required to coordinate care, they do notice when vital pieces of healthcare data fall through the cracks. Having to re-input their insurance information into the patient portal again or finding their referred specialist is unable to view last week's lab results casts a pall on the entire care encounter.

But missing data affects more than just the patient experience. It also impacts an organization's bottom line. As noted by the United Health Group, the costs of missing data are high for healthcare as a whole. A lack of follow-through after discharge leads to unnecessary and avoidable trips to the emergency room (ER).[1]

> "
> Patients often don't understand just how many stakeholders … are actually involved and why some of those touch points may be missed along the way."

Anita Harris-Brown, DNP, MHA, RN, NEA-BC,
Director of Nursing Clinical Support Operations
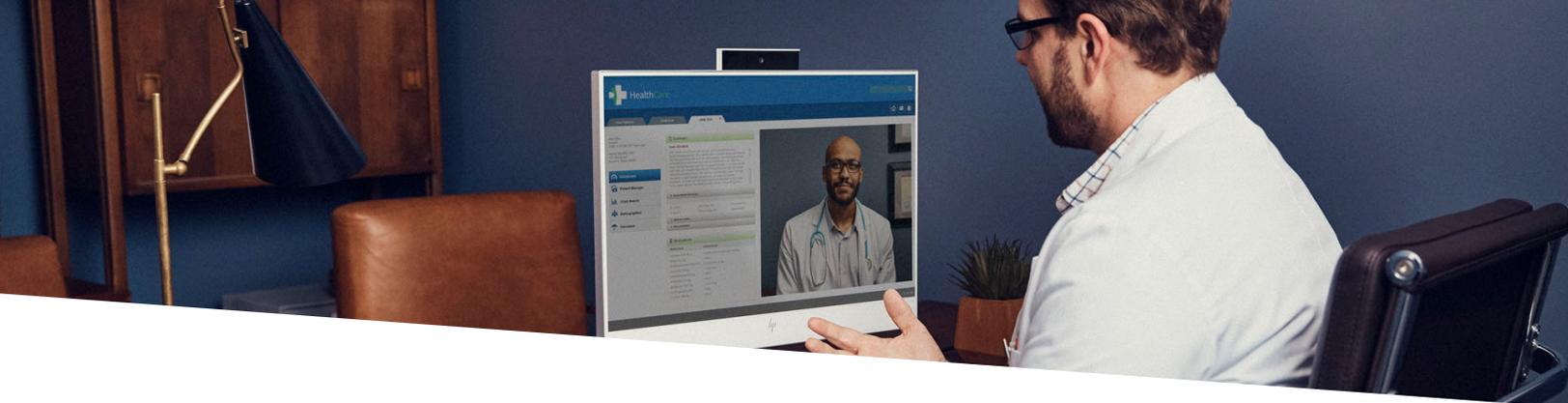at Texas Children's Hospital

Unnecessary ER visits are costly, and the burden of documenting data before discharge comes with a toll...

Financial impact
Estimated $32 billion
each year[1]

Clinician burnout
8 in 10 doctors said they
are at or beyond capacity[2]

To provide the highest quality care to patients, provider organizations need to be able to coordinate care and share information both within and outside the walls of the hospital. In doing so, they are in a better position to promote a positive, seamless experience for both the patient and the provider – and keep costs under control.

Easing the burdens of documentation

With so many systems, applications and data sources, documenting important patient data can be a burden – and one that, too often, falls on clinicians. Even before the pandemic, physicians reported high rates of burnout. In fact, as highlighted in a 2018 survey of physicians conducted on behalf of the Physicians Foundation, 80% of physicians reported they are at capacity or overextended.[2]

While there are many factors contributing to the high rate of burnout in this population, increased documentation and data entry requirements often top the list of complaints.[3] Fran Ayalasomayajula, MPH, MSMIS, President of Reach, said clinicians have long-held grievances about documentation requirements before the pandemic – but that only demonstrates how important it is that technology solutions find ways to make clinical documentation as easy and user-friendly as possible.

"If you think about the way electronic health records were introduced, many individuals were disgruntled by those rollouts and elected to retire early as a result," said Ayalasomayajula. "It's important that as we look at bringing advanced innovations into healthcare, we ensure that we do so in a way that is frictionless – that can be incorporated in an intuitive manner so they will complement existing clinical workflows in a harmonious way so clinicians can properly support their patients."

Opening the digital front door

More and more, the digital front door – or the ability to engage patients at every touchpoint of the patient journey through technology – is transforming the way patients think about consuming healthcare.

> " It's important that as we look at bringing advanced innovations into healthcare, we ensure that we do so in a way that is frictionless."
>
> **Fran Ayalasomayajula,** MPH, MSMIS, President of Reach

Experts estimate, by 2023...

65% of patients will have accessed care through a digital front door.[4]

But to deliver seamless and positive experiences across the care continuum, provider organizations need technology that supports fast, interoperable patient data exchange and communication.

"With digital integrated imaging technology, as well as accompanying cloud-enabled solutions that can easily transmit and receive digital information through secure direct messaging with complete audit capabilities and can be integrated directly into the patient chart, all members of the care team can see the information they need at the point of care, as well as see what needs to happen next for the patient," said Daniel Colling, BSN, RN, Global Leader of HP HEALTHCARE Industry Solutions.

This kind of digital integrated imaging technology has the power to transform care coordination, better supporting both patients and providers as healthcare organizations move to adopt hybrid care delivery models in the future.

"The truth is the right technologies offer the opportunity to help facilitate better experiences inclusive of the providers themselves," said Ayalasomayajula. "The right technologies can provide more precision around the work providers are doing so they can really see what's going on with their patients."

HP is uniquely positioned to enable providers to deliver seamless and positive patient experiences. With its ability to provide an end-to-end portfolio of solutions to its healthcare customers, HP directly addresses critical collaboration requirements such as clear video, audio, imaging, and data management and communication, all while securing patient data and privacy as they navigate their healthcare journey.

Drive innovation to elevate patient care. Learn more at HP.com.

Sources

1 United Health Group. 2019. *18 Million Avoidable Hospital Emergency Department Visits Add $32 Billion in Costs to the Health Care System Each Year*. https://www.unitedhealthgroup.com/viewer.html?file=/content/dam/UHG/PDF/2019/UHG-Avoidable-ED-Visits.pdf.

2 The Physicians Foundation. *2018 Survey of America's Physicians: Practice Patterns & Perspectives*. https://physiciansfoundation.org/wp-content/uploads/2018/09/physicians-survey-results-final-2018.pdf.

3 Yates, SW. (2020). *Physician Stress and Burnout*. The American Journal of Medicine, 133(2): 160-164. https://www.amjmed.com/article/S0002-9343(19)30757-0/fulltext.

4 IDC. (2021) *Healthcare Digital Transformation (DX) Unleashed*. IDC Directions 2021 Report. https://blogs.idc.com/2021/05/18/the-digital-front-door/ .

Produced by
HIMSS