



The Digital Health Community:
Enabling the Coordination of Care

July 14, 2010

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The Future of Healthcare

An Introduction to the Digital Health Community Concept

The Digital Health Community (DHC) represents the transition of healthcare into the information age. Incorporating the significant developments made by current more insulated initiatives, such as Electronic Medical Records (EMRs) and Health Information Exchanges (HIEs), the DHC concept is an all encompassing solution to streamlining the coordination flow within the healthcare field.

Implementing a Digital Health Community can serve as a specific solution to many of the current challenges, such as:

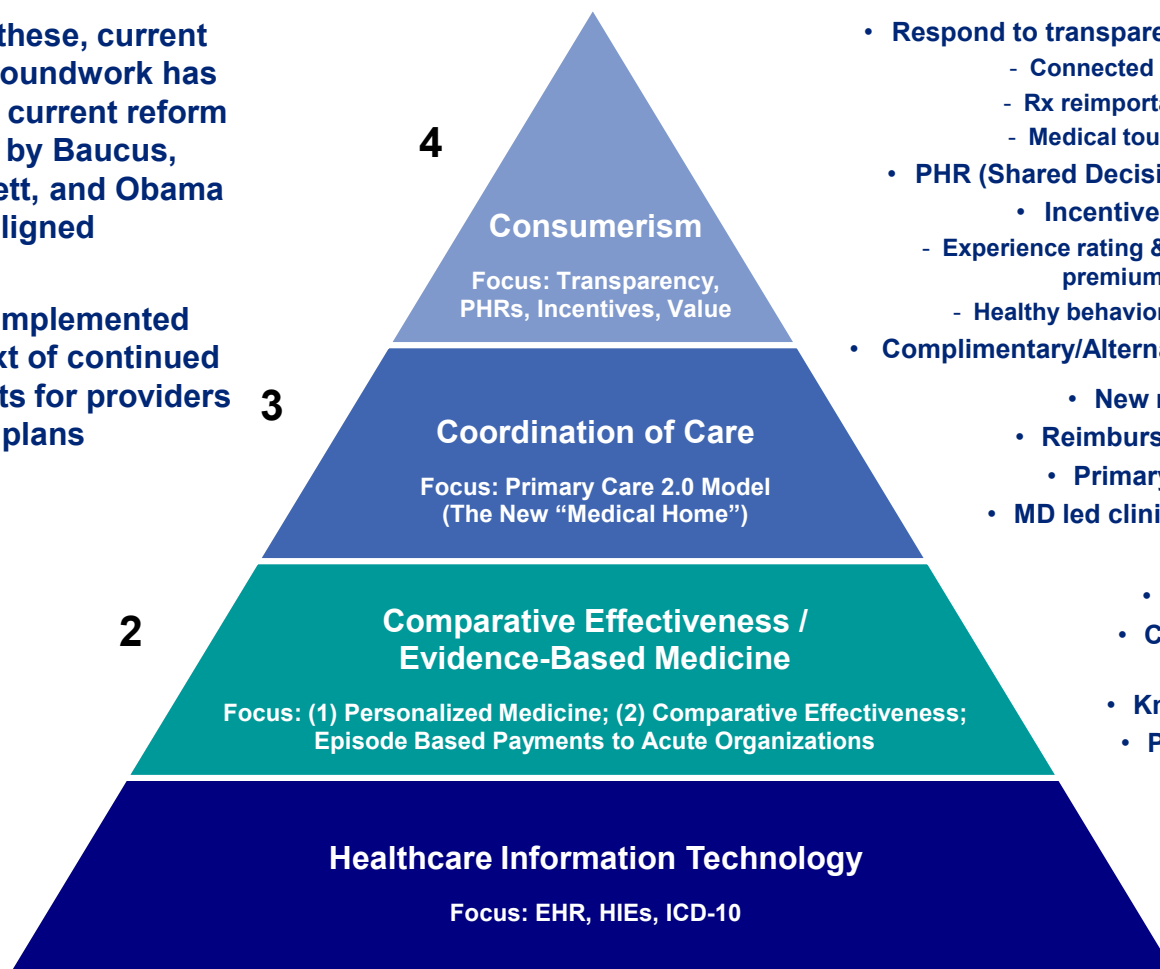
- Achieving the Accountable Care Organization and Medical Home's vision and mission
- Supporting care delivery throughout the continuum of care
- Enabling preventive care

The Health Reform Pyramid

The pyramid is built on four areas of focus: reducing cost is possible while improving population-based outcomes.

- For each of these, current legislative groundwork has been laid and current reform proposals by Baucus, Wyden-Bennett, and Obama are aligned

- All can be implemented within context of continued private markets for providers and plans



- Respond to transparency & PC 2.0
 - Connected care
 - Rx reimportation
 - Medical tourism
- PHR (Shared Decision Making)
 - Incentives
 - Experience rating & differential premiums
 - Healthy behavior rewards
- Complimentary/Alternative Medicine
 - New medical homes
 - Reimbursement realignment
 - Primary care workforce
- MD led clinical care coordination

- 3 –7 NMEs per year
- Center for comparative effectiveness
- Knowledge management
- Prepare for tort reform

- Decreased errors
- Decreased care gaps
- Reduced malpractice premiums
- Improved efficiency

Accountable Care Organization

Accountable Care Organizations (ACOs) ; virtual organizations—which comprise local health care delivery systems and the physicians who work within and around them

- Local Control:

- ACO entities will be comprised of local delivery collaborations that can effectively manage the full continuum of patients' care, from preventive services to hospital-based and nursing-home care.

- Shared Savings:

- ACO-specific expenditure benchmarks will be based on historical trends and adjusted for patient mix. Contingent on meeting designated quality thresholds, ACOs with expenditures below their particular benchmark will be eligible for shared savings payments, which can be distributed among the providers within the ACO.

- Performance Measurement:

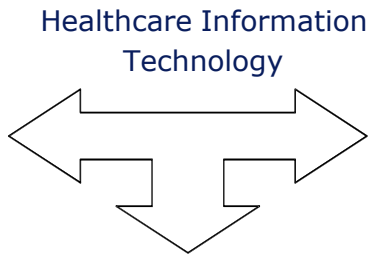
- Valid measurement of the quality of care provided through ACOs will be essential to both ensuring that cost savings are not the result of limiting necessary care and promoting higher-quality care. Such measurement should include meaningful outcome and patient-experience data

Health Information is a Key Enabler for Healthcare Transformation

The healthcare coordination role will be played at the community level and therefore the approach, tools and business model should be aligned accordingly.

Adoption

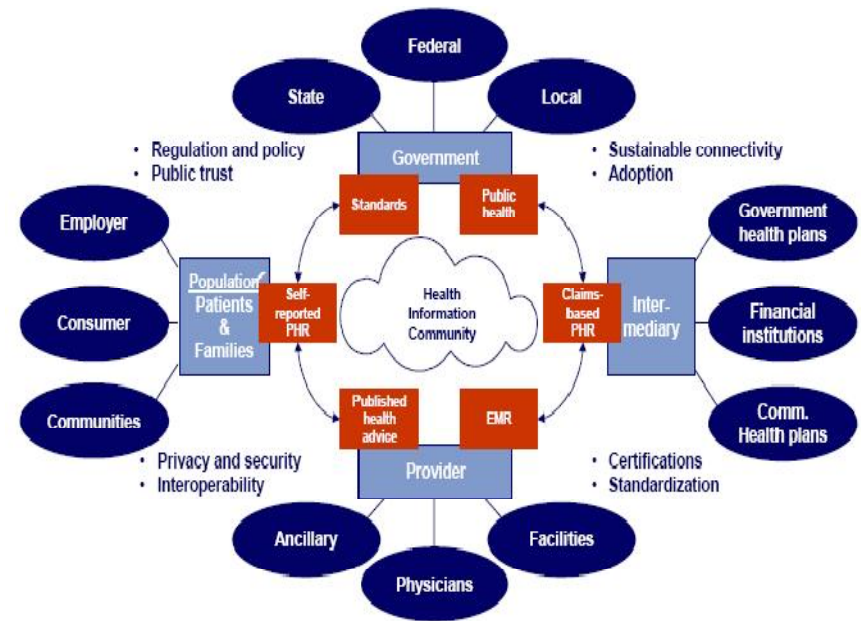
Accelerating widespread purchase and effective use of interoperable HIT in all clinical settings (with corresponding changes to clinical and business processes) and widespread sharing of data across stakeholders



- Critical Enablers**
- Community Trust and Relationship
 - Privacy and Security
 - Standard Harmonization
 - Financial Alignment and Sustainability
 - Technology Architecture
 - Alignment w/federal and State programs

Connectivity

Creating an environment conducive to organizational and technical interoperability – connecting clinical and other settings across local, regional, and national geographies



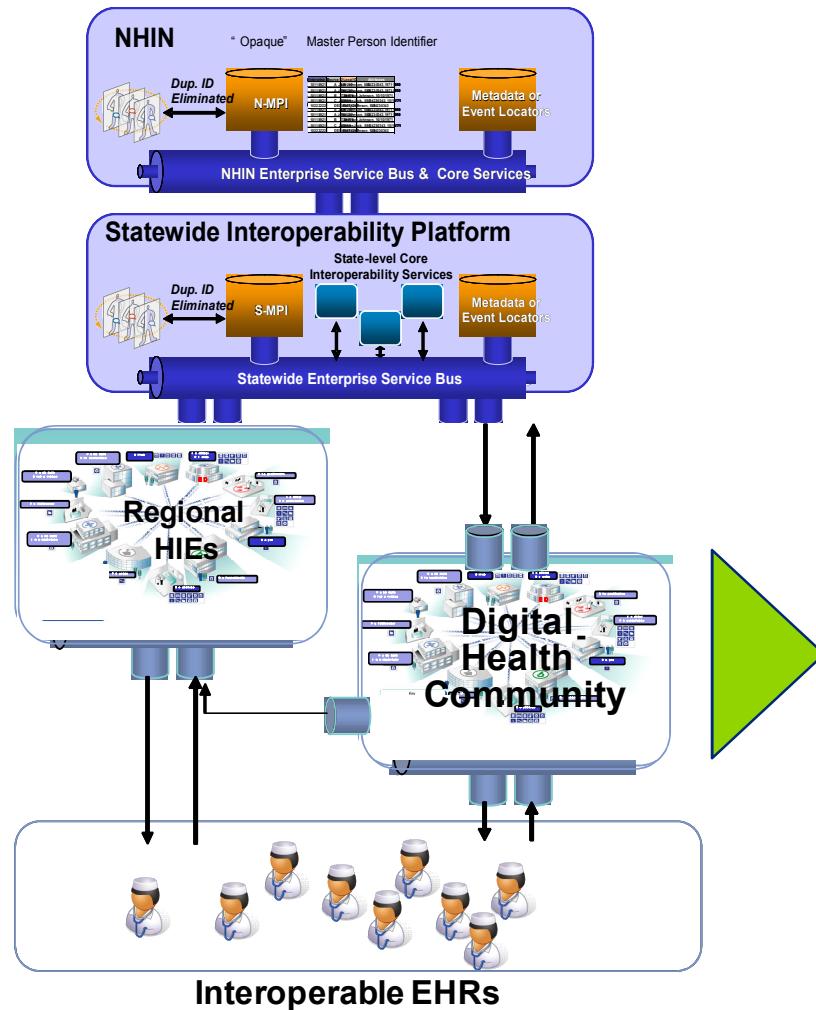
Expected Impacts of ARRA and Health Care Reform

The HITECH/ARRA programs and health care reform will have far reaching impacts on how technologies are being used in our industry

Adoption Incentives	<ul style="list-style-type: none">• Adoption will continue to accelerate among most stakeholders as the major barriers are being mitigated: financial incentives, technology readiness, and clinician acceptance• Adoption driven reimbursement: definition of meaningful use
Reimbursement Methods	<ul style="list-style-type: none">• Introduction of “bundled payments”• Quality based reimbursements
Standards and Interoperability	<ul style="list-style-type: none">• The certification requirements greatly influence the evolution of industry technologies• CMS and state mandated standards (HITSP) will see broad adoption: CCD/CCR, HL7 v3, ICD-10
Increased Visibility and Transparency	<ul style="list-style-type: none">• The increased adoption will enable new level of visibility in clinical operations and outcomes• Increased transparency will be expected because of additional adoption incentives
Security and Privacy	<ul style="list-style-type: none">• HITECH, ARRA, and other components of health care reform also introduces additional security and privacy requirements

Opportunities and Challenges for Regional Leaders

Regional leaders have both a need and an opportunity to define how care will be coordinated in their respective communities



OPPORTUNITY DEFINITION:

- Increased coverage or support throughout the continuum of care
- Potential for market share increase or consolidation
- Enhanced patient experience
- Enhanced physician relationship and partnership
- Innovative reimbursement models enabled
- Lead regional standards definition (e.g. for CCD/CCR, PHR)

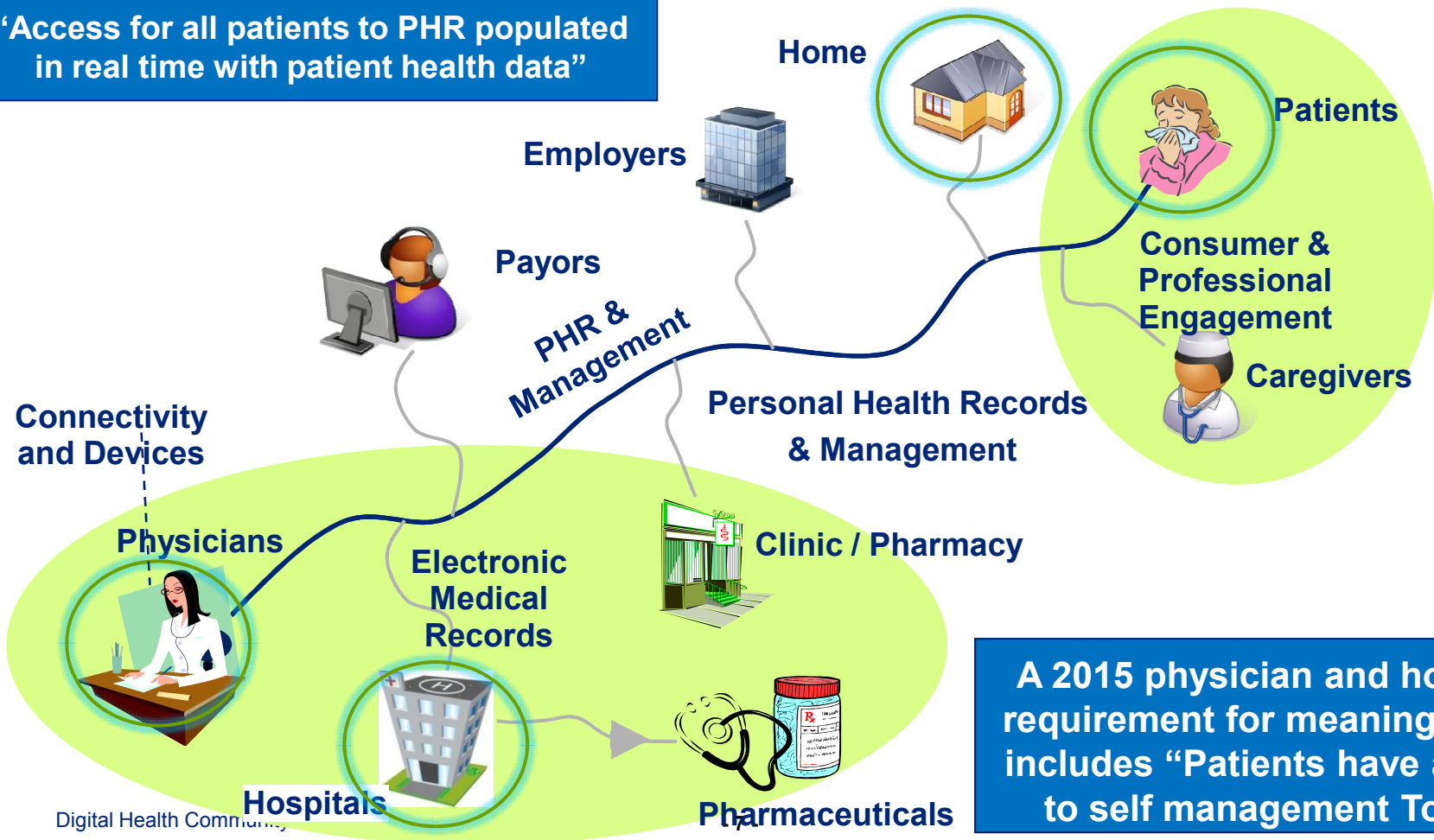
EXPECTED CHALLENGES:

- Alignment of stakeholders incentives
- Interoperability limitations
- Technology for actual care coordination still under development

Expansion of HIEs to Develop Digital Health Communities

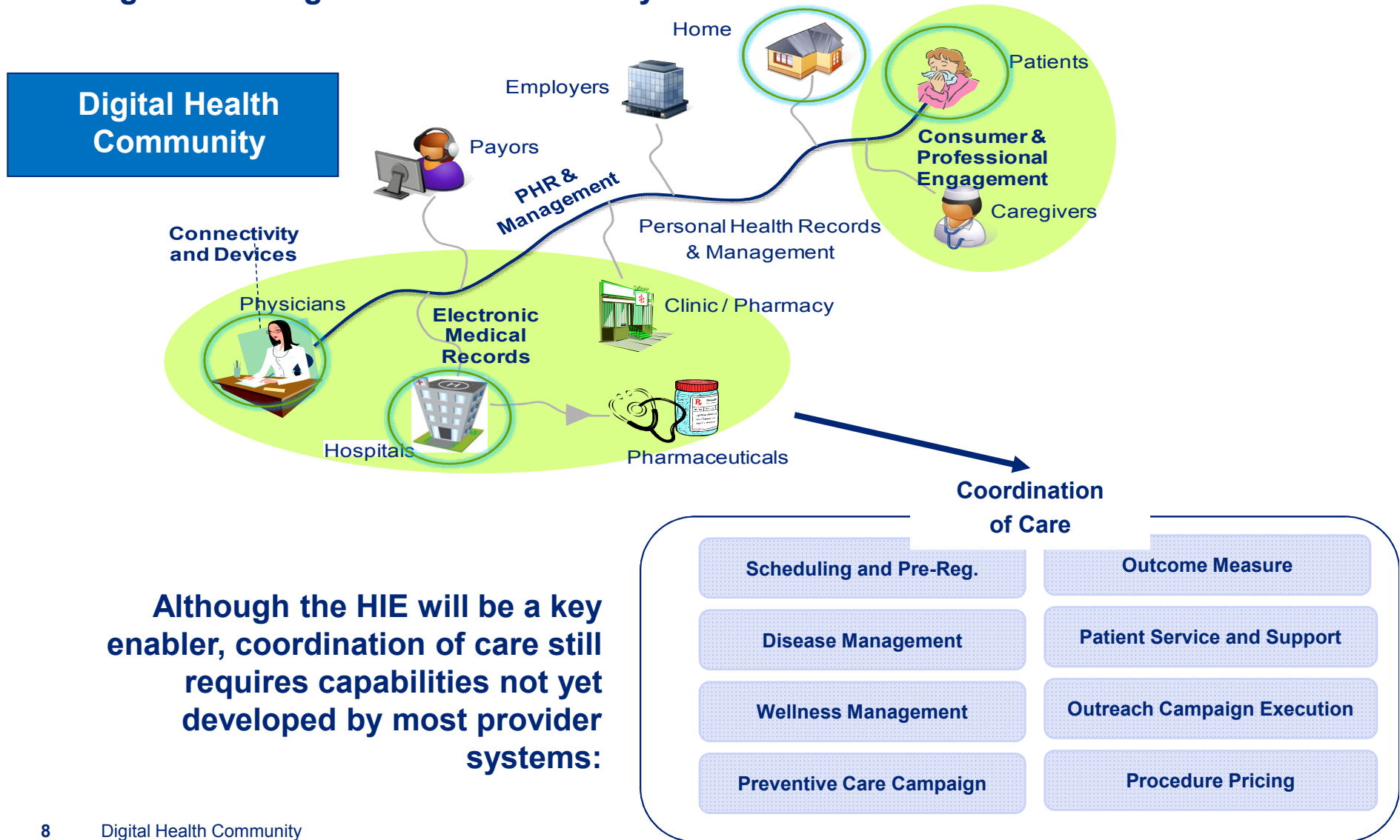
A community-based coordination of care model which will take advantage of HIEs and other technologies and standards.

A 2013 physician and hospital requirement for meaningful use includes :
“Access for all patients to PHR populated in real time with patient health data”



Coordination of Care Requirements

Providers – hospitals and physicians – need to collaborate in the coordination of care throughout the Digital Health Community



Although the HIE will be a key enabler, coordination of care still requires capabilities not yet developed by most provider systems:

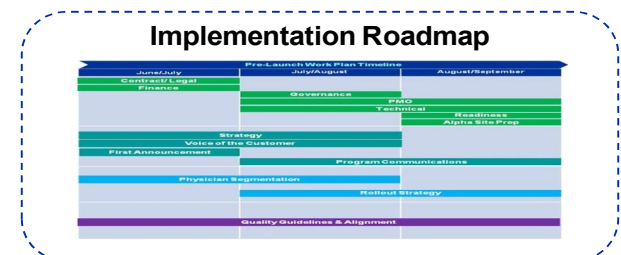
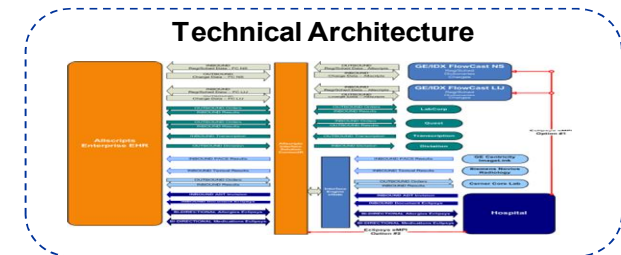
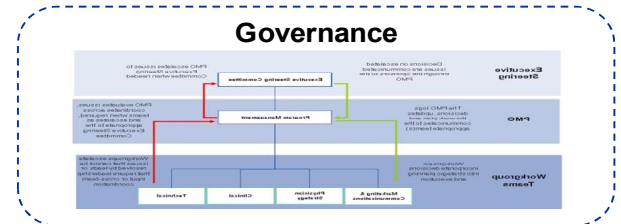
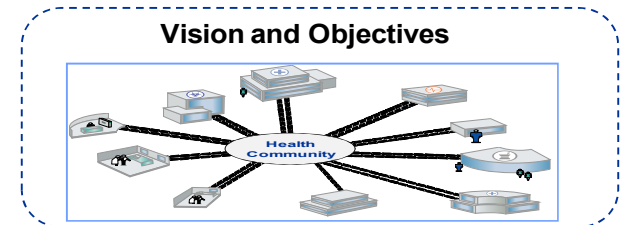
Where to Start: Vision, Solution, Roadmap

Regional leaders should start by defining community models of care that include:

- A common vision
- The key characteristics of the solution: governance, business model and technology
- An implementation roadmap



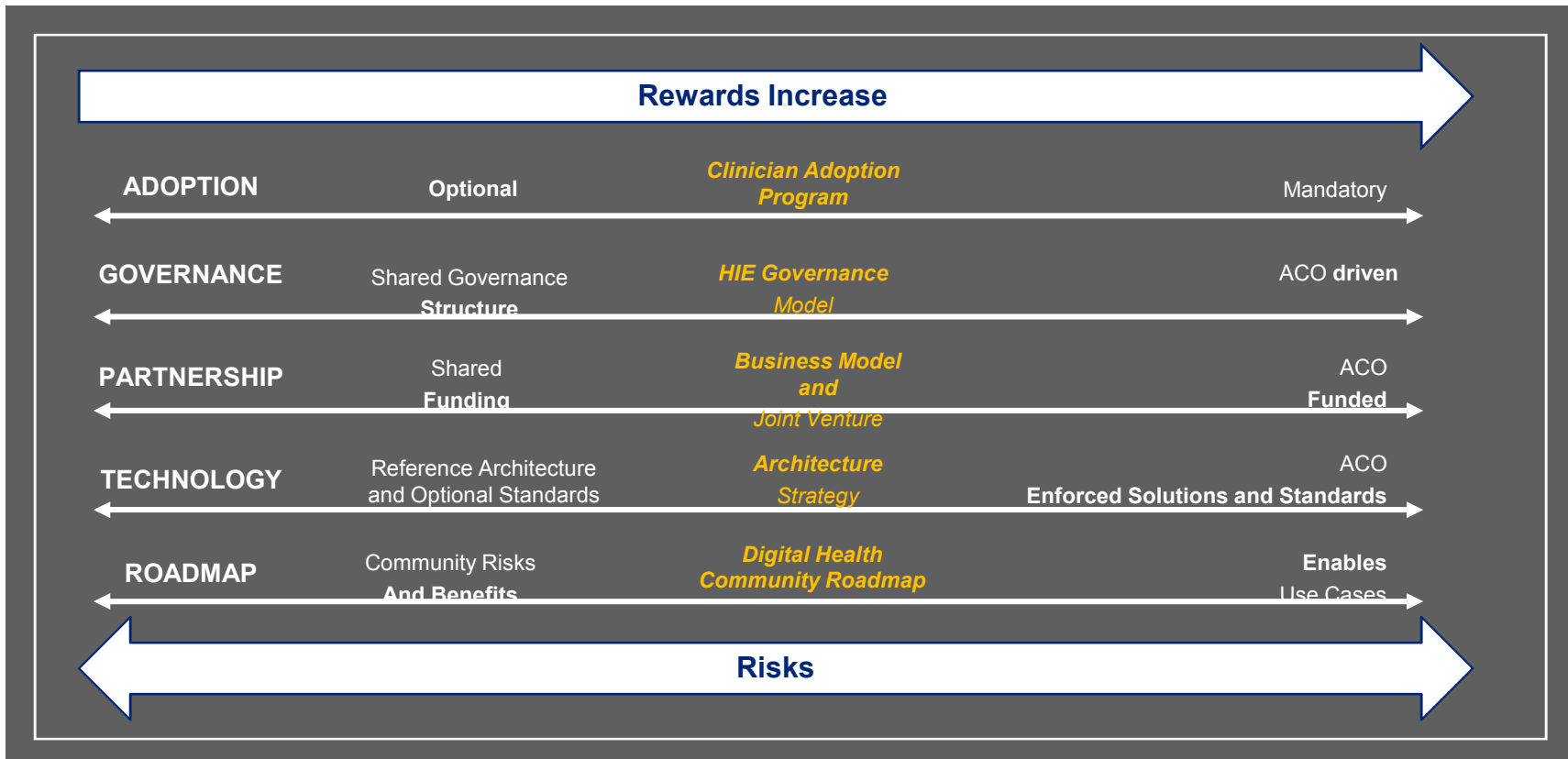
These four threads should be addressed in parallel to promote an integrated approach.



Potential “Bold Moves”

Health Systems should consider several “bold moves” related to its HIE and Digital Health Community strategy

The table below illustrates options each community could consider for each thread and the level of risk/rewards associated; for example, a “bold move” could consist in a regional leader funding the HIE and digital health community and mandate its use for a number of use cases (e.g. pre and post surgery processes) and standards (e.g. CCD/CCR updates).



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