VIRTUAL ROUNDTABLE

How are you transitioning building a telehealth primary care model?

Session Notes

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Providers discussed some of the challenges with adopting/integrating telehealth technologies, gathering data and understanding insights for personalizing care

With the pandemic and telehealth what have been the new influencers to build a primary care model?

Companies are thinking with 3 perspectives here, one, helping their providers be more efficient with optimizing visits, optimizing staff strength, and space allocation. The second is with on the inpatient side: How they can better manage the transition from the hospital to outpatient by using virtual care as a bridge to do that? The third perspective is with technology which is the most pressing challenge for providers.

Some providers have seen a good adoption rate from 200 televisits to 90,000/ month and had to include as a part of their care delivery model. Some have been exploring a home-based primary care model collaboration between transitional care settings, acute providers monitoring, and remote patient monitoring.

Has Telehealth brought efficiencies to the table and is scaling it a challenge? Where should technology be to make all this more efficient and to help it scale better?

There are 2 perspectives here as well, one with providers; documenting medical chart is a common challenge so AI technologies transcribing is helpful however integrating these AI-generated documents within the legacy systems like EPIC or Cerner is poor. For patients, persuading many of them to download and use an app has proven to be incredibly difficult. For some providers getting usage in areas of health, the disparity is a challenge and they are focusing on understanding what their consumer data is telling them and how can they make this a better experience to improve the health of their communities.

Companies are looking for a simpler solution to create an automated approach to help patients log in & register. Again integrating these systems is very expensive for companies that are an EPIC shop. To mitigate the integration issue, many providers collect data from the patients when they meet virtually or by phone and enter the paper collected information into the system directly, which is leading to errors.

How are providers using Machine Learning and AI to understand what their consumer data is telling them?

Organizations have been using AI/ML to give them predictive models on risks in populations; inpatient areas like 'are patients going to code,' can they prevent these 'deteriorations in care from happening in the hospital,' and many are looking to replicate these deterioration models in the home.

Some companies want to use AI to give them score on each patient in terms of the risk they have to get readmitted and some want to segment their population on the tech-savvy index to personalize a conversational care delivery through web, app, or text message.

When a patient goes to the doctor once a year, what happens in the intervening 12 months? How are providers able to capture data for individual patients at every step of the timeline?

Some organizations are exploring and some have an intuition that AI can be leveraged to automate incremental data collection in between visits without people's intervention. Right now certain companies have started predicting patient behavior within their customer service departments to help them before patients call the contact center.

How can providers replicate in-person care on a virtual platform?

Optimizing workflows will be an important part of replicating in-person care. Typically, when a patient would go in for an appointment, there would be the right grooming process and MA would do an intake, they would collect a lot of data. Now they are banking on digital systems where the patient will self-report and fill in details and providers will have to trust the data. They will have to draw insights from each visit and use the data so that the physicians are most up to date with patients' health.

In conclusion, to scale telehealth companies need to bank on technology and they need to promote it to hesitant patients. To provide relevant care they need to harness and use data that they are collecting.

About Lumiata:

Predictive power is within your reach. At Lumiata, we drive data transformation so you can better predict costs and manage risks. Whether you are new to AI or advancing your AI capabilities, Lumiata meets you where you are and fits seamlessly into your workflows.

Lumiata has more than 100 healthcare-specific prediction tools that can support the production of intelligent health analytics. These insights can be leveraged across financial, clinical, and operational areas for improved risk awareness and cost management in healthcare organizations.

Lumiata's models are proven to be more than 20% accurate than leading actuary cost prediction models. To keep model integrity, the Lumiata AI Platform autonomously prepares raw data, including patient medical records, claims, and even unstructured data like doctor's notes. Lumiata's AI Platform automates the ingestion, cleansing, and organization of disparate data sources into a consumable data format that makes it ready for machine learning.

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