High Tech, High Touch Health Care
February 5, 2015
Tectonic Shift in Care Delivery
Home is the **fastest growing** care setting in the US.

Source: AHRQ, Agency for healthcare research and quality
Care is Moving Home

13.6M
# of patients age 65 years or older discharged annually in the US\(^1\)

19.6%
% of Medicare beneficiaries rehospitalized within 30 days of discharge\(^2\)

$33.6B
Loss in productivity attributed to employees caring for ‘aged dependents’\(^3\)

1. CDC, National Hospital Discharge Survey, number and rate of hospital discharge, 2010
3. Metlife Mature Market Institute and the National Alliance for Caregiving
The Tectonic Shift

Value-based reimbursement for health systems

CMS bundled payment models

Managing larger at-risk populations

Desire to move patients to lower cost care settings – sooner

Hospitals will be responsible for readmissions
The Tectonic Shift

New emerging care models

➡ Chronic Care Management (CCM)
➡ Transitional Care Management (TCM)

Continuous, informed care in the home
Effective January 1, 2015 Medicare will begin reimbursing eligible providers for remote chronic care management under **CPT Code 99490**

Average payment of **$40.39** per patient, per month

Total Medicare potential CCM reimbursement in 2015 **$16B**
Chronic Care Management Requirements

Two or more chronic conditions

Provider must establish comprehensive care plan

Provider must have five specific capabilities to perform CCM:

- Use a certified EHR
- Maintain an electronic care plan
- Ensure access to care
- Facilitate care transitions
- Remote coordination of care

Provide at least 20 minutes of non-face-to-face care
Enabling Technologies Powering Chronic Care Management
Interoperability

Security

Scalability

Benefits / Outcomes

- Interoperability among healthcare ICT systems would deliver a national annual savings of $77.8 billion\(^1\)
- Remote monitoring reduces readmission by 44\%\(^2\)
- Secure exchange of vital information across health care settings

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2. Population Health Management, Volume 0, Number 0, 2014a, DOI: 10.1089/pop.2013.0107

Asynchronous Communication

Secure record sharing  Near real-time therapy and medication adjustments  Dynamic care plan

Benefits / Outcomes

- Decrease in physician visits\(^1\)
- Increase in self-management/self-efficacy\(^1\)
- Fewer emergency admissions (20% reduction)\(^2\)
- Decrease in mortality rates (45% reduction)\(^2\)
- Improve clinical collaboration

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\(^1\) de Jong CC, Ros WJ, Schrijvers G. The Effects on Health Behavior and Health Outcomes of Internet-Based Asynchronous Communication Between Health Providers and Patients With a Chronic Condition: A Systematic Review. J Med Internet Res 2014;16(1):e19

Qualcomm Life CCM Solution

- Dynamic care plan
- Secure access and sharing
- Asynchronous communication
- On-line medication management tools
- Wireless remote patient monitoring
- Symptom tracking programs
Opportunity to Set New Standards
High Tech, High Touch
Best Practices

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