

5 Steps to Transforming Your Virtual Health Ecosystem

1.

Operationalize quality, safety, efficiency and compliance

Data integration encourages collaboration and better health outcomes. Efficient utilization management helps control costs. And improving performance against value-based measures opens the door to more value-based reimbursements. Choosing a platform that supports all these objectives helps you operationalize key factors for success in a shared risk environment, including meeting utilization management standards and compliance regulations.

2.

Meet demand for virtual health and consumer preferences

Replace disjointed point solutions with a single cost-effective solution for omnichannel virtual engagement. Leverage campaign management tools such as text, email and microsite template builders and send targeted messages and educational content based on consumer preferences for communication. Allow self-scheduling convenience and appointment reminders to improve call success rates and reduce no-shows.

3.

Connect clinical, behavioral and community care

Give everyone in the healthcare ecosystem – from clinical, behavioral and community-based providers, to individuals and their trusted circle – access to the full picture of health. Leveraging data and insights to inform care management workflows will help you trigger the right action, at the right time, with the right level of care.

4.

Leverage intelligence and interoperability

When you ensure consumers and their support teams are coordinated, communicating and connected – and systems and devices can exchange and interpret data effectively – everyone benefits. Patients and members are activated and educated, barriers are identified and overcome, and gaps in care are efficiently closed.

5.

Choose the right partner for success

The right technology platform gives you the potential to transform your business. The right partner makes the difference. Pick a transformation partner that can guide your executive team and coach you through these turbulent times. Look for one that:

- Has organizational change expertise
- Understands the outside perspective
- Helps you think about your value
- Is committed to consumer-driven healthcare
- Connects the technology to people and processes
- Is focused on measurement and outcomes

Remember

- Anything that can be done at home is done at home
- Healthcare has evolved to continuous management, not episodes of care
- Care management is the glue between visits
- Patient and member outreach is frictionless and instantaneous
- Communication methods take many forms and are available within foundational workflows
- Patients and members feel connected to their care delivery team with no scheduling and communication barriers

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