June 2024

Overview

HATCo Transformation Playbook

Draft

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HATCo Transformation Playbook

April 2024

Transformation Playbook

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1. Consumer Empowerment – Transformation Stack

Financial Tools
Price transparency, Invoicing models, Subscription models

Scheduling Tools
Self-scheduling, Decision support – distance, wait times, etc.

Triage Tools
Self-triage with the ability to connect with right care option

Automated Communication
Automated care journeys – Symptom checking, education, nudges, reminders, etc.

Care Navigation
Smart pathways & care journeys, 2-way communication, Connectivity to anchor care model

Caregiver Support
Care coordination tools, access to affinity groups, financial support, etc.

Personalized Life Plan
Personalized blueprint based on demographics, social, clinical, genetic and wearables data

2. Hybrid Care Continuum – Transformation Stack

Remote Patient Monitoring
Enabled by a smart monitoring center directly connected to the care team

In-Home Screening & Diagnostics
Lab tests, ultrasound, EEG, EKG, SDOH screening, etc. that can reduce cost of care

Multi-Modal Chronic & Specialty Care
Coordinated care options connected to Life plan

Home-Based Advanced Care
Architecture that includes remote monitoring, mobile diagnostic and treatment, clinical coordination and staffing center

Multi-Modal Immediate Care
Team based approach to first access

Behavioral Health
Combination of virtual and physical care capabilities

Wellness Programs
Wellness, Screenings, Nutrition, etc.

Anchor Care Model / Location
First access model – combination of virtual and physical access points

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3. VBC Enablement – Transformation Stack

Built-for-Value Specialty Care Platforms
Evidence based specialty network with aligned incentives; activated through a digital formulary

Team-Based Primary & Behavioral Care
Team approach that offers one-stop-shop for care

Low-Cost Screening & Diagnostics
Delivered in convenient retail or home environment

Complex Care Coordination
Care management and social work, medication management, evidence-based care pathways, remote monitoring, automated consumer tools, robust provider team

MSO & Clinical Support Tools
Purpose built clinical practice management systems – capture data, provide automated, real-time analysis, and guide next best action

VBC Incentive Model
Model that pairs TCOC responsibility with incentives for clinical outcomes

First Dollar Coverage
Full-capitation models that provide adequate funding to invest in new care models

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4. Workforce Transformation – Transformation Stack

Staff Safety & Support
Location tracking & alert systems, programs to support mental health in workplace, etc.

Retention & Recognition Programs
Inspiring leadership, conducive work environment, work-life balance, rewards, etc.

Flexible Scheduling & Staffing Programs
Accurate demand prediction to accommodate variable staffing and staff self-scheduling

Virtual-Forward Team Models
Virtual staffing models enabled by transformative tech

Reskilling & Upskilling
Customized pathways, apprenticeships, etc.

Care Standardization Models
Redesign work for desired future state

Work Augmentation Tools
Documentation, communication, decision support, etc.

Human Intelligence Platform
Provides insights about skill mix, career interests, career pathways, etc. at scale

Documentation
Ambient listening, virtual scribes, chart summarization, coding, etc.

Diagnostics & Imaging
AI-enabled analysis (e.g., images, blood tests, biopsies) and diagnosis support

Clinical Decision Support
Alerts, reminders, recommendations, diagnosis etc. connected to evidence-based pathways

Care Management
Better throughput management, prediction systems, next-best-action nudges, AI guided care transitions, etc.

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5. Business Automation – Transformation Stack

Provider Network Management
Automated credentialling workflows, accurate provider directories, etc.

Two-Sided Revenue Cycle Management
Automation of end-to-end RCM on both provider and payor side

Data Management
Real-time business intelligence

Compliance & Cybersecurity

Supply-Chain Management
Automated inventory management, predictive analytics tools, etc.

Business Management Systems
Facilities, RTLS, Bio-Med, Finance, IT, etc.

6. Interoperability – Transformation Stack

Open-Source Dev Tools
Enablers to accelerate innovation

Solutions Marketplace
Enables speed to selection and speed to scaling of capabilities

Internal and External APIs
Interfaces to facilitate information sharing between teams inside of the system, as well as to facilitate connectivity of partners, developers, etc.

Centralized Command Center
Management of patient flow, staffing and efficiency across virtual and in-person environments

Integrated Data Analytics & Management
Orchestration platform to normalize & harmonize data + Analytics tools to convert data into insights

Integrated Workflows
Capability to close the loop from data and insights to action in a flexible and scalable way

Cloud-Based Infrastructure
Enables faster time-to-market for solutions and easier adoption of advanced capabilities leveraging AI / ML

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7. Health Equity – Transformation Stack

Access
Improved access to care leveraging partnerships in the community

Resources
Access to resources enabled by navigation platforms

Coverage
Low-cost access to preventive medical and behavioral care

Representative Staffing
Redesigning job-descriptions, hiring / upskilling / reskilling with intentionality, onboarding virtual care models that provide culturally relevant tools and representative teams to deliver care

Outcomes Analysis
Ability to capture relevant data on each member category and track & compare differences in outcomes over time

Community Analytics & Data Collection Tools
Hot spotting and analysis tools to understand health equity disparities with specificity

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