

June 2024

Overview

# HATCo Transformation Playbook

## *Draft*

GENERAL  CATALYST

PRIVATE & CONFIDENTIAL

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GENERAL CATALYST  
*HATCo Transformation  
Playbook*

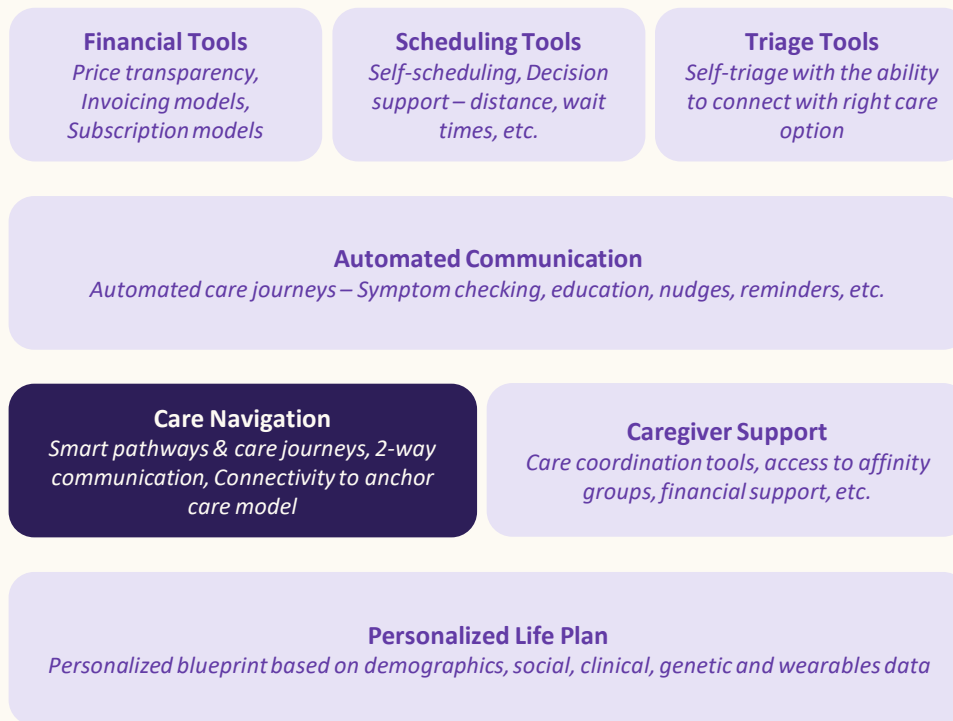
*April 2024*

*Private & Confidential*

# Transformation Playbook

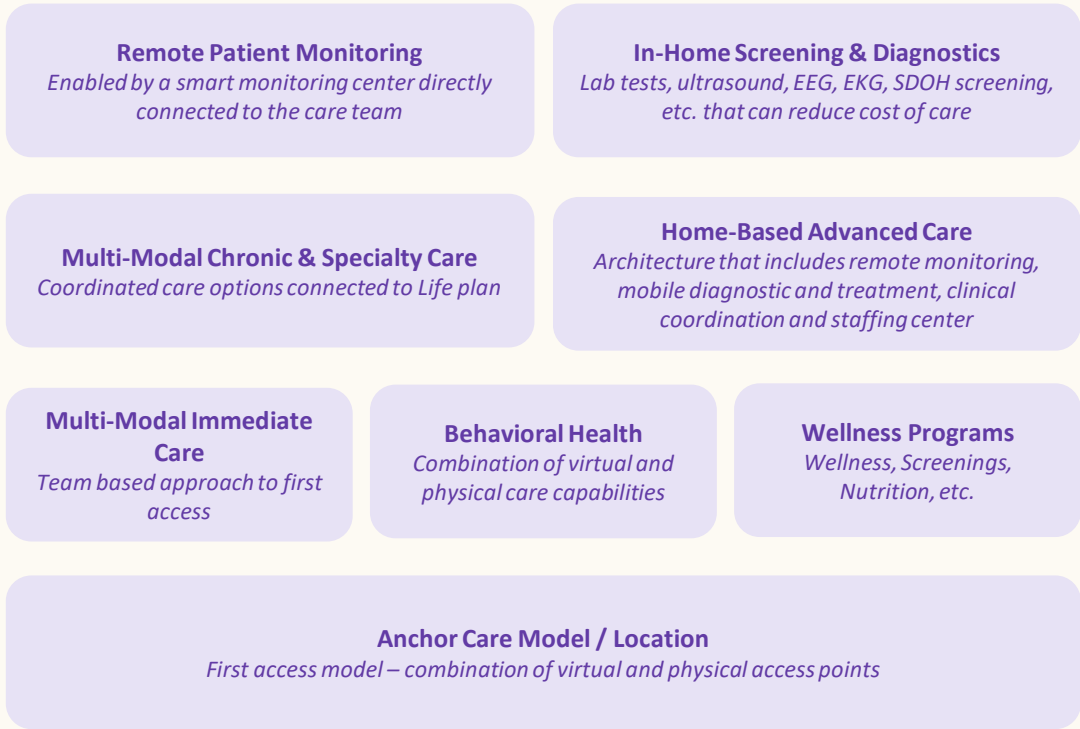
# 1. Consumer Empowerment – Transformation Stack

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## 2. Hybrid Care Continuum – Transformation Stack

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## 3. VBC Enablement – Transformation Stack

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### **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*

## 4. Workforce Transformation – Transformation Stack



## 5. Business Automation – Transformation Stack

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### **Provider Network Management**

*Automated credentialing 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

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### 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*

## 7. Health Equity – Transformation Stack

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### **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*