

# FIVE TAKEAWAYS



## BETTER OUTCOMES AND LOWER COSTS: IT STARTS AT THE POINT OF CARE

**Successful care delivery is about delivering efficient and effective care.** By focusing on processes and workflow at the point of care, providers can improve clinical standardization, reduce errors and increase productivity.

Dr. Tom Schwieterman of Midmark and Dr. Amy Mechley of Integrative Family Care discussed how healthcare organizations can optimize the work of the care team during an October 3rd webinar. The entire webinar can be accessed at [www.modernhealthcare.com/PointofCare](http://www.modernhealthcare.com/PointofCare).

### 1 Inefficiency results in five common wastes of Lean clinical work

Providers waste resources as a result of *overproduction* in seeing patients that don't need to be seen and *waiting* for test results that impact decisions at the point of care. They create *motion* waste by having to leave the exam room for tests. They also waste time and resources on *overprocessing* by requiring tasks that aren't necessary to make a good clinical decision. And lastly, providers waste resources when *defects* in clinical information prevent them from immediately treating a patient.

### 2 Improvements in vital signs accuracy can have a significant impact on quality

Vital signs taken at the beginning of a visit set the stage for the ensuing exam, and incorrect metrics can lead to flawed or missed diagnoses. For blood pressure, providers should ensure they're following the latest guidelines, and technology can help. Powered exam chairs can provide back and arm support and ensure the patient's feet are flat on the floor, and automated blood pressure monitors can send data directly to the EMR to reduce transcription errors.

### 3 Providers must focus on ways to eliminate waste in chronic disease management

Eighty-six percent of America's \$2.7 trillion in annual healthcare expenditures is from chronic disease. In improving efficiency, it makes sense to start by looking at how we can be more effective in diagnosis and treatment of these conditions. Providers can start by refining vital signs measurement, which plays a major role in diagnosis and monitoring.

### 4 Better data at the point of care is crucial to success in value-based agreements

Blood pressure is an important example: a JAMA Internal Medicine study suggests that 20-30% of hypertension diagnosed at the point of care may actually be normotensive. MIPS and other programs place significant value on BP, so a missed diagnosis can present a significant financial risk. When data is captured and recorded accurately, providers can be sure that they're not missing a diagnosis or providing unnecessary intervention.

### 5 In the era of value-based care, treat those that need to be treated — but only those that need treatment

Providers are increasingly being judged on their ability to improve quality while reducing costs, and that requires a balancing act. To improve outcomes, healthcare organizations must maximize their reduction of chronic disease burden while minimizing new risks from interventions. To lower costs, providers must maximize their reduction of resource utilization while minimizing the total cost of intervention. Organizations able to balance these two priorities are more likely to experience profitability.

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