Top 5
Ways for Healthcare Leaders to be Successful
Right Now!

Introduction

We understand that as a leader in a complex and ever-evolving industry, the challenges often feel relentless as workforce shortages, provider burnout, and other stressors persist.

But success in healthcare lies in forward-thinking – innovation, preventative strategy. The key is engaging in an approach that tackles challenges before they occur, and developing a methodology that allows you and your organization to navigate the healthcare landscape in the most effective, impactful, and patient-centered way.

Success is not beyond your reach. Here are 5 ways that you and other healthcare leaders can achieve success and overcome challenges.

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ONE

Intelligently harness the power of data

Everyone agrees that using accurate, real-time data to drive decision-making is important, but *less than 60%* of healthcare organizations' data is being used to make intelligent business decisions.

By harnessing the power of big data with an integrated and dynamic analytics solution, all levels of leadership can gauge their progress toward organizational goals and make more informed data-driven decisions.

➡ 9-in-10 agree that quality data is critical to an organization's performance[1]

➡ A third state that their data is less than 76% accurate[1]

➡ Only 57% of an organization's data is being used to make decisions[1]

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EVERYONE involved in healthcare from administrative staff, clinicians, even patients feed the EHR with data. An effective analytics solution allows healthcare leadership to recognize the **full potential of that data** to drive actionable and beneficial change such as lowering the cost of care, improving patient safety, and attaining quality outcomes.

CMO

Safeguard quality care, identify root causes of deficiencies among your CQMs to improve patient outcomes, decrease readmission rates, and reduce penalties. Gain a better understanding of your patient populations with BCA's specialized dashboards.

CIO

Identify throughput bottlenecks, track surgical volumes and first case delays, align forecasted volumes with staffing needs, determine trends in cancellations and no shows. Combining traditionally siloed data allows you to ensure that medical staff and administration are united in pursuing organizational goals.

CNO

Track and manage readmissions, monitor HACs, mortality rates, inpatient days, turnaround times, surgical throughput, time to prepare rooms, average outpatient visits, and much more to improve patient throughput across different care settings.

Your dynamic data analytics solution should provide leadership with more than just clinical data.

Leverage data to give you insight into unique patient population needs. Manage and monitor varying patient groups with integrated features like surveillance and registries that allow your organization to extend the potential of your data and fuel intelligent business decisions.

A **surveillance** solution should analyze your data in real time and automatically identify patients who need attention, whether they qualify for a potential HAC or a clinical quality measure.

Take action with Patient Registries

Identify and meet the needs of your populations while closing care gaps with Expanse Care Compass. Actionable Patient Registries enable practices to take advantage of upcoming appointments to address gaps in care. Care teams can examine entire groups of patients, determine who they're accountable for, and decide on the appropriate interventions — all from just one screen.

See population health through a clear lens

MEDITECH's Business and Clinical Analytics solution helps strategic teams to find patterns across different patient populations, including the prevalence of chronic conditions, opportunities for risk and care gap closure, and quality measure performance. Embedding this information for care management workflows allows for the creation of cohorts on registries by disease state, provider attribution, risk contract, and numerous other criteria. Care managers can effectively prioritize outreach efforts and deploy interventions for more accurate and meaningful patient visits.

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TWO

Empower patients and build community relationships

The right patient engagement solutions can help create a stronger partnership between your providers and your patients, and increase their satisfaction while improving outcomes and revenues. Meet consumers where they are with online scheduling, questionnaires, and pre-registration.

75% **of patients**
would prefer to schedule appointments online[2]

57% **of patients**
who skipped care in the past year wanted to schedule an appointment online but were unable to do so[2]

Empowered patients need two things to take control of their health: open and transparent **communication** with providers, and **access** to their own medical records.

Patients expect to stay connected with their providers and have a say in every step in their healthcare journey.

Implementing a modern, web-based patient engagement solution can allow your organization to improve outcomes, enhance consumer loyalty, increase revenues, and so much more.

"Engaging between physician and patient when choosing a treatment option can maximize patient commitment and adherence. This interaction reduces the risks of noncompliance by increasing patient satisfaction and improve health outcomes."[3]

With continuous innovation, patient engagement tools have progressed beyond just patient portals, SMS communication, self-scheduling, virtual care, and other recent advancements.

Does your patient engagement strategy prioritize accessibility?
Choose a solution where this is the norm. Ensure that patients have access to care in different settings, always considering virtual and in-person options.

Does accessibility extend to patient information?
Consider a patient portal that makes patient information accessible for all users, a solution that includes app integration like Apple Health integration or other features that enhances the way that patients can consume data.

Make the following features a priority:

- Make **accessibility** a priority, ensuring all patients have equal ability to access their health information
- **Automated messaging**
- **Appointment cancellations and confirmations** that flow back into the EHR in real time
- Provide **direct links to the patient portal** to prompt patient engagement
- Enable a **virtual waiting room** so that patients can seek in-person care without unnecessary exposure
- Engage in **patient-specific campaigns** that allow care managers to send actionable messages to select patient groups, closing care gaps, managing chronic diseases, and promoting wellness

Portal benefits don't stop with the patients

Your Patients

- Less time in crowded waiting rooms
- Faster registration process
- Family and caregiver access
- Familiar digital experience using everyday devices
- Care where and when it's needed
- More convenient access to care teams

Your Clinicians

- Improved clinician efficiency
- Familiar workflows
- Better management of chronic conditions
- Know the full patient story
- Interact with patients via secure messaging

Your Healthcare Organization

- Entice new patients and expand revenue streams
- Better outcomes for your patients
- Increased patient loyalty and portal adoption
- Fewer missed appointments
- Keep practice on schedule
- Faster payments and fewer denials

THREE

Reduce burdens for overworked clinicians

Workforce challenges have been a part of healthcare in the United States for many years. Clinician stress and burnout, mental and behavioral health issues, staffing shortages, and the administrative burden associated with providing and documenting care, among other factors, have resulted in unsustainable pressures on our nation's healthcare workers.

A National Academy of Medicine study found that *35% -54%* of clinicians report at least one symptom of burnout – more than double the amount found in other fields.[4] Nurses have been impacted in particular, as they are constantly juggling documentation, admission, medication, discharge, and other responsibilities that compete with the time and attention they give to their patients.

One thing you can do for your organization as a healthcare executive is select an EHR that will provide relief to end users. Take action to help reduce the administrative burden associated with providing and documenting care by choosing the right platform that emphasizes **mobility** and **personalization** for providers.

Choose a solution that allows providers to:

- **REMOTELY ADDRESS workload tasks, send/ receive messages, and refill prescriptions from anywhere**
- **QUICKLY ACCESS patient information, allergies, problems, medications, and result history**
- **RECEIVE UPDATED results and notifications in real-time**
- **USE INTUITIVE navigation and voice commands to set reminders and launch patient problems.**

Patients cannot receive care if there is no provider to care for them.

"The role of healthcare workers in taking care of all of us is absolutely vital to our society, to our economy, and to our culture. But our healthcare workforce needs to feel supported, too," said John Howard, MD, Director of NIOSH.[5]

Supporting your staff

- Staffing and workloads
  - ✔ Decrease expected workloads by embracing automation and new technological advancements
- Better-aligned leadership
  - ✔ Take the time to listen to nurse and provider concerns without judgement
- Improved EHR efficiency and enhanced EHR education
  - ✔ Educate end users and provide ongoing training and support[6]

Make time for providers to continue engaging with new technology to ensure that ongoing education remains a priority.

FOUR

Tackle workforce challenges with flexibility and creativity

Today's care models extend beyond the traditional care model of nurses at the bedside, and models like virtual nursing, hospital at home, smart rooms and more are being more widely embraced.

Virtual care models are becoming increasingly instrumental in health systems. Creative solutions like virtual nursing or virtual monitoring have the potential to increase efficiency and support positive patient outcomes while reducing burdens on healthcare professionals. These future-facing care models offer an alternative solution that compliments traditional care delivery and streamlines clinicians' workflows.
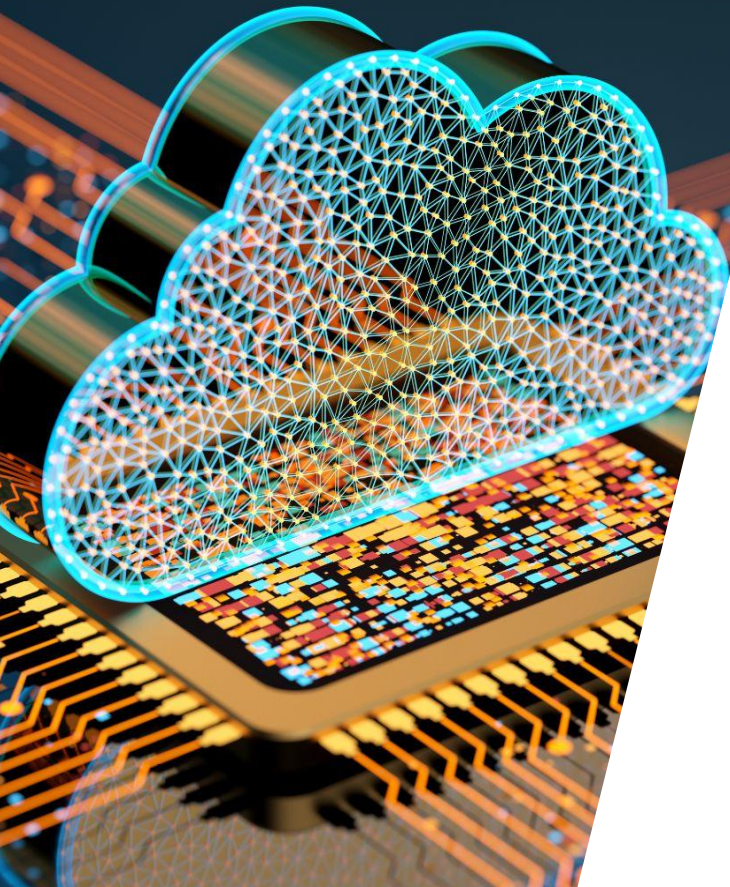
"By implementing virtual workflows for common tasks, health systems can drive efficiency and buy back time for floor staff. Virtual process enablement for things like admissions, care transition prep and ED assessments improves continuity of care and leads to faster time to treatment for the patient and earlier discharges.

The current workloads are simply untenable for many nursing teams. Virtual nurses help fill care gaps, restoring balance to staff-to-patient ratios. Embracing a hybrid nursing model supports staff recruitment and retention and enhances care team collaboration."[7]

MEDITECH works with organizations like HCA Healthcare that have embraced new care models to tackle nursing shortages directly. According to a recent Health Exec article, there has been a notable decline in hospital employment among RNs over 40, a trend that started before the pandemic and has only intensified.[8] HCA is addressing this issue by implementing a virtual nursing program that allow nurses to extend their careers in acute care settings while reducing the physical demands of traditional in-person care.

Learn more about HCA's journey with alternative care models here.

FIVE

Navigate AI in the healthcare landscape

AI is impacting every industry by expanding the capabilities of IT vendors to develop novel solutions, and the ability of users to better leverage their data. Having a checklist to evaluate your organization's readiness will be essential for ensuring an effective introduction of AI into workflows, and maximizing its benefits within your healthcare setting.

Review our checklist so you are primed for success. Read on!

Time to get ready!
Evaluate your readiness as you embark on your AI journey...

Establish effective data governance
- Ensure data literacy is established across your organization
- Boost commitment to appropriate data access and use by reevaluating policies and partnerships
- Keep security and privacy concerns top of mind in every project

Establish your AI strategy and ethical guidelines
- Build your strategy upon your existing mission and vision
- Establish an AI governance process
- Evaluate how the priorities of technology vendors align with your priorities

Understand the limits and potential of AI
- Master AI's vocabulary to frame realistic expectations of the technology
- Maintain accountability by developing policies that support "human-in-the-loop" (HITL) review

Match AI advantages to specific workflows
- Consider both healthcare professionals and patients when developing AI solutions
- Work directly with end-users (doctors, nurses, specialists, and other staff) to identify solutions that address workflow challenges impacting total experience

Design workflows for AI augmentation
- Evaluate how your data is available for various AI use cases and consider starting with a workflow that can be easily augmented –not replaced– by an AI based solution

Want more? Read our <u>blog</u>.

Explore the possibilities beyond the traditional care paradigm

MEDITECH and AI

- Leverages generative **AI** for auto generation of clinical documentation
- Leverages LLMs to draft documentation for clinician review and editing
- Saves time by gathering and synthesizing information saved in the EHR
- Reduces documentation burden and enhances provider efficiency and focus
- Dictation services allow physicians to verbally say orders and focus on patients during an encounter
- **Ambient Listening** captures the conversation between patient and provider
- Auto generates visit note for review and editing by clinician
- Surfaces the note directly in the chart

Expanse Navigator

MEDITECH has partnered with Google Health to provide a powerful new search and summarization tool that is already reducing cognitive burden and documentation overload.

- **Expanse Navigator built on Google Cloud** offers finely tuned search capabilities and NLP enables concept based searches
- Finds and presents unstructured data, including scanned and handwritten, from legacy platforms
- Synthesizes data to support clinical decision-making

The Next Step is *Yours.*

Keep the learning going – hear from leaders in the industry on topics like these on the <u>MEDITECH Podcast</u>

MEDITECH empowers healthcare organizations around the globe to expand their vision of what's possible with <u>Expanse,</u> the world's most intelligent EHR platform. Expanse answers the demands of an overburdened workforce: personalized workflows, intuitive functionality, interoperable systems, and innovative AI applications, all working together to drive better outcomes. See why thousands of healthcare organizations in 27 countries and territories choose Expanse. Visit <u>ehr.meditech.com</u> and follow us on <u>YouTube</u>, <u>LinkedIn</u>, <u>X/Twitter</u>, <u>Facebook</u>, <u>Instagram</u>, and <u>Threads</u>.

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