



# CARE DELIVERY:

**Tech Solutions for a Variety of Care Methods**

# hub

by HENRY SCHEIN®

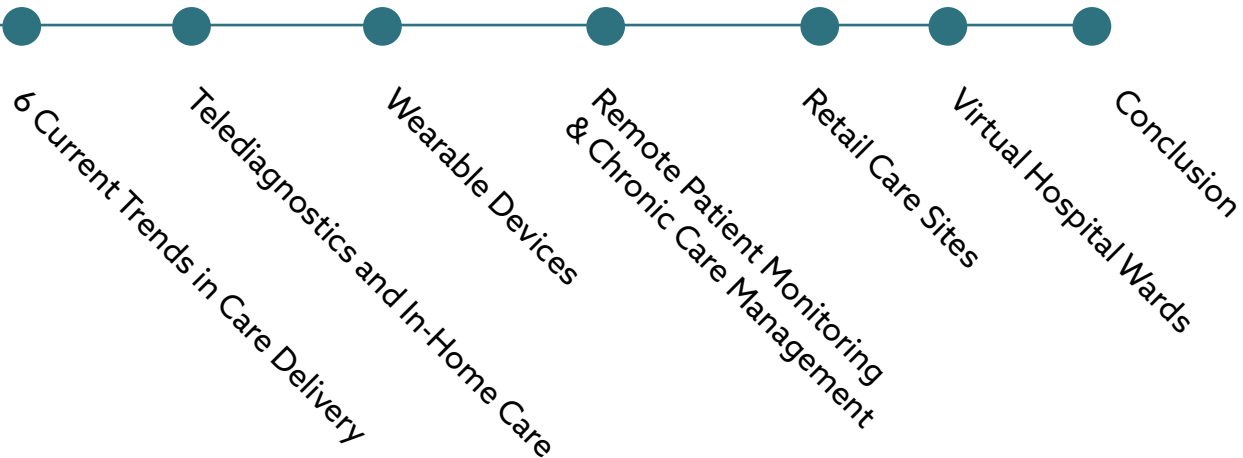
**Discover best-in-class technology to manage every facet of your practice.**

Learn more about Henry Schein's solutions provider by calling your local representative or visiting [HenryScheinSolutionsHub.com](https://HenryScheinSolutionsHub.com).

# INTRODUCTION

The health care industry is ever-evolving, and care modalities change with the advent of new technologies and evidence-based best practices for patient care. As a provider, it's important to stay updated on what the current trends in health care are, and how they fit in to your work as a clinician.

In this eBook, we'll explore care delivery as it stands today, starting with an exploration of six current trends in care delivery. We'll then delve into some tech tools and applications starting with teleradiology, wearable devices, and remote patient monitoring and how it applies to chronic care management, and moving on to retail care sites and virtual hospital wards. It's a lot of ground to cover, so let's get started.





## 6 CURRENT TRENDS IN CARE DELIVERY

It's no secret that care delivery is evolving, with many new trends coming to light. Here are six important trends to watch.

**01 | Artificial Intelligence Tools:** AI is being used in numerous ways to streamline health care, including natural language processing (NLP), pattern recognition algorithms, medical imagery analysis, and more. AI is also useful in analyzing data from wearables and other in-home medical devices to identify patterns and alert providers and patients when anomalies are detected.

**02 | Remote Care:** The benefits of remote care were highlighted during the height of the pandemic, and even now as we've drawn closer to "normal," providers and patients alike are still preferring to use telehealth in certain situations. Remote care provides convenience and cost savings, and allows providers to extend their care reach further than ever before. In addition to traditional telehealth, new advances in technology are allowing for things like teleradiology, chronic care management using RPM, and even virtual hospital wards.

**03 | Retail Healthcare:** Retailers such as Amazon, CVS, and Walmart are now offering services traditionally found in doctor's offices, such as vaccines, check-ups, and bloodwork. Patients are often drawn to these care sites due to their convenient accessibility, with expanded hours and walk-in models.

**04 | Wearable Devices:** With advances in capabilities of devices like smartwatches and the availability of simple devices like heart rate and blood oxygen monitors, more patients are using these devices to monitor their own health and providers are taking this data into account as well. There is a lot of potential for patient-generated health data to provide clinicians with valuable information about their patients, and as capabilities continue to grow and security concerns are ironed out, wider adoption becomes more likely.

**05 | Personalized Care:** Precision medicine, where treatments are tailored according to genetics, age, and risk factors, is becoming more widely adopted. Also, more providers are taking a more patient-centered, collaborative approach to care, involving the patient in the decision-making process.

**06 | In-Home Care:** While post-acute and personal-care still make up the majority of in-home care, there are new segments such as primary home care, home-based dialysis, home infusions, and hospital-at-home. New advances in technology for virtual care have had a hand in making this expansion of in-home care possible.

# TELEDIAGNOSTICS AND IN-HOME CARE

Telediagnostics involve a physician remotely examining a patient in much the same manner they would during a face-to-face encounter. There are many benefits to be gleaned from the use of telediagnostics, among them:

- The ability to expand care reach to include patients with mobility limitations or those located in underserved locations that are too far to travel to the office
- Avoiding unnecessary hospitalizations by addressing concerns sooner, thereby reducing care costs overall
- An increase in reimbursement by reaching the highest level of telehealth

One emerging use for telediagnostics is in-home care, where providers are using technology like medpod's MobileDoc to fit modern house calls into their schedule. This incredible tool transforms any environment into a clinical care setting, and with the help of a qualified presenter, allows providers to perform a detailed house call without ever leaving the practice. This type of in-home care provides many benefits, including better patient care, a strong reputation, a greater sense of fulfillment, and better infection control.

[◀ back to intro page](#)





US Smart wearable user market is expected to grow

**25.5%**  
YEAR OVER YEAR  
IN 2023

[Click Here for more information](#)

## WEARABLE DEVICES

Wearable device usage has more than tripled in the last four years as consumers have become more interested in tracking their own health and vital signs. As consumers express interest in sharing health data with their providers and insurers, the US Smart wearable user market is expected to grow 25.5% year over year in 2023.

Wearable technology is defined as any electronic device that a user wears on their body, such as smartwatches and fitness trackers. In addition to these devices that most people think of when they hear the word “wearables,” there are other types of wearable technology such as ECG monitors, blood pressure monitors, and biosensors. These devices can collect information about a user’s health and exercise, and transmit that data to the individual’s care team.

There are many benefits to be gleaned from wearables, the first being that because these devices are so personal, they can gather data from moments in a patient’s life that otherwise might not be gathered. This gives providers a complete picture of a patient’s health status, rather than just a snapshot from when they come in for a visit. Another benefit is how wearables focus on healthy habits and can motivate patients to be more active, pursue better sleep, etc. Finally, wearables come at a wide variety of price points now, making them fairly accessible.

[◀ back to intro page](#)



# REMOTE PATIENT MONITORING AND CHRONIC CARE MANAGEMENT

IN 2019  
**53%** fewer  
days in bed      **33%** fewer  
hospital admissions  
when their providers used  
RPM in their care.

Remote patient monitoring (RPM) enables providers to monitor their patients' illnesses or chronic conditions via remote monitoring devices, so they can more quickly identify issues and make treatment decisions. As of 2018, **just over 50% of U.S. adults had at least one of ten chronic conditions (COPD, cancer, arthritis, asthma, heart disease, hepatitis, diabetes, hypertension, stroke, or kidney disease), and just over 27% had multiple chronic conditions,** making chronic care management a necessity. RPM is particularly helpful in chronic care management, with the **Veteran Association** finding in 2019 that patients had 53% fewer days in bed and 33% fewer hospital admissions when their providers used RPM in their care.

Chronic Care Management (CCM), by definition, is consistent monitoring and treatment of chronic conditions that last six months or longer. Conditions frequently addressed by CCM include mental health disorders, diabetes, arthritis, heart disease, and Alzheimer's, among others. RPM can enhance chronic care management by allowing providers to track their patients' conditions daily and quickly adjust treatments accordingly.

RPM programs utilize many different devices, including pulse oximeters, scales, blood pressure monitors, blood glucose monitors, and heart monitors, all of which are useful in providing thorough CCM. Studies have shown proof that RPM improves care for diabetes, hypertension, cancer, and COPD, making it an ideal solution for thorough, efficient chronic care management.

[◀ back to intro page](#)



## RETAIL CARE SITES

Retail health clinics operate out of grocery stores, pharmacies, and “big box” stores and provide care for simple, acute illnesses, usually by a nurse practitioner. Patients are often attracted by the extended evening and weekend hours, shorter wait times, and walk-in availability. Most often, these clinics bridge the gap between primary care and an emergency room at times when primary care is unavailable. Additionally, retail clinics provide vaccines and other minor preventative care, usually with transparent and fixed pricing.

As with anything else, there are pros and cons for retail care sites. On the positive side, these clinics offer convenient care, and usually in a very cost-effective way. Negatively, though, there is a possibility that the patient could be deferred to a hospital for treatment, so it’s important to understand that visiting a retail care site is not a guarantee for care and treatment. Additionally, there is a possibility for patients to rack up higher care costs overall due to overutilizing retail care sites and visiting at times that aren’t really necessary, but feel convenient.



## VIRTUAL HOSPITAL WARDS

A virtual ward allows patients to receive the care and monitoring of a hospital stay from their own home. When discharged to a virtual ward, a patient will continue to receive regular checks and interactions with doctors and nurses virtually, allowing both the comfort of home and the care of the hospital simultaneously. Providers will also often do home visits, but much of the care is provided through video calls. Typically, the patient will also have medical devices that will allow them to self-monitor, such as heart rate monitors, pulse oximeters, and blood pressure cuffs.

Virtual wards have been getting quite a bit of attention in the U.K., where the NHS has been testing them out. In these trials, such success has been observed that the program is expected to expand greatly in the coming months.



## CONCLUSION

Obviously, care delivery is evolving, and it's important for practices to stay up to date on the latest trends and implement new technologies whenever possible to keep their patients satisfied. With this in mind, Henry Schein SolutionsHub works tirelessly to identify the very best in technology vendors who can come alongside your practice and enable you to implement new means of care delivery to benefit your patient population. To explore our offerings, visit [henryscheinsolutionshub.com](https://henryscheinsolutionshub.com) or speak to one of our Solutions Consultants.

**hub**  
by HENRY SCHEIN®

**Discover best-in-class technology to manage every facet of your practice.**

Learn more about Henry Schein's solutions provider by calling your local representative or visiting [HenryScheinSolutionsHub.com](https://HenryScheinSolutionsHub.com).

◀ [back to intro page](#)