From a Clinical Perspective:

The Changing World of Healthcare IT

August 11, 2015

Jeff Fountaine
GM, Healthcare
The Healthcare market encompasses many different segments:

- Health care spending consumed 42% of federal revenues and 6% of household income.
- Total U.S. health care expenditures are estimated to be $3.09 trillion in 2014, and are projected to soar to $3.57 trillion in 2017.
- Hospital care was the largest expense for both Medicare and Medicaid.
- For 20 years the average annual growth rate for hospital care has been 5.6%.
Segmentation – Hospital Market

32% ($896M) Spent on Hospital Care

BEDS

LARGE MULTI-STATE
263,320 in 32 IDNs

LARGE REGIONAL
66,425 in 17 IDNs

MEDIUM MULTI-STATE
71,268 in 38 IDNs

MEDIUM REGIONAL
136,578 in 89 IDNs

AVAILABLE LABOR FORCE

Nurses
134,398

Clinical Support
67,199

Unknown

TARGET LABOR FORCE

537,500 Beds
134,398 Nurses
67,199 Clinical Support

Physicians are not a targeted segment
Due to regulatory guidelines, it is imperative that the healthcare market find a way to reduce cost while improving healthcare outcomes. This need is creating “breakthrough growth” in the clinical healthcare IT market:

- **Clinical IT Growth** - The clinical healthcare IT technologies market is projected to grow to approximately $26.1 billion in 2017, a compound annual growth rate (CAGR) of 18.5% between 2012 and 2017.

- **EHR IT Growth** - There are seven areas of clinical healthcare IT technologies with one of those being EHR. The EHR CAGR between 2012 and 2017 is estimated at 20% and is the highest growth rate of the seven areas.

- **Government Funding** - Total federal funding for health IT growth is estimated at $7.5 billion in 2011; $7.8 billion in 2012 and $7.1 billion in 2017.

- **Hospital IT Funding** - In 2012, hospitals’ IT investments were an estimated $5.8 billion. Growing at a CAGR of 7.4%, this figure should reach $8.3 billion in 2017.
Nurses spend too much time updating patient records in the EHR because of the amount of information needed.

Nurses struggle with usability of the EHR which compounds the time it takes to review and update.

Nurses don’t spend enough time with patients and they are frustrated by that.

“Swamped with tasks such as hunting for supplies, tracking down medications, filling out paperwork at the nursing station and looking for missing test results, nurses may spend less than two hours of a 12-hour shift in direct patient care, studies show. But research has also found that the more time nurses spend at the bedside, the less likely patients are to suffer falls, infections and medication errors, and the more likely they will be satisfied with their care.”

What is Challenging about EHR Systems?

• The EHR system is not always readily available. Not all hospitals have a computer in every room and sometimes they have to track down a WOW.

• EHR installs were rushed in order to meet electronic health incentive payment requirements and the focus was on the install and not the use.

• Different healthcare roles have different view of the patient record so not all patient information is readily available causing nurse to navigate multiple screens for each interaction with the patient.

• The regulatory guidelines imposed have made the EHR focus on entering information for meeting requirements rather the needs of capturing information for the patient’s benefit.

• Many nurses feel the EHR system has hindered communication instead of helped between nurses and other clinical staff such as doctors and pharmacists.

92% of Nurses are Dissatisfied with Inpatient EHR Systems
IV Insertion Workflow Example

On average, 15 minutes saved for each patient interaction due to charting on paper, time spent charting in EHR and walking time to obtain next assignment
Zero-Footprint Mounting
Captiveo for iPod and iPhone
Delivering Workflow Performance

User Experience

Purpose-Built Innovation:
Next, we use those insights to integrate purpose-built technologies into precision solutions that are uniquely innovative and agile.

Voice of the Customer:
First, we combine deep experience and industry expertise with extensive observation, and interviews with users and workers.

User Experience:
Our customers always have the final say, thanks to extensive options for granular customization to fit their exact needs.