Development of a new framework for the structuring, digitization and redesign of care processes under the Value-Based Healthcare approach in a tertiary hospital

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INTRODUCTION

Value-based healthcare (VBHC) focuses on optimizing resources by directing them towards improving patient-perceived health outcomes

The VBHC approach leads us to the **need to redesign the current processes**

The main aim is **to develop tools that allow the redesign of the process under the VBHC approach**

REQUIREMENTS

- Include patient's perspective
- Scalable
- Avoid external apps
- Easy, intuitive

METHODS

Study of ICHOM sets to identify new needs

Quality + IT + Strategy departments set the **requirements** for the new tools

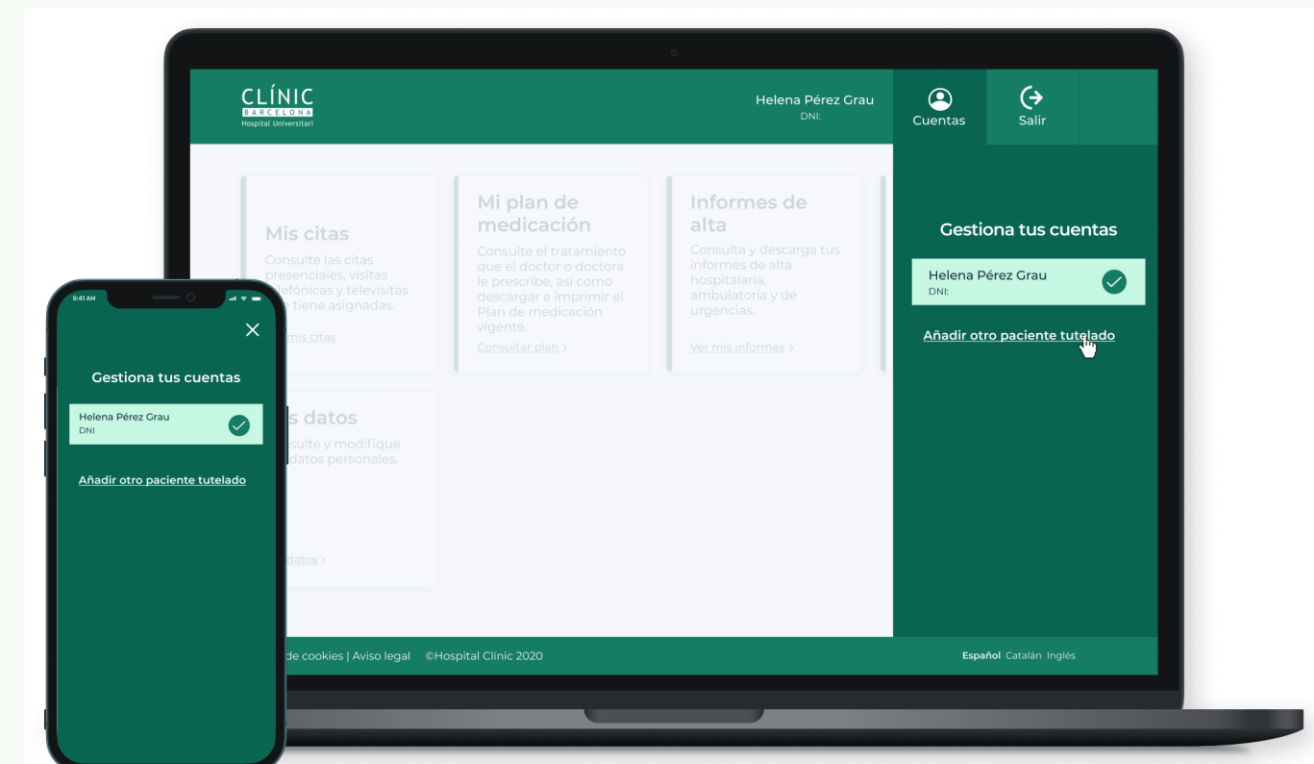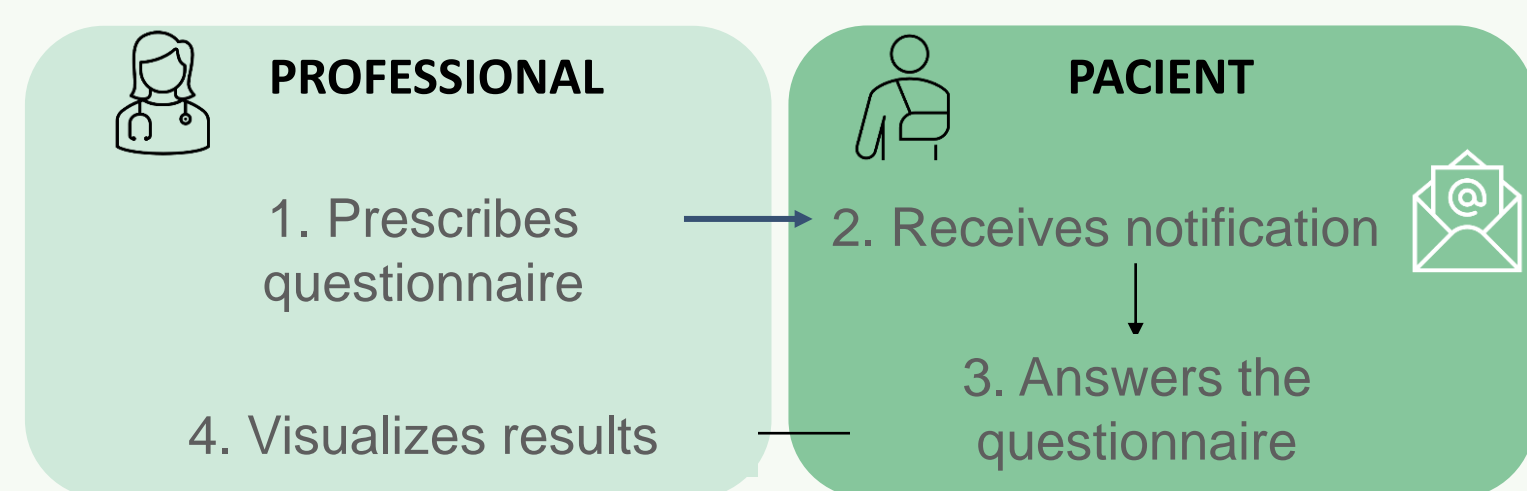**Design and development** of the new tools

RESULTS

1 CLINICIAN REPORTED OUTCOMES (CROs)

Structured forms associated with the process are developed:

- Accesible from the **usual workstation**
- Access to all **professionals involved**
- To be used during **the patient's visit**
- **Integration** of **all patient data**
- Automated **index calculations**
- **Clinical course** is generated

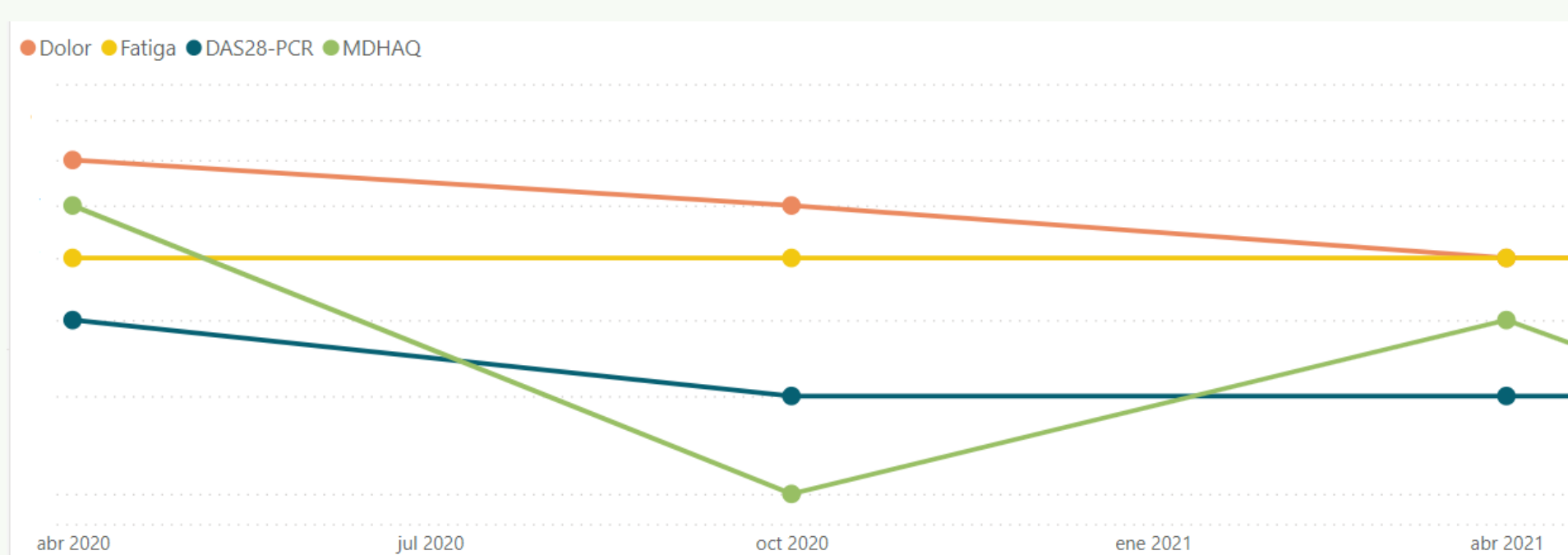### 2 PATIENT REPORTED OUTCOMES (PROs)

The professional prescribes **questionnaires** to the patient from the workplace and the **patient answers** them from their own mobile device, pc or tablet through our **digital health application**
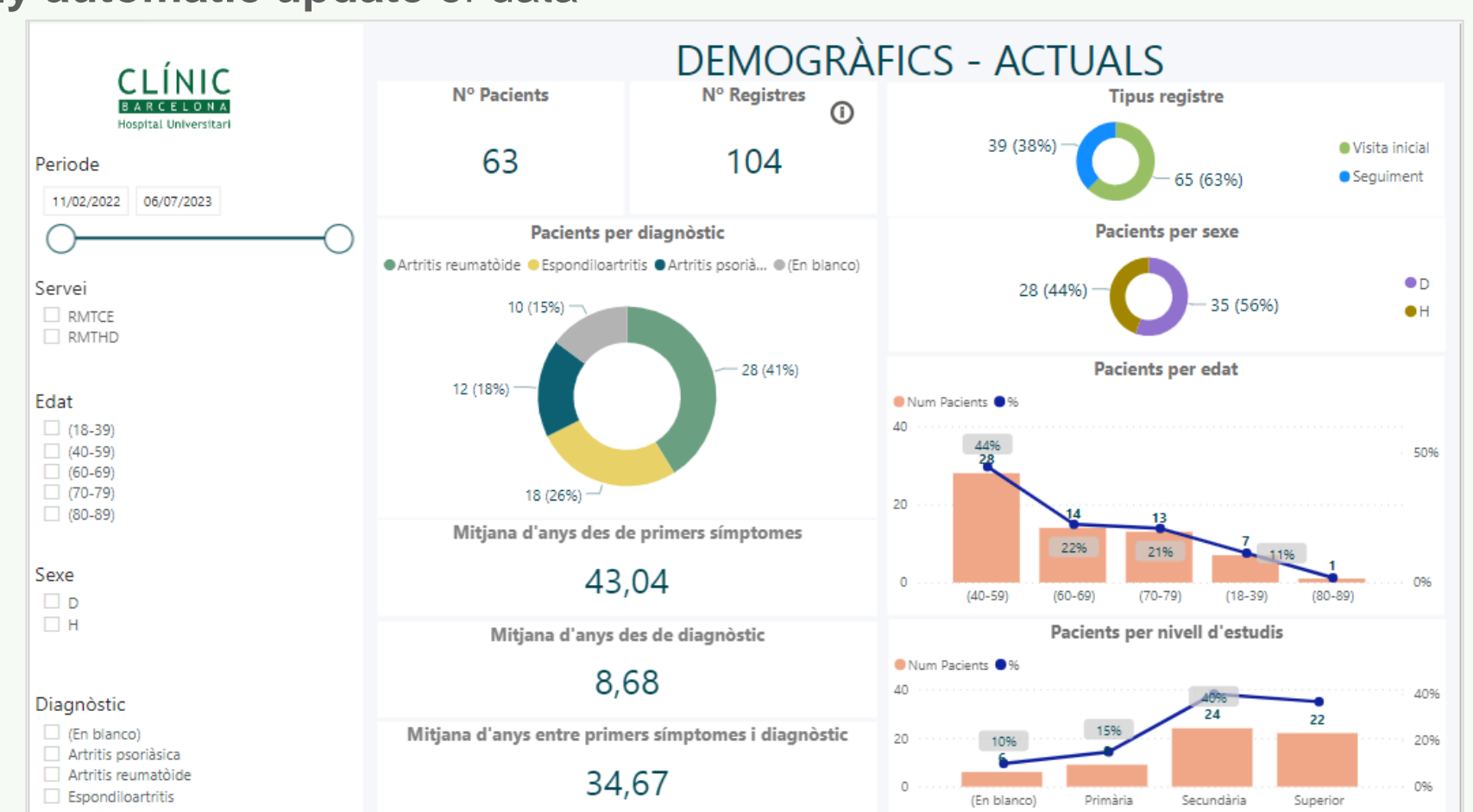
PROFESSIONAL
1. Prescribes questionnaire
4. Visualizes results

PACIENT
2. Receives notification
3. Answers the questionnaire

3 USE OF DATA

Visualization of the **patient's evolution** at clinician's workstation

- Evolution of **CROs and PROs over time**
- **Important points** are **highlighted** (changes in treatment, hospitalization, emergencies...)

Predefined **dashboards** for the follow-up of **all patients** in the care process.

- **Dynamic data segmentation**: age, sex, social determinants, therapeutic plan...
- **Daily automatic update** of data
- Representation of **indicators** : demographics, clinical, treatment, process, economic...

CONCLUSIONS

- These tools **allow the implementation of VBHC** in different care processes
- It has been possible to **optimize processes**, avoiding duplication and extra work in data collection
- The incorporation of PROs enables to consider the **patient's perspective**
- Digitization and structuring of data facilitates the **use of data to support decision making**

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