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

Silvia Sánchez Seda¹, Roser Cadena Caballero¹, Faust Feu Caballe¹, Magalí Castella Tarres¹
¹ Hospital Clínic de Barcelona

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.

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:
- Accessible from the usual workstation
- Access to all professionals involved
- To be used during the patient’s visit

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.

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...)

4. CONCLUSIONS

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