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Empower Patients, Improve Outcomes: Smart Health Risk Assessments

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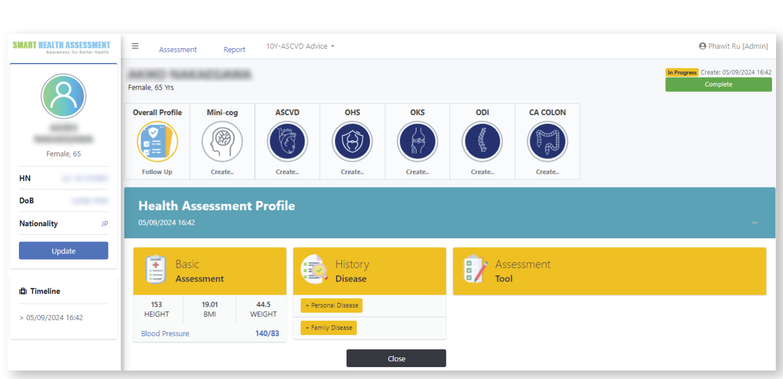
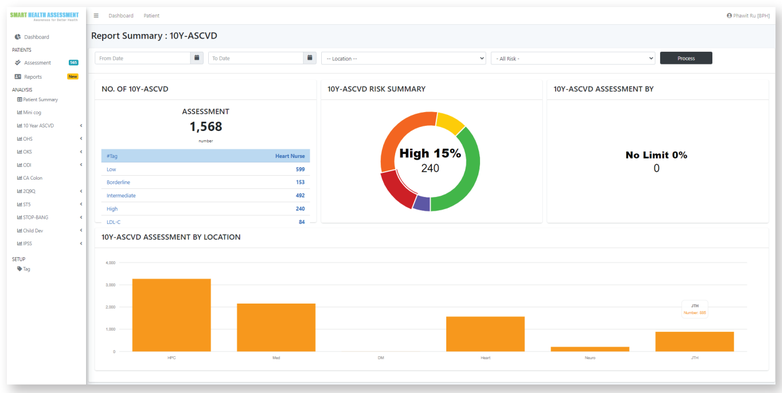
Introduction

The COVID-19 pandemic significantly impacted our operations starting in 2020. To navigate the 'New Normal,' we embraced innovation by implementing Value-Based Care (VBC). This initiative focuses on the integration of high-quality care, preventive care, customer experience excellence, and cost-effectiveness.

We started assessing patients according to the Value Care Cycle Model, developed the Smart Health Risk Assessment System, and created a Patient Care Data Management System.





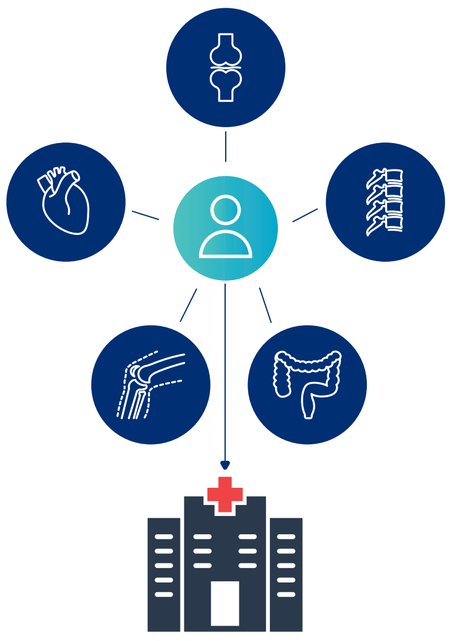
Objectives

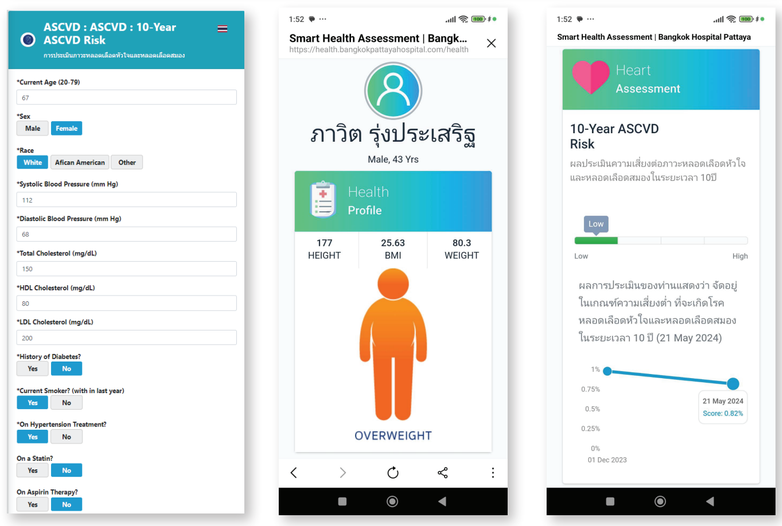
Improving health and life expectancy to exceed 85 years old.

Methods

We have integrated the concepts of Design Thinking and PDCA principles.

- **User-centered solutions:** Design Thinking ensures that the solutions are relevant and aligned with the needs of the users
- **Data-driven decision-making:** The Plan, Do, Check, and Act stages help in tracking the results and evaluating the effectiveness of the chosen approach
- **Sustainable improvement:** Design Thinking helps in finding new solutions to problems





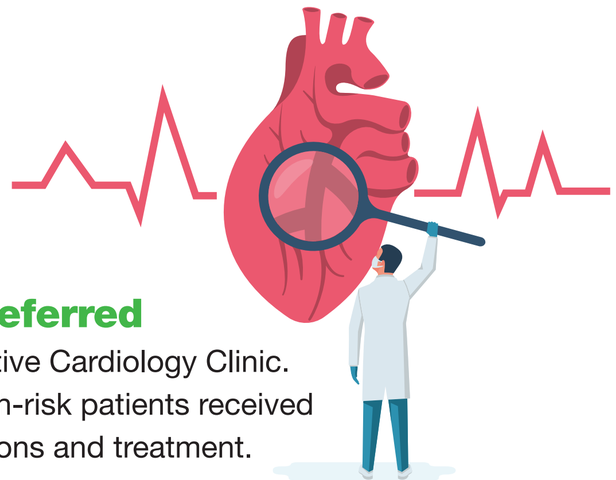
Results

18,456 patients assessed

1

2,237 High Risk
Patients Identified.

2



30% referred
to Preventive Cardiology Clinic. These high-risk patients received consultations and treatment.

3

487 patients
enrolled in the stroke prevention program.

2 Cases
Were detected early, and none have had a stroke.

4

5 high-risk patients with depression received counseling.

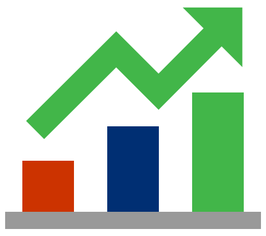
5

Preventive Care:
17,000+ cases
received assessments and recommendations.

6

85% improvement
in customer wait times and operations.

7



Continuous Improvement
by utilizing user data and feedback.

Conclusions

- The Smart Health Risk Assessment empowers patients to understand their health, practice self-care, and identify potential risks. The system offers more targeted assessments and improved patient risk tracking.
- The collected data will be used to provide personalized patient care in the future
- Patients will experience a better quality of life
- Patients will be able to delay the onset of severe illnesses

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