



## Five Innovations in Care Redesign Driving Bundles Performance

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## Put Care Redesign at the Center

Bundled payment is generally touted as a promising example of payment innovation — **but the true benefit of bundling payments derives from reengineering care delivery**, not from combining separately paid line items into a single tab. Bundled payment provides the impetus, but the work of care redesign must follow if the promise of bundled payment is to be realized: reductions in unnecessary care, reductions in readmissions, lower risk and complication rates for patients, and improved patient function and outcomes.

*Bundle Payment: Learning from our Failures*  
Tom Williams, Jill Yegian

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# A Focus on the Entire Episode of Care

## The Patient Journey



Comprehensive Journey Map of all the patient-provider actions along the entire continuum of care

# Patient-Centered Pathways

With the patient networked with the team



# 1. Guided Patient Engagement

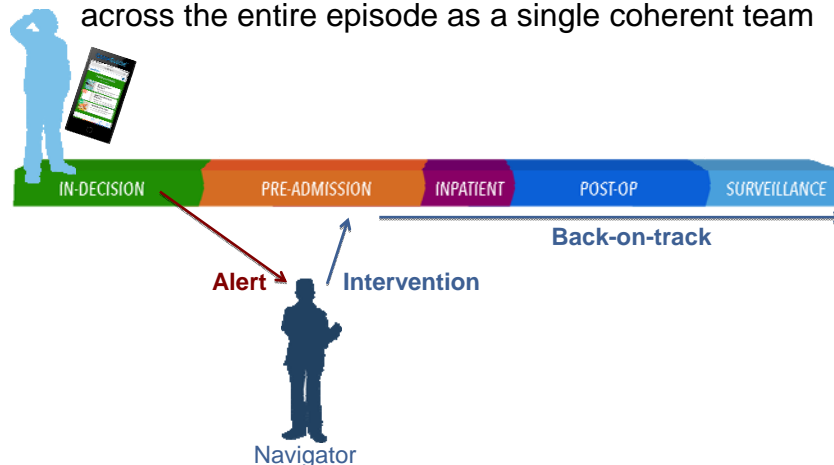
Providing patients with turn-by-turn directions through all the steps in the pathway across the episode

- Learn about the procedure
- Doctors appointments
- Decision-making
- Medications
- Insurance
- Co-Pays
- Forms
- Employer
- Transportation
- Pre Admit Tests
- Hygiene, Fasting
- Family Involvement
- Home Arrangements
- Discharge Arrangements
- Follow-up Appointments
- Special Medical Equip.
- Dietary Requirements
- Anesthesia Assess
  - Precautions
    - Exercise
    - Bills
  - Expenses
  - Wound care
  - Home Health
  - Rehabilitation
  - Special Services
- Pain Management
- Satisfaction Surveys



# 2. Connected Navigation

Coordinating patients, caregivers, and all the providers across the entire episode as a single coherent team



### 3. Patient Decision Support

Using patient inputs to guide them through the essential choices that shape their Pathway



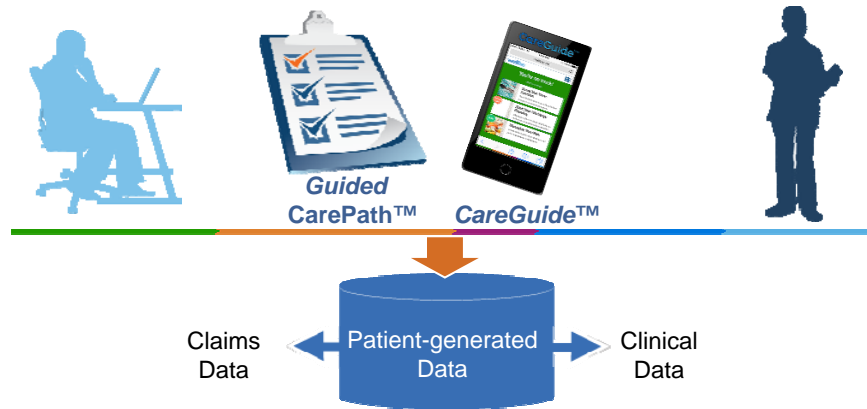
### 4. Coordinated Tasking

Synchronized team alerts, actions, and communications across multiple provider settings based on standardized processes and protocols across the episode



# 5. Data-Driven Episodes

Collecting 'real-time' Patient-Generated Data and analytics during the episode of care



# Thank You