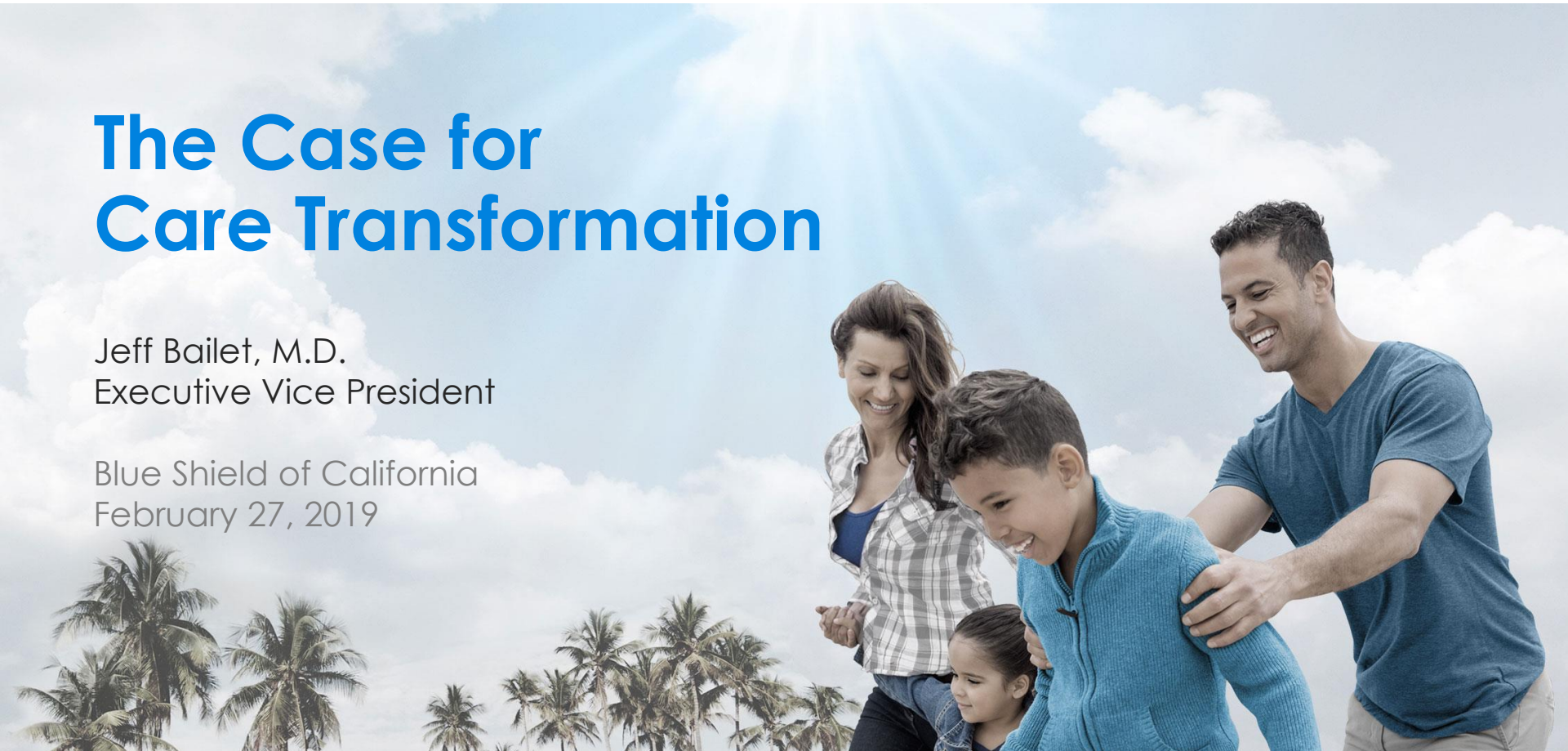


# The Case for Care Transformation

Jeff Bailet, M.D.  
Executive Vice President

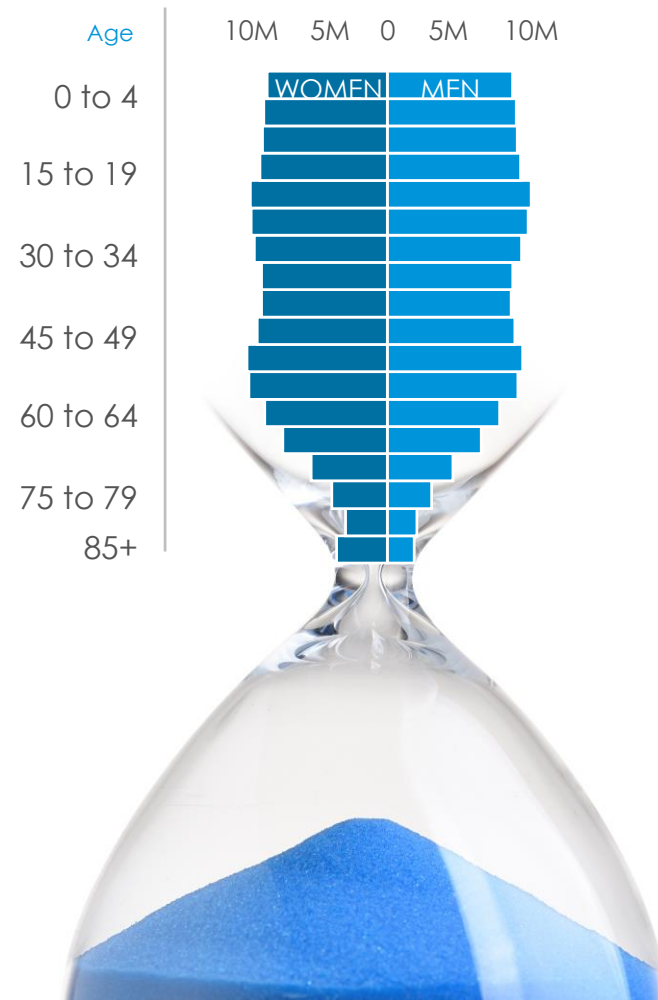
Blue Shield of California  
February 27, 2019



# Why bother?

Time is running out  
and there's not  
enough money in  
the system.

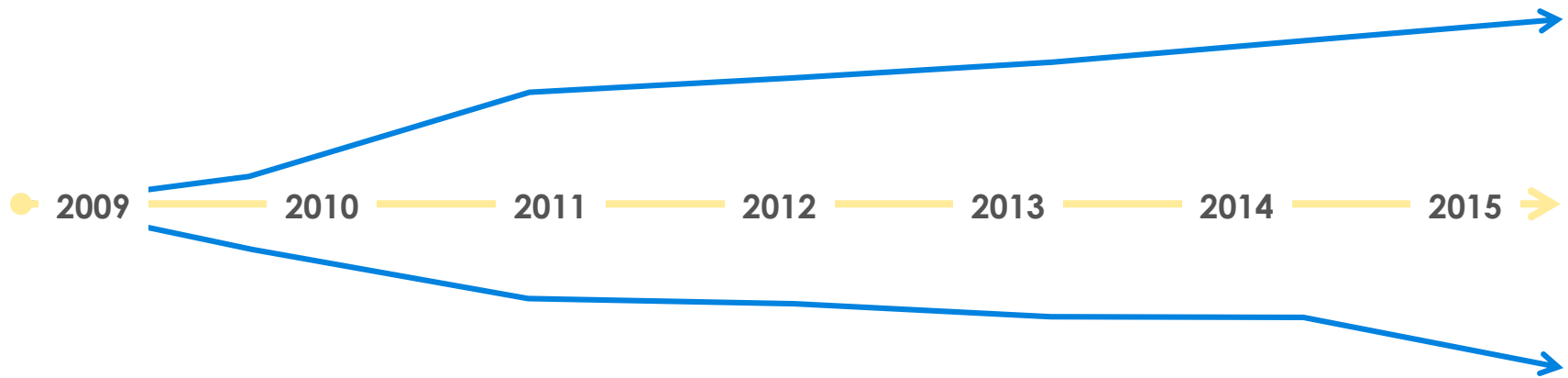
## U.S. Population 2015



# Where's the Value?

## We are spending more, getting less.

Average family premium is up **25%**

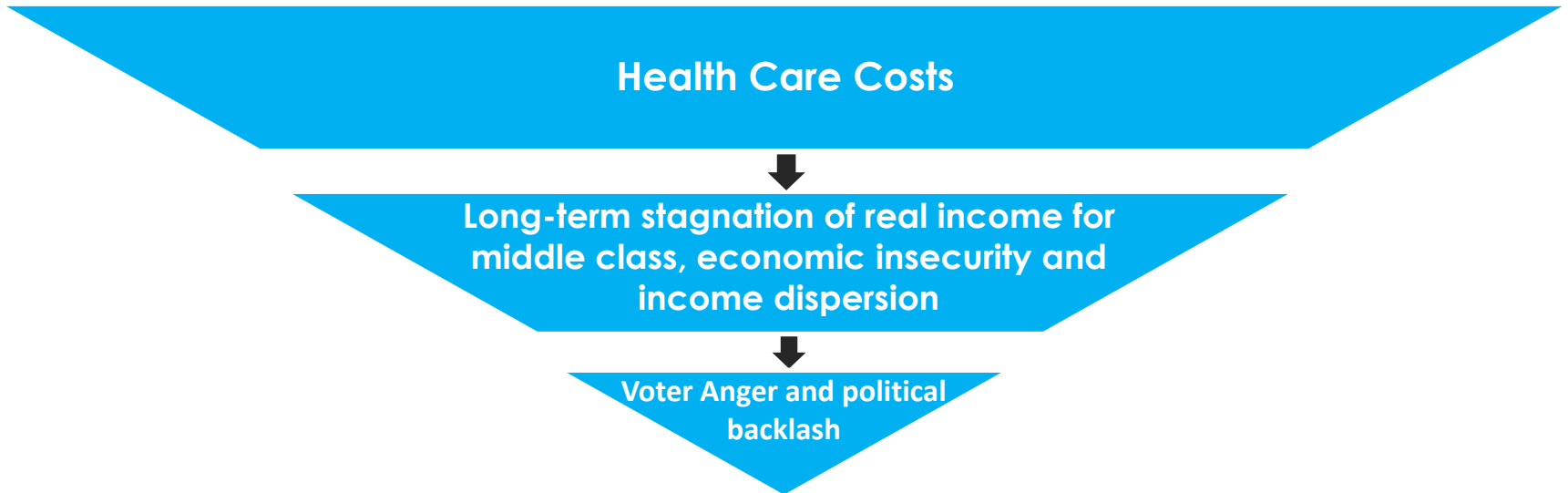


Quality of health care through PPOs and HMOs is decreasing

- Diabetics' blood pressure control
- Diabetics' HBA1C control

Source: Elizabeth Mitchell, Center for Regional Healthcare Improvement

# A social/political tipping point is imminent



# Increasing burden on physicians and clinicians jeopardize provider sustainability

- Administrative demands taking a tremendous toll on physician engagement and wellbeing
- Charting in the electronic health record extends beyond workday
- Current state of isolated, fragmented, non-interoperable health information is unacceptable
- Practices struggling to remain vibrant
- Loss of practice autonomy contributing to burnout, compelling independent practices to be acquired by Optum or other large integrated delivery systems
- Challenges navigating APMs and MIPS

# What we mean by provider sustainability

In order to create a care system worthy of our family and friends and sustainably affordable, we need an adequate supply of physicians who are:

- Qualified, high-performing
- Philosophically aligned
- Affordable
- Professionally happy
- Technically enabled
- Appropriately supported clinically and operationally

# We need health care providers to adopt and use transformative capabilities

- Cutting edge technology, including:
  - Real-time claims processing and transcription services
  - Real-time pharmacy formulary, pricing and patient liability
  - Comprehensive digital health records (e.g., statewide HIE)
  - Other clinical tools (e.g., artificial intelligence)
- Properly equipped to successfully navigate APMs and MIPS
- All these tools and capabilities need to be used in ways that support goals for exceptional clinical quality outcomes, improved affordability and excellent patient, physician and clinician satisfaction