

Leadership Conversation

Health Transformation Alliance – Robert Andrews, CEO

Video Length 31:57

https://www.youtube.com/watch?v=UZtRtGxycQg&feature=emb_logo

| Topic | Time |
|--|-----------------------|
| How does getting patients the best care save employers, employees, or society money? <ul style="list-style-type: none">• Diagnoses is right the first time, rather than waiting for a second time• Increases the likelihood the person is going to get healthy• Pay for the right treatment the first time• Employer spends less on the care | 2:46 |
| Does the COVID-19 crisis give you any more insight into how we should be functioning as a society in terms of healthcare? <ul style="list-style-type: none">• Access to virtual care has skyrocketed• Need for physicians who are trained technically and culturally to perform great virtual care• Importance of doctor-patient relationship and building trust virtually• Encourage more listening than talking from the provider | 5:05 |
| How do you build a stronger doctor-patient relationship and trust virtually? <ul style="list-style-type: none">• Virtual relationship replaces a missed relationship• Deferred or neglected care is a great crisis from COVID-19• Virtual care is a safe space for patients to get care• Healthcare is not immune to consumer desire for portable, high-quality services on demand | 7:48 |
| Have you seen if people are responding positively to receiving healthcare at a cost-savings or conveniently? <ul style="list-style-type: none">• Sometimes yes, sometimes no• Quality of experience is varied• Venue of care has changed, underlying strengths and weaknesses of care has not changed• Use data to identify where high value experiences are and where they are not and educate patients about that to steer them to highest value care | 11:09 |
| One of HTA's advantages is collecting data, disseminating it, and analyzing it to understand where the best service is? <ul style="list-style-type: none">• "Best" does not mean cheapest• "Best" is value; a balance of who is great at their responsibilities• Come up with data-driven, peer-driven definitions of "best"• What we really want to know is how good people are at treating patients | 13:11 |
| Have the challenges for HTA changed over the past 3 years? <ul style="list-style-type: none">• Fundamental challenge has not changed• Mismatch of incentives in the US healthcare system• Incentive is about providers get paid by how many procedures they do, not by how well they do them• Incentives will only change when demand changes the structure | 15:49 |

| | |
|---|-----------------------|
| <ul style="list-style-type: none"> • Changes in our time: <ul style="list-style-type: none"> ○ Explosion of health tech companies that report to patients who are effective providers ○ People have fallen in love with technology in lieu of the outcome • Providers have to currently live under the system they inherited | |
| <p>As a society, can we get to this healthcare reform without it being government-driven? Will government ever get there?</p> <ul style="list-style-type: none"> • All institutions need to push in this direction • Prediction: employers will start the push first • High-value and low-value providers will result in winners and losers • Standard of care will rise and not everyone will meet it • Demographic change will demand change in healthcare | 19:14 |
| <p>What do you think the role of companies have played in making our society more just and equitable?</p> <ul style="list-style-type: none"> • The moral thing to do to treat every personal equally • Bad for business to not be inclusive and respectful • International business is important to most companies' futures • Commercial disadvantage to not be inclusive • People in business can act sooner and better | 22:50 |
| <p>It seems two of the bigger challenges we have is equity for all and health, and that you think organizations will have to take the lead on this, and it seems like they are doing that?</p> <ul style="list-style-type: none"> • Perception is that obliviousness and indifference is a bad business strategy • If you are oblivious, people do not want to do business with you • Businesses should not become partisan • Businesses should become aware of circumstances • Many corporations have shown that awareness recently • Workplaces can become places for honest conversations about race | 27:25 |

Notable Quotes:

“We hope people don’t fall in love with convenience, but lose track of the ultimate objective, which is the highest value outcome for the patient.”

“Because they are not burdened by some of the banalities of our politics and prejudices of our politics, men and women who are leaders in business have both the opportunity and the imperative to act sooner and better (about making our society more just and equitable).”

Discussion Questions:

1. What are ways that you think healthcare and the way it is providing may look differently following COVID-19?
2. What can company leadership do to make their workplace a safe space for honest conversations about race and equity?

| Company | CEO | Topics |
|--------------------------------|----------------|------------------------------|
| Health Transformation Alliance | Robert Andrews | Healthcare, COVID-19, Equity |

