Demystifying the Changing Health Care Environment

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Learning objectives

- Describe elements of the changing national health care landscape
- Identify how the changes may present opportunities for volunteer services

New Thinking

Redefining the “H”
Changes in Health Care

• New Administration
• ACA exchanges
• Moving from volume to value reimbursement
• Accountable Care Organizations
• Less inpatient care and lower lengths of stay
• More community-based care
• More recovery and rehabilitation care

Changes in Health Care

• Focus on population health and community health
• More wellness and prevention
• Emphasis on continuum of care
• Narrow networks
• Nonpayment for avoidable readmissions
• Opioid addiction

Changes in Health Care

• Market disrupters
  • Retail
  • IT, mobile devices, Google, virtual care
  • Expanded access, bad debt
  • Consumerism/price transparency
  • Scorecards/public accountability
  • Community health needs assessments
Changes in Health Care

- Patient experience
- Behavioral health, behavioral health, behavioral health
- Mergers/joint ventures/partnerships/outourcing
- Culture of safety
- Predictive analytics

Changes in Health Care

- Health disparities
- The IT Monster
- Employed physicians
- Physician extenders – PAs, NPs
- Clinical effectiveness research
- Violence

Question

What changes are you noticing in your hospitals, health systems and community?
Changes for Volunteer Services?

Redefining
The
“V”

Sweet Spots for Volunteer Services

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- ACA exchanges
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Less Demand for Some Services??

- Inpatient information desks
- Mail, flower, magazine deliveries
- Patient transport
- Gift shop
- Valet
- Wayfinders
- Inpatient
Accepting Change is the First Step

“The only sense that is common in the long run is the sense of change— and we all instinctively avoid it.”
-- E. B. White

“Our power comes from alignment, not resistance. We must move the way life is moving and stop looking back.”
-- Paula D'Arcy

Questions?

AHA Resources

• H&HN Daily: Free e-newsletter of current health care issues
  • www.hhnmag.com/

• Engaging Health Care Volunteers to Pursue the Triple Aim
  • www.aha.org/about/volunteers/tripleaim.shtml
Thank YOU!

• Please complete the session evaluation and leave it in your area.

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