Evolution of Healthcare

Health Forum of West Michigan
March 4, 2014

Patrick O’Hare, Sr. Vice President and Chief Information Officer
Healthcare —1985 to 2016

Source: Oliver Wyman; 2015
Challenges

- Cost
- Quality
- Access

1985

2016
Consumers drive change

Source: Oliver Wyman; 2015
Fee-for-service to consumer-centric
Emerging model of care

- No computer access
- Emergency? Call 911
- Doesn’t drive
- Missed appointments
- 15-20 medications
- Emotionally attached
- Team/resource management
- Data management issues
- Hard to find quality doctors
- Doesn’t trust technology
2015 Spectrum Health EMR exchanges

126 organizations (38 states)
Bringing new meaning to a 2nd opinion

Record sharing among providers for clinical insight
Today: Multiple data sources; no integration
MyHealth

29 Delivery Features

32 Insurance Features
Technology opens access to information sharing
Technology + Doctor = Health Advisor
Advice to the next generation of leaders

Future leaders must be able to:

Lead change

Be curious—ask questions—practice systems thinking

Better understand information systems and leverage data
Discussion