



## Care Gaps in Healthcare - Introduction & Key Considerations

Part 1

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### Introduction:

In recent years, the healthcare industry has been undergoing a significant transformation driven by advancements in technology and data analytics. One of the key challenges faced by healthcare providers is identifying and addressing care gaps, which are the disparities between the care that patients should receive and the care they actually receive. Exafluence, a leading domain centric technology company, has partnered with Google and MongoDB to develop a solution to tackle this issue head-on. In this blog post, we will explore Exafluence's Care Gaps Solution and how it could revolutionize the healthcare landscape.

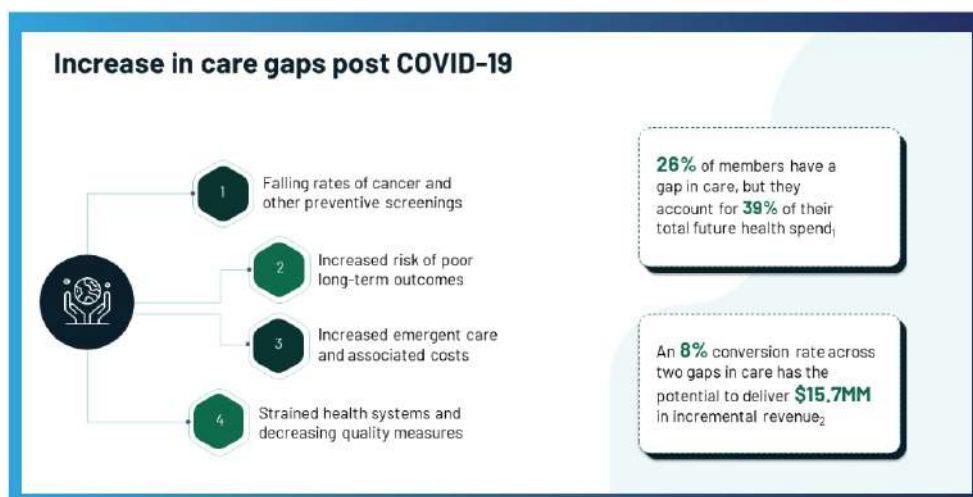
### Understanding Care Gaps:

Care gaps are undelivered medical services, like screenings, periodic tests, and check-ups that members require, based on their medical conditions, observations, age, or gender. For example, a diabetic patient, not getting their annual eye check-up done, or their quarterly HB1Ac testing, results in a care gap.



Failure to address such care gaps, can result in lower quality ratings for healthcare providers, increased risk levels for members, and higher future care costs for payers. Identifying and addressing care gaps is crucial for enhancing the quality of care and improving patient outcomes.

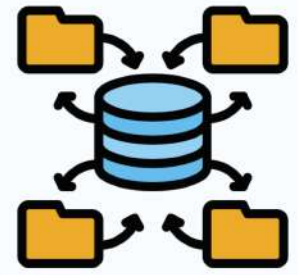
According to a recent SpringBuk report, on an average 26% of members have a gap in care, but they account for 39% of the total future health spend of the payer. Cerner's recent report has shown that addressing care gaps is a great revenue opportunity and even 8% conversion rate across two gaps in care has the potential to deliver over 15 Million in incremental revenue from Medicare patients



Implementing a care gaps solution in healthcare organizations comes with its own set of challenges. Let's explore some of the key challenges:

## Data Integration and Interoperability:

One of the primary challenges is integrating data from various sources and systems within healthcare organizations. Different data formats, coding systems, and interoperability issues can hinder the smooth integration of electronic health records (EHRs), claims data, and other relevant datasets. Ensuring data compatibility and establishing seamless data flow across systems requires careful planning and coordination.



## Data Quality and Accuracy:



The effectiveness of a care gaps solution heavily relies on the quality and accuracy of the underlying data. Incomplete or inconsistent data can lead to inaccurate identification of care gaps and subsequent interventions. Data cleansing, standardization, and validation processes are essential to ensure the reliability and integrity of the data being used for analysis.

## Privacy and Security Concerns:

Healthcare organizations handle sensitive patient information, and implementing a care gaps solution requires robust measures to protect patient privacy and comply with data security regulations. Ensuring data encryption, access controls, and compliance with HIPAA (Health Insurance Portability and Accountability Act) regulations is crucial to maintain patient confidentiality and build trust among stakeholders.



## Workflow Integration and User Adoption:



Integrating a care gaps solution into existing healthcare workflows can be challenging. It requires healthcare professionals to adapt to new processes and technologies, which may disrupt their established routines. Adequate training, change management strategies, and user-friendly interfaces are essential to ensure smooth adoption and minimize resistance to change.

## Governance and Stakeholder Collaboration:



Implementing a care gaps solution often requires collaboration among various stakeholders, including healthcare providers, administrators, IT teams, and data analysts. Establishing effective governance structures, communication channels, and decision-making processes can be challenging, especially in complex healthcare organizations with multiple departments and hierarchical structures.

## Scalability and Sustainability:

As healthcare organizations grow and expand, the care gaps solution should be scalable to accommodate larger patient populations and increasing data volumes. Ensuring that the solution can handle the growing demands and evolving needs of the organization is essential for long-term sustainability.



## Return on Investment (ROI):



Healthcare organizations need to assess the financial viability and ROI of implementing a care gaps solution. While the solution offers potential cost savings and improved patient outcomes, the initial investment, ongoing maintenance costs, and resource allocation should be carefully evaluated to justify the implementation.

To be continued in the next section