



Our vision is that all people, no matter where they live, no matter what the age, have a right to access high quality, affordable healthcare.

**Integrated Health: People Centered High Quality Affordable Healthcare
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Introduction

Most countries, rich and poor, fail to provide high quality affordable health to most of their people. Some provide good health services to the wealthy, others provide basic services to the poor, but few provide high quality affordable health services to all of their citizens. Those that do offer high quality health to most of their citizens face unaffordable or unsustainable costs. The pressures on cost are increasing due to demographic changes, most specifically the increased cost of caring for aging populations. Universal healthcare coverage is not sufficient to address the twin challenges of high quality and affordability. Access alone guarantees neither quality or affordability.

We propose that **Person Centered Integrated Healthcare** is a solution to providing high quality accessible, healthcare at a cost that governments and citizens can afford.

Integrated Healthcare

Integrated Healthcare provides access to affordable and quality health services for all citizens.

Integrated Healthcare brings healthcare services to homes and communities.

Integrated Healthcare ensures tight linkages and between homecare, community healthcare services, ambulatory care centers, secondary regional hospitals and multi specialty and academic medical centers to provide seamless care for each person or family.

Integrated Healthcare delivers the majority of services outside of hospitals, in ambulatory care centers, in community clinics or and at home.

Requirements of Integrated Healthcare System

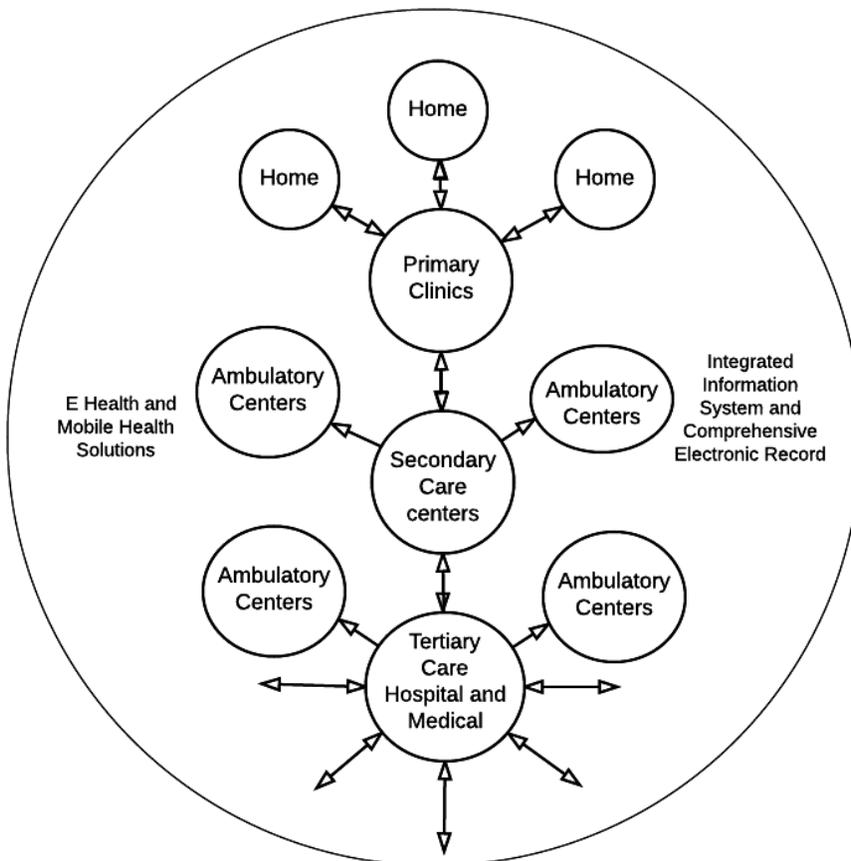
Integrated Healthcare requires comprehensive, transparent, seamlessly integrated, real time information systems that capture all functions of the health system.

Integrated Healthcare requires continuous monitoring of costs, outcomes, and throughput.

Integrated Healthcare requires everyone in the systems to be held accountable for measured performance.

Integrated Healthcare systems focus on value. Value is health outcomes and patient satisfaction divided cost.

Network Diagram of an Integrated Healthcare System



Integrated Healthcare: Why now?

Integrated Healthcare is an idea whose time has come. Advances in medical techniques, in communication and in information technology enable Integrated Healthcare. Prior to these advances we could only dream of the reality that is now possible, high quality health for all at a price governments and citizens can afford.

New medical technologies permit rapid and remote diagnosis and treatment at home, in clinics, and ambulatory care centers that were until recently exclusively hospital based.

Information technology now allows real time capture and display of all data regarding patient care, outcomes, finance and operations.

Integrated Healthcare is affordable

We estimate saving over current fragmented hospital based care to be in the range of fifty to seventy percent of total healthcare costs. The major savings arise from moving the majority of patient care out of the hospital to ambulatory care centers, clinics, and to the home.

Telehealth, mobile health, and homecare result in substantial savings.

Integrated Healthcare focuses on primary prevention and wellness and improves the health and wellness of the population reducing healthcare costs.

Integrated Healthcare focuses on slowing or arresting chronic disease progression, minimizing costly hospital care and reducing the impact of chronic disease.

Integrated Healthcare can improve the quality of care and improve outcomes. Real time data monitoring allows continuous quality improvement by identifying trouble spots and guiding process improvement. Improved quality translates to substantial saving by reducing recurrent treatment.

Integrated Healthcare Addresses Geographic and Intra Urban Disparities

Integrated Healthcare seamlessly links home care, telehealth, mobile treatment, and geographically disperse clinics to secondary and tertiary centers in real time, providing access to high quality health to rural and underserved urban populations. Integrated Healthcare increases availability of trained medical professionals across urban and rural areas.

The tertiary care focused health systems that characterize much of health service today in many parts the world has led to concentration of trained medical professionals in urban areas. The physical concentration of specialists, generalists and support specialists have led to poor access to high quality health services in rural and peri urban settings. Integrated healthcare via telehealth, mobile health and a focus on home care and geographically disperse clinics linked to high quality secondary and tertiary hospitals, provides rural and peri urban populations with access to the specialists.

Integrated Health Increases Patient Satisfaction

Person centered care improves customer experience. Patient satisfaction is a function of healthcare delivered on demand and in comfortable, accessible settings.

Integrated Health Care Systems Are Designed for Continuous Process Improvement

Integrated Healthcare thrives on information and data. The data of an integrated health system captures clinical, administrative, financial and all patient dimensions. Real time data is measured against established standards. Accountability links performance to value, improved patient outcomes and satisfaction at reduced cost.

Implementation

To achieve Integrated Healthcare, National and state governments should:

Implement outcome based payments: Performance based payouts and improved accountability align all healthcare professionals improving patient health outcome.

Focus on preventive and primary health: Preventive health is health education and health monitoring at home and in clinics. Shifting care seeking to the primary care centers that are imbedded in a comprehensive care network can improve health outcomes and reduce costs.

Implement a nationwide common electronic health record linked to comprehensive population identification system: The electronic health record must be equipped with bank level security to protect personal data.

Implement interoperable data standards that combine clinical, quality, financial and patient information which can be measured real time to drive accountability at all levels in the system.

Develop population health education programs: These include programs for community education and include formation of self help groups through mobile health and ehealth platforms

Institute quality and patient satisfaction measurements as the leading indicator and a key success measure for reward.

Strengthen **governance and strategic purchasing** functions of government.

Create **independent monitoring boards** that monitor performance and oversee governance.

Enhance the **capacity of medical training for allied health staff**, and build direct linkages to service delivery by creating **centers of excellence**.

Step by step transition to Integrated care

Transition to integrated care requires consensus from top political and professional leaders. High level leadership is required to ensure coordination between the different departments of government, including health, finance and legislation. Consensus and approval of defined policy changes is needed before initiation of the transition to integrated healthcare.

Implementation of integrated care requires rethinking of public health policies including governance, finance, strategic contracting, quality improvement, information technology and community engagement.

Implementation includes determination of the key target areas for transformation and Defining the priority and phase wise plans for implementation including the output goals.

Finding the right balance between long term results and the investments required to bring about the necessary change.

Setting intermediate goals and set up strong data centered performance measurement systems.

Initiating the transition on trial basis, for example in one or two states in a large country or one or two districts in a smaller state.

Developing a core leadership team that will achieve transformational change while monitoring milestones and end to end goals across the different phases of the project.

About ACCESS Health International:

ACCESS Health International is a nonprofit think tank, advisory group, and implementation partner to governments and the private sector. ACCESS Health is dedicated to improving access to high quality, affordable healthcare in low, middle, and

high income countries. ACCESS Health advises national and regional governments and the private sector on the design and management of healthcare finance and delivery systems. Our team members reside in country. We establish long term relationships within each country to address both national and local healthcare needs.

ACCESS Health International plays the following in design and implementation of Integrated Healthcare Systems:

Support with research, advocacy and targeted technical assistance

Support with conceptualizing and design of the integrated health model Implementation support for execution, including engagement with the private sector

Provide a performance monitoring function for a transformational, integrated care delivery model.

** We thank Taara Chandani and Rohini Kalvakuntla of ACCESS Health for conceptual development of the Integrated Healthcare concept.*