Digital health technology

A CASE STUDY OF HEALTH CARE TRANSFORMATION

THROUGHOUT THE WORLD, many health care systems struggle with affordability, inequitable health care access, uneven outcomes, and increasing demand for services from growing populations with longer life spans. Fortunately, technology can help the health care industry meet these challenges. The thoughtful use of health information and digital technologies can not only assist in individual patients' care, but also help support population health goals, improve the consumer/patient experience, and drive insights into health conditions.

An example from Chile shows how technology can be used to improve patient outcomes while reducing care costs. Close to 5 million people in Chile have chronic health conditions;[1] chronic conditions lead to millions of deaths worldwide each year while generating enormous costs. The health management company AccuHealth Chile has pioneered the use of AI-powered remote monitoring in Chile to help in the management of these patients.

AccuHealth's kits consist of sensors and tablets that guide patients through biometric data collection (blood pressure, glucose levels, weight, and other indicators) and quick survey questions. The kits can be customized for different conditions (diabetes, hypertension, chronic obstructive pulmonary disease, and even post-acute care) and use on-market clinically validated devices.

Unlike traditional approaches, AccuHealth performs real-time remote monitoring, using its AI to stratify patients so that the company's health coaches can prioritize high-risk patients and those in immediate need of intervention. Trained on deidentified records of 2.4 million Chilean patients,[2] AccuHealth's algorithm segments patients based on health trends and psychological and sociological profiles to identify high-risk patients. This can enable health coaches to concentrate on those for whom the impact of monitoring is likely greatest, decreasing the cost and effort involved in managing populations.

AccuHealth reports that its solution has led to a 32 percent reduction in inpatient visits and a 15 percent reduction in emergency visits in a payer's population. Additionally, it has led to a 41 percent decrease in costs associated with medical leaves, a major expenditure for payers in Chile. On average, private payers see a 35 percent savings from the AccuHealth solution.[3]

As similar technologies gain traction among patients and caregivers, they are moving the health care industry as a whole from a focus on curing illness to a focus on prevention and well-being. We envision a future of health, enabled by technology, in which care will be organized based on consumers' needs as opposed to health care organizations' needs, and most care delivery takes place outside of health care facilities—in people's homes, work, school, and in the community. ●

To learn more, read the full report, *Digital health technology: Global case studies of health care transformation,* on www.deloitte.com/insights/digital-health-technology.

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1. Deloitte Center for Health Solutions interview with AccuHealth executive, April 29, 2019.

2. Ibid.; Intel, *Improving healthcare with home-based monitoring and predictive analytics*, August 2018.

3. Interview with AccuHealth executive, April 29, 2019.