Leveraging AI to Accelerate the Transition to Value-Based Care

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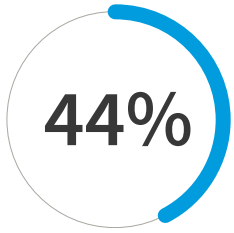
The healthcare landscape is rapidly evolving, and health system executives are facing numerous challenges in their quest to transition to value-based care models. From managing total cost of care to ensuring physician satisfaction, patient experience, and quality outcomes, the journey toward value-based care can be complex and daunting. Generative AI is providing new opportunities to accelerate the quest for sustainable success in this transformation. At Lumeris, we are at the forefront of using AI to supercharge value-based care enablement technology, and we believe it holds immense potential for healthcare organizations.

Areas of focus

AI has the ability to revolutionize various aspects of value-based care, starting with clinical cognizance and orchestration. By automating appropriate care orchestration and delivery with minimized need for constant provider intervention, AI can improve care coordination, reduce variability, and optimize resource utilization. This not only enhances patient outcomes but also helps in controlling costs and improving overall operational efficiency. In one **British Medical Journal study**, data from 65 primary care staff member interviews in addition to a survey of 156 automation experts concluded that roughly 44% of administrative tasks carried out by staff in primary care practices are “mostly” or “completely” automatable using the current technology.



of administrative tasks carried out by staff are “mostly” or “completely” automatable

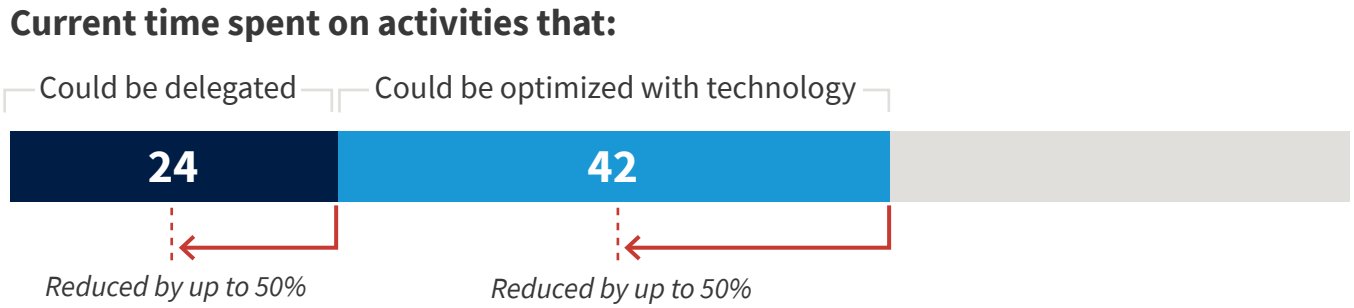
The Scope of the Task

Value-based care is innately complex and requires smart scalability because it seeks to do so much: creating a full understanding of both an individual patient and an entire population and intervening at the right time. More than that, value-based care sets as part of its ambitious task to move beyond treating conditions when they appear, but to further mine vast amounts of historical data in order to model probabilities—and, using that prediction capability, flag particular conditions for early preventive intervention.

And on a health system level, this automation of routine tasks can free up to 15% of nurses’ time. When translated into net amount of time freed up to the projected number of nursing time needed, it is estimated to potentially close the workforce gap by 300,000 nurses.

Nurse time could be saved through care-model changes and innovations.

Estimated time freed up in a typical shift through care deliver redesign,[1]
% of shift (n=240 respondents)



[1]Actual time saved is dependent on current situation of particular health system. Source: McKinsey 2023 Nursing Time Survey

Patient engagement is another crucial aspect of value-based care, and AI can play a significant role in this domain. Through continuous and automated interactions, AI empowers patients in their care journey, promoting proactive and personalized care. Leveraging AI-driven interventions, healthcare organizations can improve patient satisfaction, adherence and outcomes resulting in better overall population health management.

Data analysis and insights understanding are key to making informed decisions in value-based care models. Here, AI accelerates the understanding of complex data sets, identifying opportunities for improvement and optimizing care pathways. By leveraging AI-powered tools, healthcare organizations can quickly extract actionable insights, enabling targeted interventions and ultimately driving better quality and cost management.

In addition to improving **clinical workflows**, AI can also drive productivity gains through streamlined processes. By automating administrative tasks and reducing operational burdens, healthcare organizations can achieve exponential productivity gains and scale their value-based care initiatives. This allows providers to focus more on delivering optimal patient care rather than being overwhelmed by administrative responsibilities.

Considering Guardrails

The use of Generative AI in healthcare raises many appropriate concerns, and in order to harness the power of AI for sustainable value-based care, we must listen carefully to those concerns and develop guardrails that will ensure an accelerated path to adoption. We have prioritized addressing concerns related to implicit bias in AI models by ensuring unbiased and diverse training data. Our multipronged approach includes actively studying and adapting to health disparities, training models on more diverse datasets, and embedding nontraditional healthcare features to account for patients' unique socioeconomic conditions. We also emphasize transparency, incorporating human oversight and feedback from users to ensure AI recommendations align with clinical best practices.

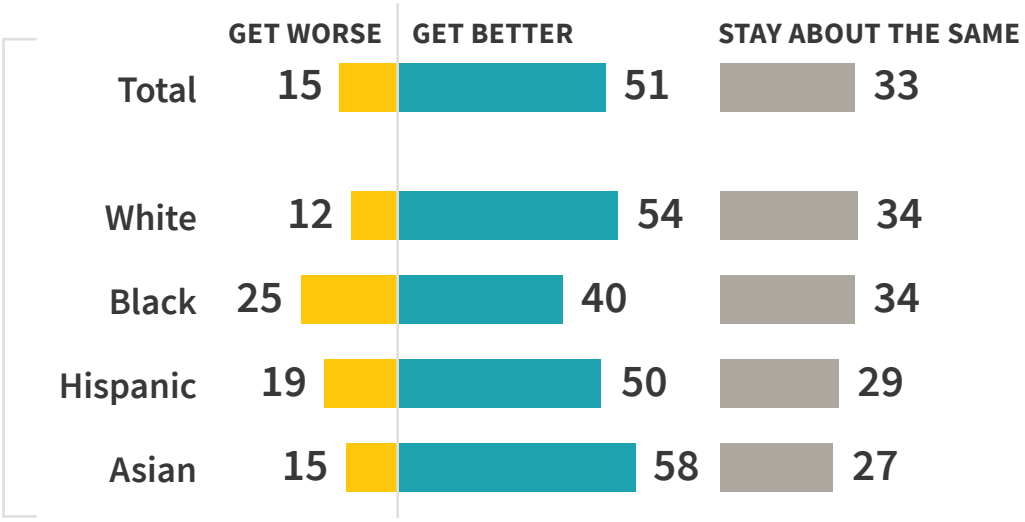
When deploying AI in value-based care, it is essential to strike a balance between patient preferences and physician reliance on AI. Educating patients on the complementary role of AI in healthcare decision-making helps alleviate concerns while empowering physicians with AI as a tool to enhance their expertise and improve patient care.

As AI continues to evolve in healthcare, it is crucial to set guardrails for transparency, bias mitigation and safety. By ensuring ethical use and involving patients in the development and deployment process, healthcare organizations can overcome challenges and achieve sustainable success.

Among those who see a problem with bias based on race or ethnicity in medicine, 51% think relying more on AI would make the issue better

% who say that if artifical intelligence is used more in health and medicine to do things like diagnose disease and recommend treatments, the issue of bias and unfair treatment based on a patient's race or ethnicity would...

Among those who say bias based on race or ethnicity is a major / minor problem in health and medicine



*Estimates for Asian adults are representative of English speakers only.

Note: Based on those who say bias based on race or ethnicity is a major or minor problem in health and medicine. Respondents who did not give an answer are not shown. White, Black, and Asian adults include those who report being only one race and are not Hispanic.

Hispanics are of any race.

Source: Survey conducted Dec. 12-18, 2022

"60% of Americans Would Be Uncomfortable With Provider Relying on AI in Their Own Health Care"

PEW RESEARCH CENTER

Figure 3: Pew Research Center survey, 2023

AI is a game-changer in the transition to value-based care. By leveraging AI for clinical cognizance, patient engagement, insights understanding and productivity gains, healthcare organizations can navigate the challenges of cost management, physician satisfaction, patient experience and quality outcomes. At Lumeris, we are dedicated to driving this transformation and invite healthcare organizations to explore partnerships with us to accelerate their journey toward value-based care. Together, we can unlock the full potential of AI and create a brighter future for healthcare.

About Lumeris

With Lumeris as a partner, health systems and physician groups across the country are fulfilling the promise of value-based care. A joint-operating partner in both value and risk, Lumeris delivers market-leading technology, insurance capabilities, and on-the-ground expertise to more than one million patients and 7,000 physicians nationwide. Lumeris is proud to offer 4.5-5-star health plans that consistently deliver better clinical and financial outcomes for Medicare, Medicaid, Commercial, and Individual populations.

Discover the perks of partnership:

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