Healthcare's Top Ten Challenges for 2019

Thoughtful Discussion for HIM Professionals

Top 10 challenges in Healthcare and thoughtful questions to ask

What are the top challenges facing healthcare that affects us as HIM professionals?

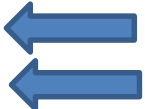How nimble are we in our forward thinking in our changing landscape?

What tools or information do we use to strategically plan?

How do we value add or knowledge?

HCEG – HealthCare executive group, is a national network of select healthcare executives and thought leaders, who navigate the tactical and strategic issues facing organizations today and provide a platform that promotes healthcare innovations, information exchange and opportunities for colloboration – https://hceg.org

As AHIMA is embarking on reviewing its mission ,vision, values and long term strategy this discussion is thought provoking for our value add in our professional lives to ponder

Category	Area	'19	'18	'17	'16	'15	'14	'13	'12	'11	Count
4-Analytics	Big Data/Analytics	1	1	3	8	7	8		6	2	7
3-Consumer	Consumer Experience	2	5	2	2	6	5				6
6-Miscellaneous	Population Health Service Organizations	3	2								2
1-Payment	Payment Reform[1]	4	3	1	1	1	2	6	3	4	9
6-Miscellaneous	Mobile/Digital Devices/Social[2]	5	8	6		9	1	8			6
1-Payment	Pharmacy Costs	6	9	7	7						4
6-Miscellaneous	External Market Disruption	7									1
1-Payment	Administrative Expenses[3]	8				4	10	7	1	5	6
6-Miscellaneous	Opioid Management	9									1
6-Miscellaneous	Cybersecurity	10	6	4	9				10		5
2-Reform /Regs	ACA Implementation					2	4				2
3-Consumer	Consumerism[2]	5	10			8	6	3		8	5
6-Miscellaneous	Genomics				10						1
6-Miscellaneous	Health Information Exchanges								5	7	2
2-Reform /Regs	Health Insurance Exchanges							1	9	3	3
5-Collaboration	Innovation/ Collaboration							9			1
2-Reform /Regs	Medicare/Medicaid Expansion					5	7	5	4	6	5
3-Consumer	Personal Health Monitoring					10	9				2
4-Analytics	Population Health/Analytics			8	3			4	2		5
5-Collaboration	Provider-Payer Integration			10	4				7	10	4
2-Reform /Regs	Reform Uncertainties									9	1
2-Reform /Regs	Reform, Regulations		7					2	8	1	4
3-Consumer	Retail Health Care			9	6						2
6-Miscellaneous	Staffing							10			1
1-Payment	Transparency		4	5	5	3	3				5

alignment

most frequent mention

5/22/2019 Source : HCEG top ten rankings over the years kjl 5-22-19

Top 10 according to HCEG

HCEG provides insight into primary opportunities , challenges and issues facing healthcare executives (healthcare executives rate the industry's top 10 challenges. Health Data Management 4/3/19)

Here is their top 10:

Top Ten

1. Data Analytics

There is no denying where this fits in with all that we do with the obvious in coding to the increase and shift of jobs to EHR validation. Focus is how primary sources of clinical data and analytics will affect the efficiency and effectiveness of healthcare quality and outcomes. Along with streamlining workflow and information exchange, one component to begin mapping governance and project management

.

*Along with coded data, developing a longer term and inclusive view of its impact on data analytics "connecting coded data to data analytics"

Shift to a data culture long term strategy, poor documentation results in errors, increased costs and bad outcomes as well as a financial impact. See AHIMA Practice brief Ensuring the Integrity of the EHR.

#2 Total consumer health

Or Patient Engagement

- Passive patients

- Management of no shows

- Promoting wellness programs – privacy parameters

- Information coordination

- How do we get information to our patients and their caregivers?

#3 population health services

Think chronic care management, consumer based strategies and barriers to achieving better health.

Data analytics to current patient population and disease management

where are patients referred from?

what services do we offer or refer our patients to?

what can we offer here?

how do we engage our patients?

target population management – privacy concerns as well as data capture

Are we capturing enough or the right data?

- In CT Patient Ping

#4 Value Based Payments

Although dropped in rank to number 3 from a rank of 1 in 2017, and 3 in 2018 , organizations still identifying value with targeting specific medical conditions to manage costs.

- Data analytics accuracy

- Confidence in coded data

- Information intelligence embedded in the EMR to prompt documentation

- Managing the future of risk adjustment

- <u>Understanding MACRA and MIPS – new – 4 performance categories: quality, cost, promoting interoperability and improvement activities</u>

"coding professionals are operating in an environment in which the weight of the correct code assignment goes well beyond payment" The data means so much more now as it is critical in determining the quality of patient care.""connecting Coded Data to Data Analytics"

#5 The digital Healthcare organization

Think: providers, insurers, other healthcare organizations, patients, portals, cost transparency, payments, wearables , health monitoring

In 2017 this was not ranked in 2018 it was number 10.

Data and project management surrounding:

denial management

Submission of Quality measures

governance for devises

#6 Rising Pharmacy Costs

Benefits to quality of Care to total healthcare costs

Health information exchange with referred to provider

Outpatient clinical documentation

Are you able to confidently capture drug management

#7 External Market Disruption

Entered the top ten for the first time

New non traditional players in the healthcare space: Amazon, Apple, Walmart, Google, Alexa

Identifying risk factors for exchange of patient data or its use for patient education

Wireless devices that are vendor managed – glucometers, holter monitors other..

#8 Operational Effectiveness

With all the prior top 7, pressure grows to become more efficient, move events closer to when they happen, enter once – populate many, eliminate multiple data sources (paper) in exchange to one database in a secure environment.

Information governance at its most challenged – where do you start?

revenue cycle

real time/near time scanning

Security risk assessments

proactive patient record access monitoring

data population in the EMR- validation

Job shifts and rework of the workforce

#9 Opioid Management

2018 and 2017 not ranked

How is the data collected :

HHS has identified a five-point strategy for addressing the opioid epidemic:

Improve access to treatment and recovery services

Promote use of overdose-reversing drugs

Strengthen our understanding of the epidemic through better public health surveillance

Provide support for cutting edge research on pain and addiction

Advance better practices for pain management

Where does your data management strategy meet these goals?

10 Cybersecurity

Not a week goes by that we do not hear another story of how information was compromised.

Causes of April 2019 Healthcare Data Breaches

Hacking/IT incidents outnumbered unauthorized access/disclosure incidents by 2 to 1 in April. 28 of the reported breaches of 500 or more records were due to hacking/IT incidents. There were 14 unauthorized access/disclosure incidents, two cases of theft of PHI, one reported case of loss of paperwork, and one case of improper disposal of PHI.

While 2018 saw a decline in the number of ransomware attacks across all industry sectors, the number of ransomware attacks is increasing once again, and healthcare is the most attacked industry. Remote Desktop Protocol often exploited to gain access to servers and workstations to deploy ransomware-source HIPAA Journal

Where is your governance for training, monitoring and assessment of vulnerabilities?
More than half the organizations monitor by exception, still…….

In Closing

I hope a look at the top 10 in the Top Healthcare executives worry list will inspire your own roadmap for data and information governance

There is plenty to do

And it is very exciting to see where your value is!

Good Luck!!! CTHIMA is here to help with your journey by offering programs and discussions ! We welcome suggestions and speakers to help better our members

Thank you!

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Practice Brief: Ensuring the Integrity of the EHR. January 2019 and an excellent tool checklist

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US Department of Health and Human Services. "Secretary Price Announces HHS Strategy for Fighting Opioid Crisis." April 19, 2017

Links:

https://hceg.org

https://hceg.org/2019-infographic/

Quality Payment Program website (https://qpp.cms.gov)

https://hipaajournal.com