HealthAffairs

TOPICS   JOURNAL   BLOG

Establishing A Value-Based 'New Normal' For Telehealth

Christina Cutter, Nicholas L. Berlin, A. Mark Fendrick

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A VALUE-BASED "NEW NORMAL" FOR TELEHEALTH

Christina M Cutter MD MSc MS
Nicholas L Berlin MD MPH MS
A Mark Fendrick MD

National Clinician Scholars Program

M INSTITUTE FOR HEALTHCARE POLICY & INNOVATION
UNIVERSITY OF MICHIGAN

ALTARUM   VBIDHEALTH

CATALYSTS FOR WIDESPREAD TELEHEALTH ADOPTION

NECESSITY	REGULATORY	PAYMENT	BENEFIT DESIGN

Capitalize on this natural experiment to advance value-based care

THE VALUE AGENDA FOR TELEHEALTH

THE VALUE AGENDA FOR TELEHEALTH

Implementation

POLICY AGENDA

- ACCESS & DISPARITIES
- FRAUD & ABUSE
- COST
- POPULATION HEALTH
- REIMBURSEMENT

RESEARCH AGENDA

- ACCESS & UTILIZATION
- TECHNOLOGY & INNOVATION
- EXPENDITURE
- OUTCOMES
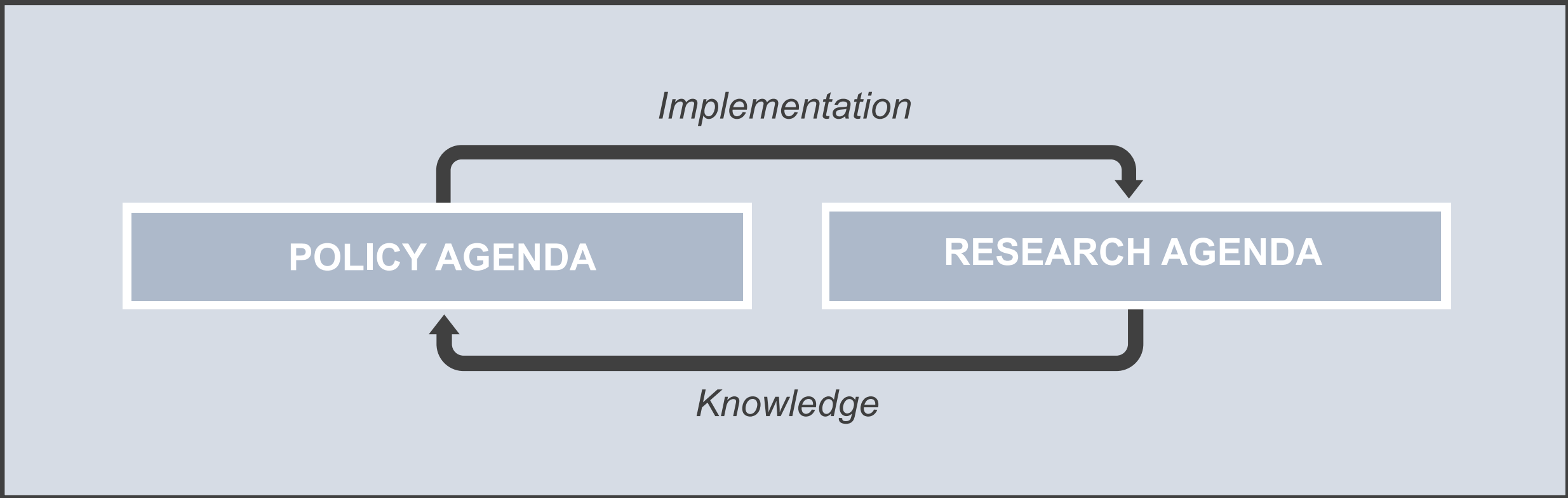- APPROPRIATENESS

Cutter, Berlin & Fendrick (2020)

Knowledge
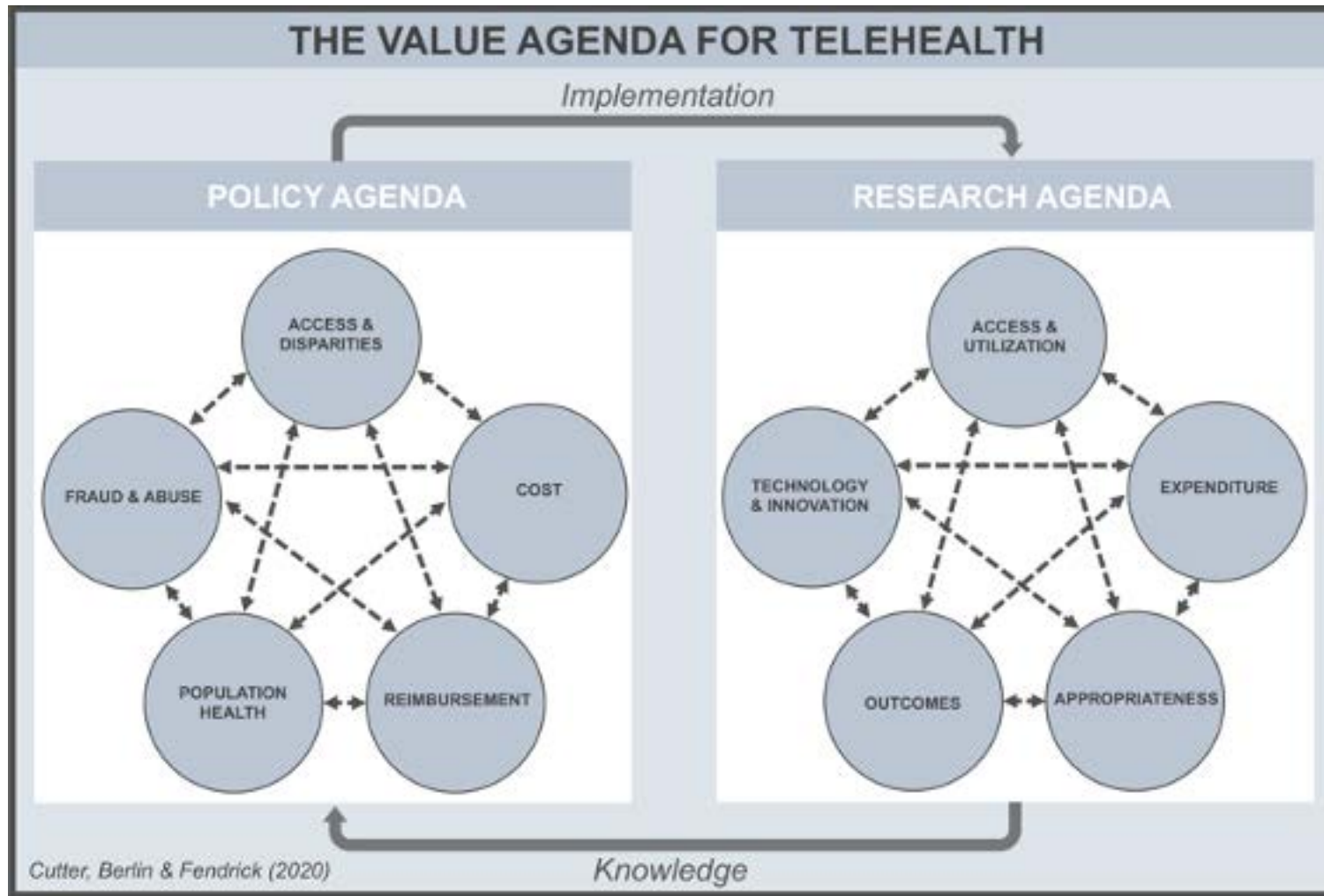
I.   LEARNING SYSTEM

II. POLICY AGENDA

III. RESEARCH AGENDA

THE VALUE AGENDA FOR TELEHEALTH

I. CONTINUOUS LEARNING SYSTEM

Implementation

POLICY AGENDA

RESEARCH AGENDA

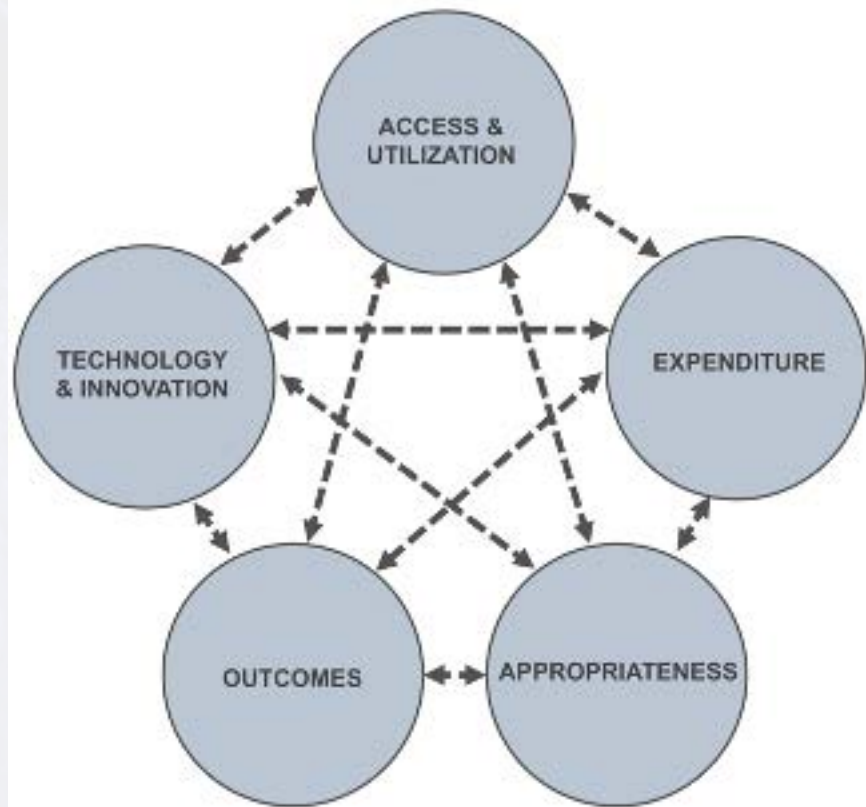*Knowledge*

THE VALUE AGENDA FOR TELEHEALTH

II. POLICY AGENDA
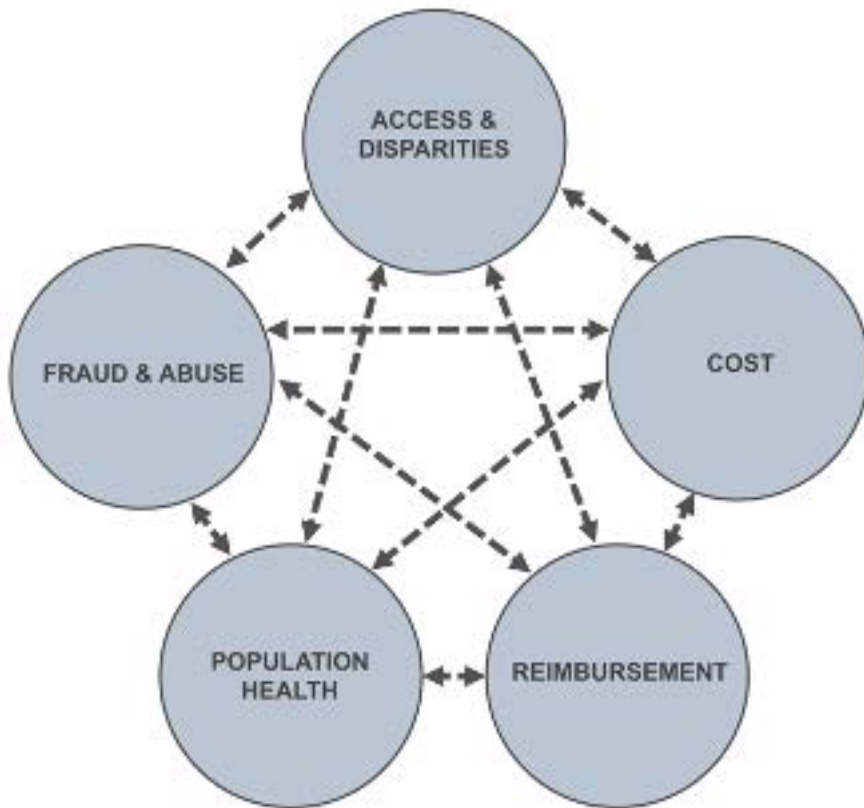
1. Recognize and bridge the **digital divide**

2. Align expanded use policies with **payment reform initiatives**

3. Leverage principles of **value-based insurance design (V-BID)**

4. Support **population health**

5. Strengthen protections against **fraud** and **abuse**

THE VALUE AGENDA FOR TELEHEALTH

III. RESEARCH AGENDA

1. Understand telehealth impact on **access** and **utilization**

2. Assess cost for case presentation and aggregate **expenditure**

3. Evaluate telehealth influence on **appropriateness** of care

4. Measure **outcomes** across settings

5. Explore telehealth **technologies** that improve **value**

THE NEW NORMAL OF TELEHEALTH: NEXT STEPS

SUPPORT	MEASURE	DISRUPT	ALIGN
Infrastructure required to support and sustain **equitable care delivery?**	**Operationalize platforms** that enable measurement of important outcomes?	Value agenda as a **pivotal strategy** for growth and disruptive innovation?	Dominant approach to **align stakeholders** around value-based care delivery?

Galvanize stakeholders to optimize healthcare value

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