Lenovo Health

Is **hybrid healthcare** the great unifier?

Bringing the physical and virtual together for a new patient journey

Virtual health has recently gone from a steady but slow adoption path to an extraordinary, pandemic-fueled spike. As adoption settles into a relatively stable pattern, it's clear that virtual health is here to stay.

More than half of all consumers expect to use virtual visits more often going forward. Of those who haven't used them, 65% are willing to try.[1] And nearly all providers (92%) expect to continue video visits.[1]

Use cases are also expanding — moving beyond urgent care to include primary care and specialist visits, chronic care check-ins, post-surgery follow-ups, and more.

United with hybrid
The advent of virtual visits is not an either-or proposition. Virtual isn't replacing in-person care. Rather, the emerging model of choice is a hybrid care: a mix of in-person and virtual interactions, real-time and digital communication, along the entire care continuum.

Successful hybrid models can deliver all the benefits of telehealth, including cost efficiencies, extended reach, staffing optimization, and continuity of care — plus additional flexibility, empowerment, convenience, and better experience for both patients and providers.

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High-tech, high-touch

Hybrid brings together the best of both worlds, taking full advantage of technology for digital encounters while keeping the richness of human connection front and center.

The secret sauce for hybrid is integration — at every touchpoint of patient journeys and every aspect of provider workflows. For hybrid to work, it must join the physical and digital into one cohesive experience that's easy to navigate and conducive to good patient outcomes.

The hybrid model has transformative potential that touches most facets of healthcare. Many organizations are already realizing its benefits as others work on strategy, implementation, and meeting the initial challenges of virtual health.

No matter the mix of physical and virtual patient encounters, you may have solutions in place that pose challenges for productive workflows or barriers to patient access. For example, 21% of physicians used three or more virtual health platforms in 2020.[1]

The right technology for honing hybrid

Hybrid models aren't challenge-free...

53% of consumers who had a virtual visit encountered at least one issue during the visit.[2]

75% of healthcare leaders said tech challenges were barriers to their organization's video visits.[1]

...but progress is being made

One survey reports patients had "overwhelmingly positive" virtual experiences.[3]

57% of providers view virtual visits more favorably than they did before the pandemic.[4]

When it's time to upgrade or replace technology to power hybrid care, consider simplified solutions and devices with features designed for a demanding clinical environment — like the Lenovo ThinkPad® T14 Gen 3 with Windows 11 and the Intel vPro® platform, for an unrivaled healthcare PC solution.

Health systems expect telehealth to make up about 25% of patient visits in the next five years.[5]

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Spotlight on behavioral health

In mid-2020, 40% of US adults reported struggling with mental or behavioral health challenges.[6]

Did you know?

56% of US counties do not have a local psychiatrist.[4]

64% have a shortage of mental health providers.[4]

Behavioral health is one of the best applications for virtual visits and is supported by the National Alliance on Mental Illness.[7] Virtual visits allow access when providers are out of geographic reach and delay could have serious consequences. They also reduce the stigma associated with seeking help, as visits take place in the privacy of the patient's home. Hybrid care adds the flexibility to occasionally schedule an in-person visit to strengthen the patient-provider connection.

Behavioral health has also been a focus for relaxation of federal and state regulations and expanded Medicare reimbursements.

Nearly 60%

of provider executives plan to offer telepsychiatry and other mental health services.[2]

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Patients are asking...

Virtual health and hybrid care are still new, and patients and providers are still figuring it out. Many patients don't have answers to these basic questions:

• What virtual healthcare services are available to me?

• Are virtual visits covered by my insurance provider?

• How do I access information and care?

Outreach is needed to raise awareness and educate consumers on their options.

Making hybrid happen

Hybrid care is a new reality and healthcare's next normal. For most organizations, it's not a matter of if, but when. Despite the dizzying acceleration we've seen recently, organizations should build at their own pace — establishing a solid foundation and adding hybrid as they're ready — including options that use traditional care delivery solutions.

At Lenovo, we believe in patient-first healthcare powered by people-first technology. Together with our partners, we pioneer virtual health solutions for both in-hospital and home-based care. When you're ready, we're here to help.

Contact your Lenovo Health Account Representative or local Business Partner or visit **www.lenovo.com/Health.**

Sources
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2 PricewaterhouseCoopers, Health Research Institute, "Top health industry issues of 2021: Will a shocked system emerge stronger?" 2021
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4 McKinsey, "Telehealth: A quarter-trillion-dollar post-COVID-19 reality?" July 2011
5 PricewaterhouseCoopers, "How Telehealth Will Continue Its Evolution Beyond Pandemic Response," December 2021
6 CDC, "Mental Health, Substance Use, and Suicidal Ideation During the COVID-19 Pandemic," August 2020
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Unifying healthcare delivery with hybrid

A strong hybrid approach stands on three pillars — complementary and interlocking. Delivered as a unified model, they spell hybrid success and improve the care journey for patients, providers, hospital systems, and clinics alike. As you begin the transition to a hybrid model, use this checklist to consider how the pillars and their components fit with your organizational direction and population.

1. **Patient focus.** Any hybrid program should be infused with a deep understanding of patient needs and expectations, including preserving valued aspects of traditional in-person care.

   ☐ Balance of digital-first and human connection

   ☐ Individual, personalized care

   ☐ Trusted relationships with providers

   ☐ Consumer awareness campaigns

   ☐ Patient education

2. **Seamless integration.** Rushed COVID deployments resulted in fragmented, incompatible systems. Any updates and additions should support simple, efficient provider workflows and convenient, informative patient experiences.

   ☐ EHR integration with patient data and clinician software

   ☐ Unified, HIPAA-compliant telehealth platform

   ☐ Easy-to-access, easy-to-use patient and provider technology

   ☐ One-brand, multichannel "shopping" experience

   ☐ Self-serve options for scheduling, notifications, prescriptions, and more

3. **Organizational commitment.** Programs need strategic interdisciplinary leadership to identify the right mix of physical and digital services. Supportive federal and state government regulations are also needed.

   ☐ Ongoing adjustments based on experience and outcomes feedback

   ☐ Care team training on "webside" manner and virtual communication skills

   ☐ High-quality video collaboration technology

   ☐ Space retrofits for virtual visits and remote provider/staff meeting equity

   ☐ Digital divide mitigation

Partner with us

Lenovo delivers healthcare solutions that help hospitals and clinics improve workflows, experience, and outcomes. When you're ready, we're here to help.

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