

VALUE OUR HEALTH

Crowdsourced Healthcare Solutions: Value our Health

Problem: Good coordination of healthcare and the doctor-patient relationship are recognized as key to driving the idea of “high value” care (to improve the cost-effectiveness and overall quality of care). Progress is being made to improve the value of care in pure financial and clinical terms but the human side of healthcare is still undervalued. Physicians are often unprepared to make the doctor-patient visit time-efficient and personally or culturally relevant, leaving certain populations of patients vulnerable and subject to disparities in the quality of their care and their health outcomes. Many factors impact patients' physical and emotional health but these are not part of a traditional doctor-patient conversation.

Need: Electronic medical records (EMR systems) need to be more intelligent and humanized, enabling more personalized and compassionate care. This may ultimately improve individual patient experience and outcomes and level the playing field to reduce disparities. In addition, a knowledgebase that connects clinical and non-clinical information about the population might add to the body of intelligence about the relationship between social determinants of health and quality of care.

Product: A crowdsourced Value our Health project would enable consumers to share information about their personal values, preferences, beliefs, habits, behaviors, financial situation, lifestyles, and observations about the relationships between their whole lives and their health. This could be tied to electronic medical records systems data to create automated lists of questions or checklists that are more relevant to a doctor-patient encounter than a generic set of questions.

Contact: Tara Montgomery/Consumer Reports/@TaraCRHealth