

QUALITY IMPROVEMENT COVID-19 LESSONS CHART A PATH TO A BETTER HEALTHCARE SYSTEM

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In this article...

The lessons from COVID-19 outline a path forward toward sustainable, high-quality healthcare. Physician leaders should lead this evolution.

THE COVID-19 PANDEMIC UP-ENDED healthcare in America, focusing, looking beyond the Herculean efforts of caregivers during this battle, we know there are lessons on how we should deliver healthcare.

Recently, the physician leaders of the 31 multiprofessional medical groups and integrated health systems that form the Council of Accountable Physician Practices (CAPP) weighed in on what our experiences during COVID-19 have taught us, how we should share them, and how we can chart a course for the future of healthcare.

WHO IS MAKING BEST DURING COVID AND WHY?

There is no argument that this pandemic is a devastating crisis in terms of its impact on society and its impact on our healthcare system. While all medical providers suffer from the weight of the public health crisis, some are doing better than others. Those medical groups and health systems that have strong foundations to provide integrated care are demonstrating the ability to

- 1. Rapidly adapt to pandemic conditions by implementing new ways to safely deliver care through telehealth, breakthrough testing sites, and alternative venues such as hospital-at-home.
- 2. Quickly identify vulnerable patients using population health management and predictive analytic tools so these patients can be safely monitored and treated.
- 3. Implement system changes rapidly, including innovations that generally would have taken months or years, due to long-established culture of leadership and teamwork.

In contrast, practices that were not part of these kinds of systems face much more serious challenges. Many lack the technology or the data to respond adequately to a crisis. When in-person visits and elective surgeries are paused, the practice's revenue streams dry up, precipitating serious financial harm.

Going forward, does this mean the demise of private practice—a concern within our profession for decades? No,