R/ EVOLUTION IN FEDERAL HEALTH: CITIZEN-CENTRIC HEALTHCARE

VIDEO TRANSCRIPT

Jim Traficant: Citizen-centric healthcare takes the whole health industry and begins to wrap health around the individual. And we move from it being, I’ll call it, provider-centric, or only focused on when you need care and you walk in, to we’re providing health and wellness all the time, wrapped around the individual. The consumer is at the center.

Jim Traficant: And I say that versus the patient, because we’re going to do everything we can to keep you from being a patient by keeping you well longer, using the data that’s already available, and we interact with on a daily basis, and using that to keep people well longer. And then when you need care, we bring the system to you instead of the other way around.

Jim Traficant: In the old model, you would walk into a hospital, and just to make sure they understood why you were there, what your condition was, you would bring a box of paper and hope that somebody was going to sift through it and figure out what was going on before they applied judgment in your instance. We’re transforming the way people think about that whole clinical engagement, that your information shows up when you do. And for the military, we’re doing it from—any place you’ve been seen in the military and when you transition into the Veterans Affairs, it follows you.

Wendell Ocasio: Clinically led is important, and it’s critical because many things in IT, and especially in health IT, have organizations flipping that value system around. And very often you see advancements in IT that get brought to the forefront without understanding the clinical implications.

Wendell Ocasio: When we think about what matters in places like DoD, which is having the information available which is complex, large, coming from multiple different places, right at the point of care in a way that improves the health of the servicemen as well as the productivity of the healthcare providers, that has to be the number one priority before we start thinking about particular architectures or technologies. But then, once we have that clearly, then we know, in our arsenal of solutions, which is the best one to apply at the right time.