



## *Virtual Care Deployment is Accelerating in Today's Healthcare Environments*

About five years ago, Steven Lazer, the Global Chief Technology Officer for Healthcare at Dell Technologies, met with a CIO at a children's healthcare system. The CIO envisioned building a new brick-and-mortar facility to expand patient engagement capabilities.

A better option, Lazer suggested, was to build out the organization's virtual health environment (and supporting electronic capabilities) that new parents and young patients could visit for their patient care needs instead of going to the hospital site. "You'll establish a path to the future and drive a much better patient experience," he advised.

Today, healthcare organizations of all sizes are considering such capabilities for care delivery, and not just for consumers accustomed to doing things digitally. In today's environment, patients are now more open to meeting with their care provider from the safety, comfort and convenience of home, depending on the particular health issue. Physicians and clinicians, too, like that they can be more efficient with their time, gain on-par reimbursement for virtual visits and respond to more patients using secure digital health technologies.

Virtual care is here to stay, and it's already providing advantages to those organizations with modernized IT infrastructures able to accommodate virtual care tools.

Virtual health solutions should provide:

- End-to-end, seamless service that makes it easy for both patients and their care team members to connect and collaborate
- The resiliency and agility of a modernized application built with microservices and cloud agnostic, with secure delivery models
- Patient data protection and cybersecurity
- Vendor expertise in chronic care management, remote patient monitoring, telehealth and telemedicine

Among the benefits health systems quickly realize are:

- Resource optimization through expanded care staffing model ratios and applying the correct skill level to better serve the patient and allow caregivers to work to their skill level
- Real-time analytics at the point of care
- Improved clinician and patient safety through non-contact interaction
- More clinical focus on patients regardless of their location
- Significantly extended reach of the healthcare system to patients who will not travel
- Partnerships that can expand a health system's digital ecosystem as needed



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CONNIE HEBERT | Healthcare Field Director | Dell Technologies

By optimizing resources, organizations also can experience a more productive clinical workforce, satisfied patient base and efficiently run operations. These improvements, while always important, are now critical for hospitals as they balance clinical and business agility.

“Our healthcare providers are facing budget challenges right now as elective surgeries were stopped over the last few months, and our virtual care solutions can help them expand to larger patient populations,” said Connie Hebert, a practicing clinician who also is a Healthcare Field Director for Dell Technologies. “They may not have the resources to hire more clinicians in the coming months, so creating efficiencies for their current staff to see more patients benefits everyone.

“Even before the current environment, clinicians were stretched and working long hours in their facilities to meet patient needs. When you introduce virtual care capabilities, many healthcare professionals – such as physicians, nurses and aides – can now work outside of the acute care hospital,” Hebert explained. “If a care provider can have the same impact on their community and securely see patients from a protected device without being tied to an emergency department or ICU for 12 to 14 hours, you can imagine the benefits.”

Lazer noted that some private insurers and the Centers for Medicare and Medicaid Services now reimburse for virtual patient visits at the same rate as in-person ones – a change he expects to become permanent. He also anticipates it will be commonplace for physicians with specialties who are licensed in one state to

virtually treat patients in another state, especially in underserved communities or understaffed health systems. Healthcare organizations now have the ability to rethink clinical delivery and workflows.

Among the potential challenges of rapid virtual care adoption: The organization must consider the exponential amount of data that may be coming into the healthcare ecosystem – essentially pulling in too much data from too many sources and becoming overwhelmed. It’s also important that providers consider building out the infrastructure for virtual care capabilities beyond the next 18 to 24 months – as it becomes standard practice to their patient populations.



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STEVEN LAZER | Global Chief Technology Officer for Healthcare | Dell Technologies

“In the current operating model, there are only two options: evolve or be acquired,” Lazer said. “That’s because the timeline for digital transformation initiatives such as virtual care is now accelerated as patients need coordinated and collaborated care both in and outside of traditional medical settings.”



**About Dell Technologies**

Dell Technologies provides solutions to help healthcare organizations realize their digital transformation – from the point of care to the data center to the cloud. From the world’s leading healthcare systems to the rural health clinics, we have transformative and essential infrastructure solutions to help you achieve business and clinical agility.