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The Transformational Edge of Intelligent Work Distribution

Healthcare: Higher Costs, Growing Complexity and Technology

According to the Centers for Medicare & Medicaid Services (CMS), national health care expenditures are projected to reach \$2.2 trillion in 2028, up from 19.7% of GDP. Due to aging Baby Boomers, the increase is highest for Medicare, with a projected 7.2% compound annual growth rate (CAGR) from 2018 to 2028; the overall CAGR is 5.4%. The high rate of growth is neither affordable nor sustainable and will increase management focus on cost reduction.

Aside from some pockets of innovation, the focus on value is incrementally transforming care delivery. Proactive, patient- and home-centric integrated care that is coordinated across the continuum is emerging as a model for primary care delivery. Population health inclusive of social determinants has been applied for risk stratification and elsewhere.

As the healthcare ecosystem keeps evolving, the basics of work performance have changed very little. For the most part, they went from paper and pencil to an electronic worklist on a laptop. Work queues/worklists are still being deployed to create a false sense of efficiencies. Quantum changes to the work distribution system need to take place for true cost savings to occur.

Healthcare has not been immune from technological transformation affecting other industries, and more broadly, society at-large. Cloud computing, data sciences, artificial intelligence (AI), the internet of things (IoT), robotic process automation (RPA), digital media and other technologies are being applied. AI is used to allow computers to make decisions like humans, whereas RPA is used for task automation. Data science is critical to unlocking the vast streams of structured and unstructured clinical, and non-clinical data pervading healthcare.

¹ National Healthcare Expenditures, projected <https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/NationalHealthExpendData/NationalHealthAccountsProjected>

