



# FROM SICK CARE TO WELL CARE

LEARNINGS FROM THE EAST & THE WEST

**InnoHEALTH**  
2016



Exchange Technology is Our Business

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# hCentive Snapshot

- Our mission: *We are in the business of helping consumers attain easier access to health benefit products*
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- WebInsure Suite includes solutions for state exchange, private exchange, exchange integration, Medicare, direct enrollment, financial management and more
  - Latest products: WebInsure Medicare & WebInsure Financial Management
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- Global Headquarters in Reston, VA
- India Offices in Noida
- Over 800 employees and growing
- Regional Offices in NY, CO, PA, MA & AR

# Basic Question – Where in the world is healthcare at its best?

## *Health by Longevity Stats:*

***U.S. is placed 43<sup>rd</sup> @ 79.68 as average estimate***

***India is placed 163<sup>rd</sup> @ 68.13 as average estimate***



# WORLD HEALTH ORGANIZATION (WHO) – First Analysis to rank World Health Systems

- Conducted in 2000
- 191 member states were analyzed using 5 performance indicators:
  - Overall level of population health
  - Health inequalities or disparities
  - Overall level of health system responsiveness (patient satisfaction + system response)
  - Distribution of responsiveness within the population
  - Distribution of health system's financial burden within the population

Translates to ACCESSIBILITY, AFFORDABILITY & QUALITY OF CARE

France came #1 (but at a cost) - U.S was 37<sup>th</sup> - India was 112<sup>th</sup>

# KEY WHO FINDINGS

## **Methods:**

- Comparison of each country's healthcare system to upper limit of what can be done with the level of available resources
- Compared each country's healthcare system accomplishments with those of others

## **Findings:**

- The health and well-being of people depend critically on the performance of the health systems that serve them
- There is disparity in performance, even among countries with similar levels of income and health expenditure
- Virtually all countries are underutilizing their available resources

# 2009 & 2010 COMMONWEALTH FUND STUDY

Compared Healthcare in U.S. and 10 other advanced countries based on patient and doctor surveys and other data analysis.

## **Findings:**

- U.S. lags due to cost related access problems, lack of after hours care and IT adoption
- Primary care is weak
- Reforms are inevitable
- Need premium assistance for low income population
- Need Medicaid expansion
- Benefit standards and limits on out of pocket expenses to be established
- Need for Insurance Exchanges
- Need for standards to reduce complexity

# Healthcare Spend

% of GDP Spend on Health:

U.S. – 17.1%

India – 4%

- Thompson Reuters Study - Out of the \$2 trillion spent on healthcare, \$700 billion is spent correcting preventable mistakes and errors.
- Estimated \$250 billion spent on unnecessary procedures.
- According to Centers for Medicare & Medicaid Services (CMS) data - \$4.4 billion spent in 2009 on care for patients harmed in hospitals and another \$26 billion on patients who were readmitted within 30 days.

**About a trillion dollars in savings are waiting to be discovered!**

# The Big Picture

- According to the Kaiser Family Foundation, U.S. spends twice or more while leaving millions uninsured than other comparable countries such as France, Australia, Germany, Japan, etc., which spend less while covering everyone in their countries.
- Countries offering universal healthcare have shown that the care offered is the same to all citizens irrespective of their economic status. Canada, France and Israel have shown that investments in primary care are important.
- Primary care advocates the wellness philosophy of prevention, thus helping control and minimize cases where a cure is needed.
- Britain and France have advocated the optimization of non health personnel that are not doctors.
- Prescription drugs are also relatively cheaper in the East than in the West. Reason; governments ensure that there is fair trade practice associated with drugs. In France and Japan, any injuries as a result of medical errors are promptly covered removing the need for medical malpractice law suits.



# Culture Change – From Sick care to Well Care

- Focus on Primary Care
- Streamline and Digitize Medicine
- Standardize Prevention & Maintenance – According to Centers for Disease Control and Prevention, more than 133 million Americans, 45% of the total population, have at least one chronic disease. Chronic diseases kill more than a million Americans each year, and are responsible for 7 of 10 deaths in the United States. Chronic diseases account for 75 percent of the nation's health care spending.
- Manage Healthcare Accessibility
- Tighten Control on Costs
- Advocate Checklists



# Culture Change – Out of the box Innovation

- GE Research Center, Bangalore – ECG Machine and Lullaby Baby Warmer
- Vietnam Breath of Life – Baby CPAP
- Narayan Hrudayalay
- Bangalore’s Wockhardt Hospital has initiated “awake and beating heart” surgeries
- LifeSpring Hospitals Deliveries
- Madurai’s Aravind Eye Hospital



# Strategize now to leapfrog the well care wave!





Questions?

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