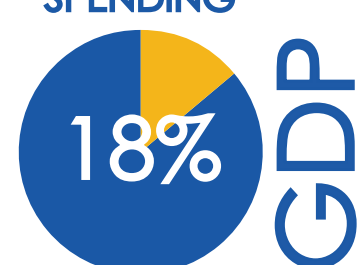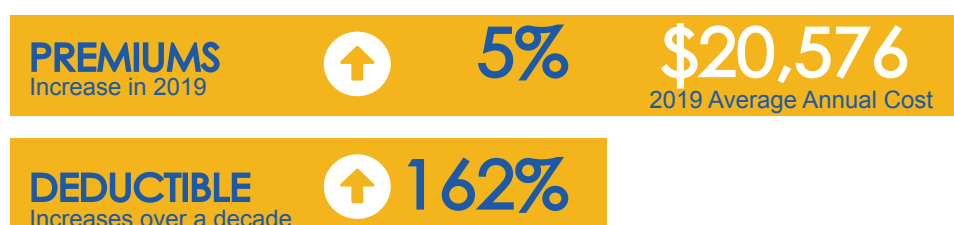# 2020 HCEG Top Ten

2020 HCEG TOP 10

www.hceg.org/top10

1 Cost & Transparency

Implementing strategies and tactics to address growth of medical and pharmaceutical costs and impacts to access and quality of care.

HEALTHCARE SPENDING

18% GDP

EMPLOYER SPONSORED PROGRAMS

| PREMIUMS Increase in 2019 | ↑ 5% | $20,576 2019 Average Annual Cost |
| DEDUCTIBLE Increases over a decade | ↑ 162% | |

2 Consumer Experience

Understanding, addressing and assuring that all consumer interactions and outcomes are easy, convenient, timely, streamlined, and cohesive so that health fits naturally into the "life flow" of every individual's, family's and community's daily activities.

FULL CONSUMER-CENTRIC STRATEGY IN PLACE

PROVIDERS 18% PAYERS 24%
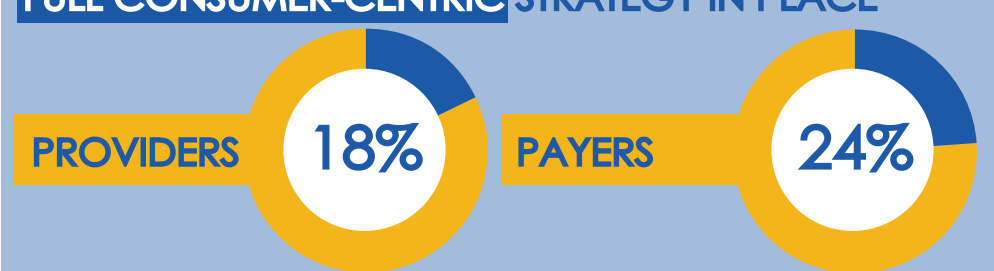
SOME STRATEGY IN PLACE OR DEVELOPMENT

PAYERS 100%

Payers and providers also disagree on who is best positioned to provide cost and quality data to consumers, both believing they are the best choice

3 Delivery System Transformation

Operationalizing and scaling coordination and delivery system transformation of medical and non-medical services via partnerships and collaborations between healthcare and community-based organizations to overcome barriers including social determinants of health to effect better outcomes.

$760 BILLION ANNUALLY

SPENT UNNECESSARILY ON HEALTHCARE

4 Data & Analytics

Leveraging advanced analytics and new sources of disparate, non-standard, unstructured, highly variable data (history, labs, Rx, sensors, mHealth, IoT, socioeconomic, geographic, genomic, demographic, lifestyle behaviors) to improve health outcomes, reduce administrative burdens and support transition from volume to value and facilitate individual/provider/payer effectiveness.

PROVIDER & PAYER DIFFERENCES

PROVIDERS   PAYERS

SMART TECHNOLOGIES POSITIVE IMPACT
38%   56%

SMART TECHNOLOGIES REDUCING COSTS
28%   42%

AI & MACHINE LEARNING IMPROVING CONSUMER ENGAGEMENT
39%   36%

5 Interoperability / Consumer Data Access

Integrating and improving the exchange of member, payer, patient, provider data and workflows to bring value of aggregated data and systems (EHR's, HIE's, financial, admin and clinical data, etc) on a near real-time and cost-effective basis to all stakeholders equitably.

PROVIDER & PAYER DIFFERENCES

PROVIDERS   PAYERS

CONSUMER DEMAND DRIVING INTEROPERABILITY
23%   11%

Providers and Payers are divided on what will make healthcare interoperability happen

6 Holistic Individual Health

Identifying, addressing and improving the member/patient's overall medical, lifestyle/behavioral, socioeconomic, cultural, financial, educational, geographic and environmental well-being for a frictionless and connected healthcare experience.

SELF-REPORTED DATA WOULD BE CLINICALLY VALUABLE IN SUPPORTING CARE

PHYSICIANS 80%

STUDENTS & RESIDENTS 78%
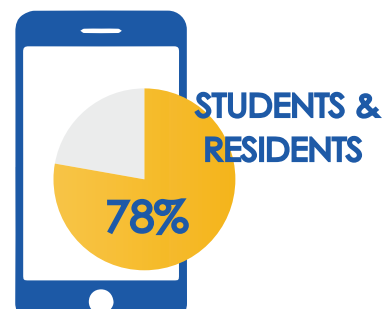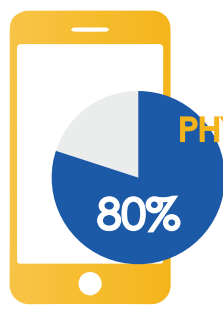
7 Next Generation Payment Models

Developing and integrating technical and operational infrastructure and programs for a more collaborative and equitable approach to manage costs, sharing risk and enhanced quality outcomes in the transition from volume to value. (bundled payment, episodes of care, shared savings, risk-sharing, etc).

PROVIDER & PAYER DIFFERENCES

PROVIDERS   PAYERS

USING ALTERNATIVE PAYMENT MODELS
43%   62%

INFRASTRUCTURE BARRIER TO IMPLEMENTING VALUE-BASED CARE
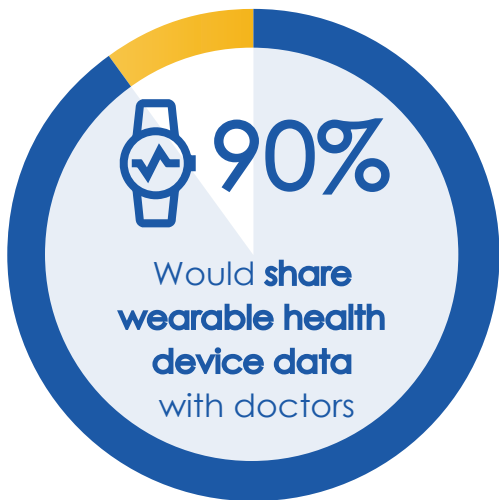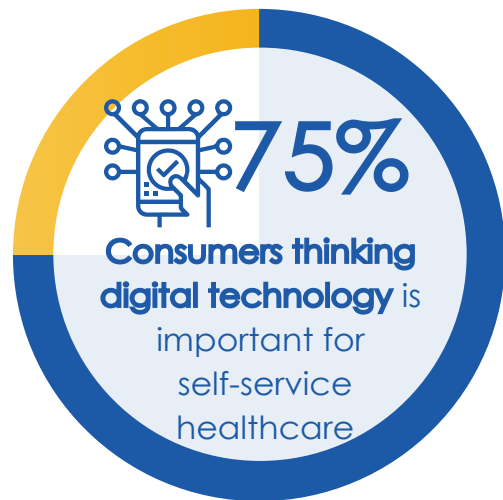8%   25%

Payers report infrastructure as barriers 3 times that of providers

8 Accessible Points of Care

Telehealth, mHealth, wearables, digital devices, retail clinics, home-based care, micro-hospitals; and acceptance of these and other initiatives moving care closer to home and office.

IMPORTANCE & ADOPTION OF VIRTUAL CARE

75% Consumers thinking digital technology is important for self-service healthcare

90% Would share wearable health device data with doctors

100% Payers acknowledge the importance of virtual care

9 Healthcare Policy

Dealing with repeal/replace/modification of current healthcare policy, regulations, political uncertainty/antagonism and lack of a disciplined regulatory process. Medicare-for-All, single payer, Medicare/Medicaid buy-in, block grants, surprise billing, provider directories, association health plans, and short-term policies, FHIR standards, and other mandates.

EXPECTATIONS POST 2020 ELECTION

PROVIDERS   AFFORTABLE CARE ACT   PAYERS
31% WILL SHRINK   26% WILL GROW

10 Privacy / Security

Staying ahead of cybersecurity threats on the privacy of consumer and other healthcare information to enhance consumer trust in sharing data. Staying current with changing landscape of federal and state privacy laws.

41% OF ALL BREACHES OCCUR IN THE HEALTHCARE SECTOR

$429 PER RECORD COST FOR A BREACH

25% C-SUITE RESPONDENTS BELIEVE CYBERSECURITY IS NOT RECOGNIZED AS A PRIORITY AT THE EXECUTIVE / BOARD LEVEL