

The Gap Impact



The Care Gap significantly impacts patients, clinicians, payors, and hospitals. Each encounters difficulties and frustrations in the Gap that can be solved with thoughtful and data-driven interventions.

	In the Gap	With Care in the Gap
<p>Patients</p>	<ul style="list-style-type: none"> • Continuing improvement • Prescriptions to fill • Finding a primary care physician • Scheduling a timely follow-up appointment • Engaging in follow-up care 	<ul style="list-style-type: none"> ✓ Better outcomes ✓ Follow-up support for questions and concerns ✓ New relationships with primary care physician ✓ Timely follow-up care
<p>Clinicians</p>	<ul style="list-style-type: none"> • Increased demand and stress in the ED • Unsolvable situations where patients have no new solutions after a second visit • Decreased patient trust, more frustration, and less satisfaction 	<ul style="list-style-type: none"> ✓ Better care for patients after an ED encounter ✓ Reduce unnecessary ED visits ✓ Keep clinicians out of unsolvable situations; empower solutions ✓ Decreased risk ✓ Increased ED capacity, better use of resources
<p>Hospitals and Health Systems</p>	<ul style="list-style-type: none"> • Cost of repeat visits • Decreased patient satisfaction • Complex post-acute care coordination • Increased readmission mortality rates 	<ul style="list-style-type: none"> ✓ Improve quality of care across the care continuum ✓ Retain and gain new market share ✓ Increase patient satisfaction ✓ Better performance in value-based models
<p>Payors</p>	<ul style="list-style-type: none"> • High cost of post-acute care • Cost of avoidable ED visits and hospitalizations • Lack of networks and infrastructure for care coordination 	<ul style="list-style-type: none"> ✓ Increased member satisfaction ✓ Gain competitive advantage by empowering members to navigate effectively ✓ Decreased cost ✓ Better performance in value-based models of care

When clinicians, health systems, and payors act to narrow and fill the Gap, it makes a difference for everyone, including patients. **The time to act is now.**