

Virtual Care Services

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Future State of Health Care – Clinical staff shortages

Provider shortages	Nurse shortages	Other healthcare worker shortages	Burnout/Retirement
<div>124k</div> <div>Shortage of physicians in the U.S. by 2033</div>	<div>1.1 mil</div> <div>Shortage of nurses overall in the U.S. in 2022</div>	<div>29k</div> <div>Estimated shortage of nurse practitioners in the U.S. by 2025</div>	<div>30%</div> <div>Health care workers are considering leaving their profession altogether</div>
<div>83.7 mil</div> <div>People in the U.S. live in a designated primary-care health professional shortage area.</div>	<div>200k</div> <div>Nurses needed to be hired per year to meet increased demand and to replace retiring nurses</div>	<div>3.2 mil</div> <div>Shortage of health care workers by 2026</div>	<div>35%-54%</div> <div>U.S. nurses and physicians have symptoms of burnout</div>

Sources:
<https://www.usnews.com/news/health-news/articles/2022-07-28/staff-shortages-choking-u-s-health-care-system>
<https://www.aha.org/fact-sheets/2021-05-26-fact-sheet-strengthening-health-care-workforce>
<https://time.com/6199666/physician-shortage-challenges-solutions/>
<https://www.aamc.org/news/press-releases/aamc-report-reinforces-mounting-physician-shortage>

Future State of Health Care -- Patient Population



42.4%

increase in the population of people aged 65 and above by 2034.



2035

There will be more seniors aged 65 or older than children aged 17 or younger in 2035.



6 in 1

Adults will have one or more chronic conditions such as diabetes, cancer, heart disease, lung disease, or Alzheimer's by 2035.



35%

of public opinion research survey respondents said they or someone they knew had trouble finding a doctor in the past year or two in 2019.

Sources:
<https://time.com/6199666/physician-shortage-challenges-solutions/>
<https://www.aamc.org/news/press-releases/aamc-report-reinforces-mounting-physician-shortage>

The Value of Virtual Care

59% of providers have left the industry due to burnout in 2023 .¹

25% of physicians clock in between 61 and 80 hours weekly. This did not include any additional work that physicians performed online or at home for patient care.

Patients who experience wait times often give up and do not receive care.²

Delayed or deferred care can put an individual's health at greater risk for complications.



We have a tremendous opportunity to help patients make smart decisions and avoid delays in care by offering Virtual Care tools.

1. <https://www.physicianonfire.com/why-physicians-leave-their-jobs/>
2. American Association of Nurse Practitioners <https://www.aanp.org/news-feed/two-in-five-americans-report-unreasonable-health-care-wait-times> 2023

Barb Eckiss, *Digital Adoption Manager*



- In 2022 graduated from Purdue with an M.S. Health Communication and Organizational Leadership Communication
- Joined the Digital First team in the Fall of 2022
- Specializes in enhancing the teammate and patient experience to increase the adoption of all our tools
- Dedicated to leveraging technology to improve access to care and healthcare outcomes

Optum Virtual Care Tool Box

1

MyChart

2

Symptom Smart

3

Touchless Arrival

4

E-Consults

5

Ambient Scribe

MyChart | Optum

Easy access with MyChart: Same day virtual care services

Get virtual care now using the app or go online: myhealthchart.com



MyChart

MyChart is an online tool that gives secure access to your online video appointments, medical records, test results and more. This allows you to have a complete picture of your health and make informed decisions about your care.

Online Scheduling

Online scheduling conveniently allows you to schedule appointments through MyChart without having to call the clinic.

E-Visits

E-visits offer a convenient way to get care through secure messaging with a clinician for basic concerns without needing to schedule an appointment, complete a video visit or come into the clinic.

Video visits

On-demand video and **Video visits** are both great options for getting the care you need from the comfort of your home. With On-demand video, you can get a video visit without an appointment. Video visits are scheduled appointments with your physician.

E-Consults

E-Consults allows your primary care provider to quickly consult a Specialty provider about your care. E-Consults help get you answers sooner and may even save you a visit!

Get care 7 days a week without an appointment

Patients want the option to make appointments online, and some top concerns for patients are long hold times and access to care.

Through MyChart, patients can schedule for:



Common seasonal illnesses



Self-help care for 800+ health problems



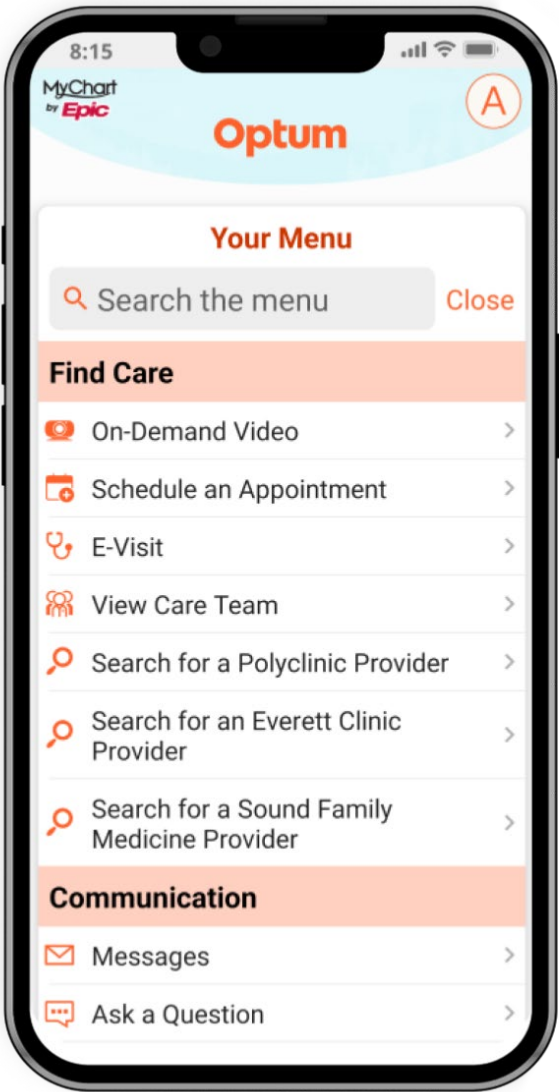
Quick advice from our top local doctors



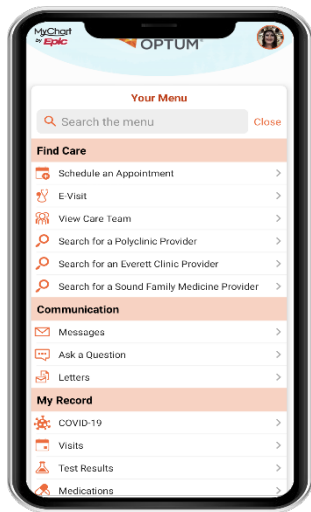
Suggestions on what to do next for your symptoms



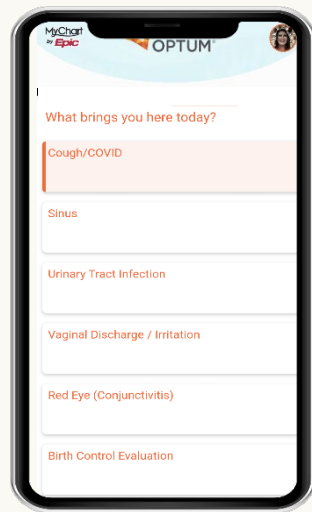
Seeing a doctor on-demand or scheduling a visit with your primary care provider



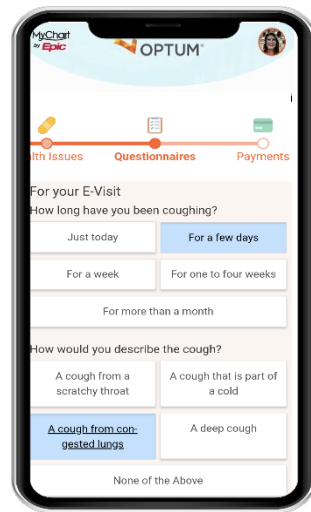
How do E-Visits work?



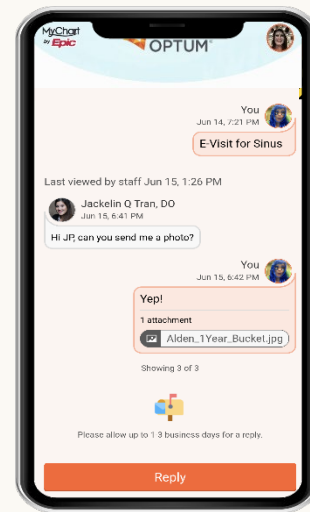
Find Care in MyChart



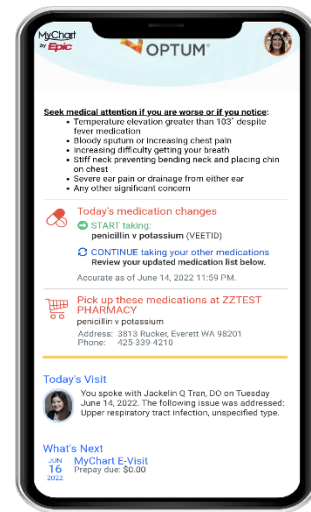
Select Health Concern



Complete Questionnaire



Communicate with Secure Patient Messaging



Receive Care without an Appointment



Video Visits



Symptom Smart is Optum Care WA's newest digital front door

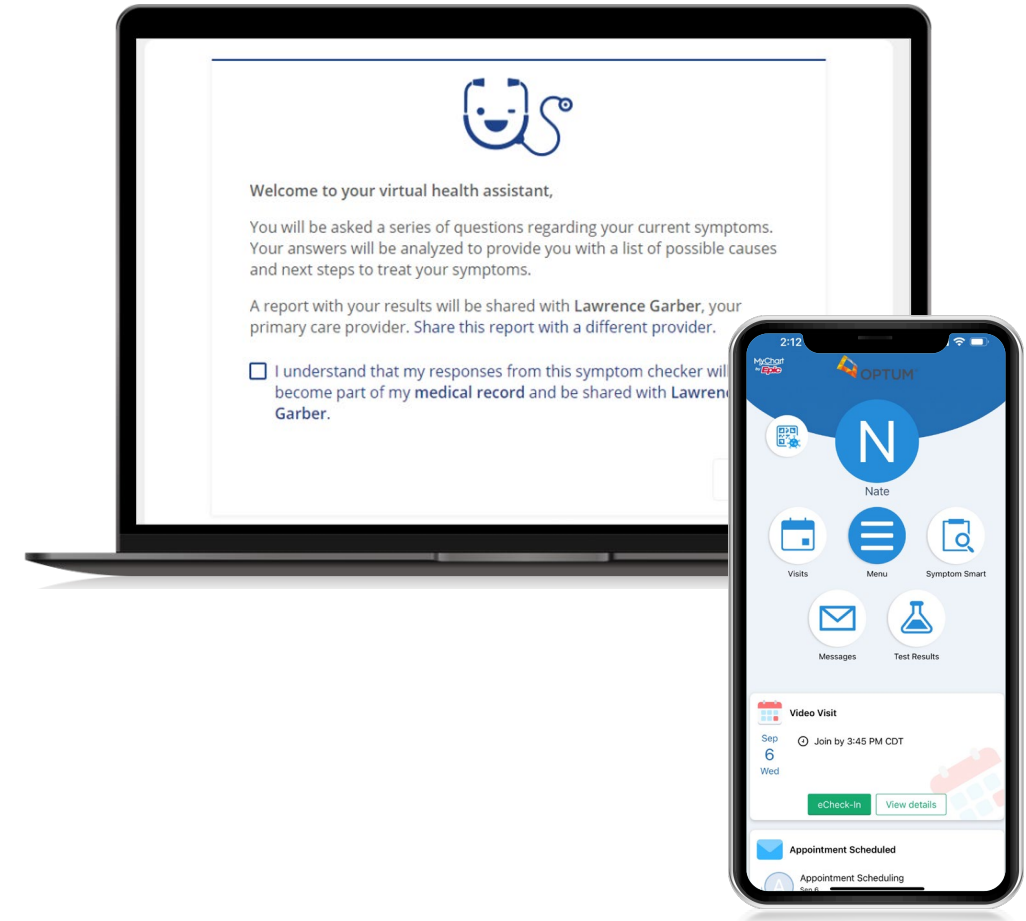
What is Symptom Smart?

 Symptom Smart is an online symptom checker triage tool **integrated with Epic and MyChart**

 Backed by Infermedica's database, it covers **over 1,200 symptoms and 600+ diagnoses** with a triage accuracy over 93%

 Through the tool, patients can **self-assess** their symptoms and receive **personalized care recommendations** based upon their likely diagnoses, including:

- ✓ Self-Care
- ✓ On Demand Video Visit
- ✓ Use an E-Visit to Message a Provider
- ✓ Urgent Care
- ✓ Schedule an Appointment
- ✓ ED/911





MyChart Patient Journey



Patient develops another upset stomach. They sign in to MyChart and use Symptom Smart to see the recommendations. Symptom Smart recommends an **On-demand video visit**.



Patient immediately gets into the On-demand video visit line in MyChart. Patient has their video visit and shares symptoms with their doctor.



The doctor orders prescriptions to ease the patient's stomach upset then uses **e-consult** to send a message the specialist regarding the recurring symptoms.



The patient goes to clinic for their additional tests and awaits the results from their doctor. The patient avoided multiple in-person appointments.



The specialist decides the patient needs further tests and makes recommendations to the patient's doctor. The doctor schedules the appointments for those tests.

Stock photo used.

PreCheck-In & Touchless Arrival

What is PreCheck-In and Touchless Arrival?

PreCheck-in

Allows patients to pre-register online from their mobile device or computer before their visit. They can review contact information, medications, insurance and more.



Touchless-Arrival

Notifies team of patient arrival and allows the patient to skip the line at the front desk.

Why do we do this?



Reduce traffic at the front desk.



Enhances patient experience by reducing lines & providing easy access to healthcare information.



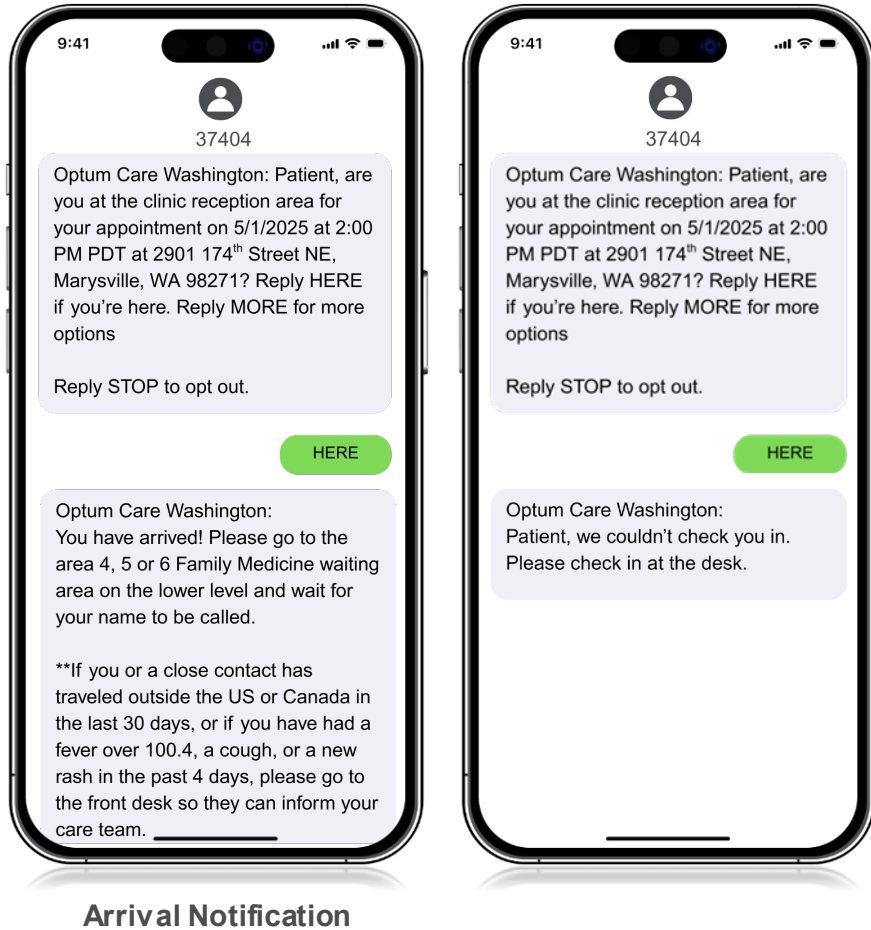
Improve collection of patient health records, contact information & copays.



Ease the burden for staff by streamlining workflows (e.g., medication reconciliation, insurance verification, etc.)

How does Touchless-arrival work for patients?

Patients can arrive by texting HERE or MORE for more options. Examples:



Arrival Texts (2-way): Patients can arrive by texting HERE or MORE for more options. Examples:

- Optum Care Washington: Patient, are you at the clinic reception area for your appointment on 5/1/2025 at 2:00 PM PDT at 2901 174th Street NE, Marysville, WA 98271? Reply HERE if you're here. Reply MORE for more options. Reply STOP to opt out.
- Optum Care Washington: You have arrived! Please go to the area 4, 5 or 6 Family Medicine waiting area on the lower level and wait for your name to be called.
- Optum Care Washington: Patient, we couldn't check you in. Please check in at the desk.

E-Consults

E-Consults

E-Consults can help patients get answers and access to care sooner than if they were to go through a referral scheduling process (specialties often have long wait times).



Specialty departments offering E-Consults:

- ENT
- Psychiatry
- Comprehensive Pain Center
- Pulmonology
- Cardiology
- Endocrinology
- Urology
- Hematology
- Lipid Clinic
- Dermatology
- Gastroenterology



Response time

Response within 72 hours from the patient's PCP, with recommended next steps resulting from the E-Consult.

Ambient Scribe

Ambient Scribe



75%

Clinicians were able to capture 75% more information and reduce errors to improve documentation quality.



85%

Better experience providing patient care.
Clinicians report a reduction burnout, and they were able to focus on patient care

1. [NEJM Catalyst Innovations](https://catalyst.nejm.org/doi/full/10.1056/CAT.23.0404)
<https://catalyst.nejm.org/doi/full/10.1056/CAT.23.0404>



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