HOME HEALTH
PREPARING FOR THE FUTURE
OF RETAIL HEALTH CARE

An evolution is occurring across health care systems in America, placing much more of the responsibility and control in the consumers’ hands. Patients are becoming increasingly empowered, particularly given the impact of technology.

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EMERGING HEALTH CARE OPTIONS = RETAIL OPPORTUNITY

“‘We are guests in our patients’ lives instead of hosts in our health care organizations’”
—Donald Berwick, former president and CEO of Institute for Health care Improvement (IHI)

Medical care will begin to take place more in the home. Care will no longer be confined to clinicians in the clinics, hospitals, or other institutional settings.

Unprecedented demands on the health care system and issues stemming from chronic conditions have placed overall U.S. health care at a threshold of required change.

The American health care system is in the midst of unprecedented change, and the Triple Aim (see diagram on next page)—achieving better care for patients, better health for communities, and lower costs through health care system improvement—is becoming a widely accepted framework for the desired outcomes of the evolving system. Key elements emerging in this transformation include new structures for integrating and coordinating services, a renewed focus on patient engagement and patient-centered care, and new payment models based on the value of population-based health outcomes rather than the volume of services delivered.”