tytocare™

"What do you mean you can't see my ear canal?!"

The Home Health Delivery Gap™

Challenges impacting access to primary care

Healthcare today requires innovative, high-quality solutions. Spiraling costs and systemic inefficiencies have stretched doctors and patients past the breaking point. While a UN and WHO Sustainable Development Goal calls for universal, affordable, accessible health coverage for all, over 400 million people around the world lack access to the most basic, essential health services.

Four in ten US adults have delayed or gone without medical care in the past year due to cost, with a disproportionate impact on minorities, women, and lower-income individuals. Addressing the challenges requires giant leaps of progress, rather than incremental steps.

Over
400 million people around the world lack access to the most basic, essential health services[1]

Four in ten US adults have delayed or gone without medical care in the past year due to cost[2]

Telehealth's unfulfilled promise

Telehealth was intended to alleviate the issues that face primary care, including cost, efficiency, staff shortages, access to care, and competition. However, telehealth's potential remains largely unfulfilled and unable to deliver on its promise. Current telehealth solutions fail to address the clinical needs of healthcare delivery - the ability to diagnose remotely and to build trust with clinicians.

While telehealth was intended to replace in-person appointments, nearly 90% of traditional telehealth visits required additional visits. Underserved populations remain less likely to access traditional telehealth, further widening the care gap.

Post its COVID-era surge, current telehealth lacks effective user engagement and fails to offer culturally competent care. Poor adoption and low utilization rates have a negative impact on healthcare's ROI and bottom lines.
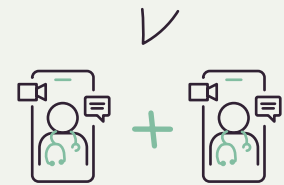
The Home Health Delivery Gap™

The above factors combined lead to the **Home Health Delivery Gap™**, in which the epicenter of daily life remains disconnected from healthcare.
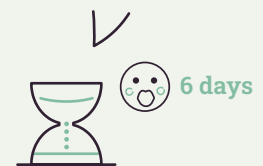
The Home Health Delivery Gap™ impacts everyone, from patients to providers to health plans:

- **Families** experience poor access to primary care, which leads to greater care gaps, worsening chronic issues, and reliance on costly, inefficient solutions such as the ED.

- **Health plans** face higher total cost of care (TCC) due to the overuse of EDs, laboratory tests, and prescriptions. They see poor quality of care and poorer health outcomes for members. They also experience lower rates of member satisfaction, leading to disenrollment and lower acquisition.

- **Value-based** health systems experience higher TCC. Their staff shortage issues are not alleviated. They face lower revenues, lower acquisition, and poorer retention rates.

- **Fee-for-service health systems** face lower revenues, lower acquisition, and lower retention, as primary care continues to be neglected and underfunded.

90% of traditional telehealth visits require additional visits[3]

Patients wait an average of **six days** to see a primary care physician[4]

6 days

Rural residents traveled more than **twice the distance** of urban residents to see a clinician[5]

55.8% identified the cost of gasoline and the financial expense of travel as barriers to receiving medical care[6]

Addressing the challenge

Home-based healthcare is convenient, affordable, and innovative, making it well-positioned to improve health equity. It's also becoming the delivery model of choice in several use cases. In 2021, 86% of adults said they preferred to receive post-hospital, short-term healthcare at home. Virtual models are increasingly being recognized for delivering more value while maintaining high levels of care quality, a shift that experts expect will continue.

Despite the seriousness of the Home Health Delivery Gap™, health plans see virtual care, particularly virtual primary care, as a vital, strategic pillar of their future offerings. They are well aware that virtual care and telehealth, in their current form, aren't optimized for success. They equally understand the importance of virtual care going forward, and recognize the fact that the current challenges must be resolved.

The Home Smart Clinic aims to address these challenges, allowing telehealth to fulfill its immense potential.

AAMC predicts a
37K to 124K
physician shortage by 2034[7]

Social determinants of health barriers account for as much as **55%** of health outcomes[8]

Source 1 | Source 2 | Source 3 | Source 4
Source 5 | Source 6 | Source 7 | Source 8

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