FIRST AMERICAN
HEALTHCARE FINANCE™
A City National Bank Company

PEER REVIEWED by HFMA*

First American's equipment finance solutions are exclusively endorsed by the American Hospital Association (AHA).

NEW CHANNELS OF CARE

"First American has been a big help to our growth process. Previously, many of our patients had to go to the emergency room to see a doctor – but now they can receive affordable, quality health care services close to home.
We're grateful to First American for the role they've played in this success."

Mike Victor, CFO, Foothill Community Health Center

Outside of independent hospitals consolidating into health systems, many other institutions are emerging in communities to assist with care of the population. There are more and more surgery centers, assisted living communities, and clinics available to patients, some affiliated with health systems and some unaffiliated. These new institutions vary in the level of care they provide, some for only minor treatment and some with the ability to handle very extreme cases. They are also making care more convenient and available to patients, providing it in the most efficient way for the individual and offering options based on the level of care the patient needs.

Three goals of the new channels are to:

1. Build a holistic perspective to promote the continuum of care and make transitions efficient for organizations, patients, and families.

2. Maintain high reliability so each patient receives the best possible care at every stage in their care cycle.

3. Manage chronic care as it relates to population health with a new focus on wellness.

With the expansion of new care channels, healthcare organizations are re-evaluating their current structures and layouts to ensure they are providing the most efficient and highest quality of care possible.

Have you recently expanded your care channels? Do you have plans to create any new channels? What is the timing?

HEAR FROM OUR EXPERT

According to the University of Kentucky's healthcare design researcher, Lindsey Fay,

"*A well designed healthcare environment can support the delivery of efficient and safe patient-centered care, foster enhanced communication and interdisciplinary collaboration among caregivers, and encourage staff satisfaction and retention. As a means to ensure these objectives are achieved, many design firms and healthcare organizations are turning towards data-driven evidence-based design to ensure the care environment is meeting the needs of patients, visitors, and staff. One example of*

an evidence-based response has been a move from centralized to decentralized nursing station designs. The goal of the decentralized model is to improve workflow and caregiver efficiency by placing caregivers in closer proximity to patients, decreasing nurse walking distance, increasing time spent with patients, and enhancing patient safety through the reduction of patient falls."

Another common example is renovation of common areas. Updates to reception areas, lobbies, waiting rooms, restrooms, and other common areas improves the experience for patients, families, and staff members.

Outside of the physical channels, there have also been rapid developments in telehealth. This is especially helpful so providers can expand their geographical footprint and standard hours to provide care for these patients. Additionally, it keeps providers competitive against walkin clinics at retail stores. From a provider standpoint, it also opens doors to let physicians and staff work remote from their homes or different locations around the nation. However, as providers' virtual doors are opening, they must follow the same privacy regulations as traditional care and ensure the equipment on both the provider and patient end is secure, private, and integrates with the EMR and other software.

COSTS ASSOCIATED WITH NEW CHANNELS OF CARE:

+ Purchasing new technology
+ Expanding to other locations
+ Purchasing additional medical equipment
+ Renovating office space

Learn more: www.fahf.com/trends

52% of patient transactions were conducted online, by virtual visits or online apps, according to Kaiser Permanente's CEO Bernard Tyson.