



Sweeping changes in healthcare delivery have caused increased complexity of patient medication management for care teams. At the same time, telehealth can be very effective in addressing these challenges and enabling effective access to care.

Challenges

Persistent Health Disparities

Health inequities are more visible now

\$135B

Economic gain per year if racial disparities in health are eliminated

REF: https://altatum.org/RacialEquity2018

More Distributed

Healthcare is more geographically distributed



Travel time saved caused higher levels of satisfaction with telemedicine visits post pandemic

REF: Telemedicine in Primary Care During the COVID-19 Pandemic: Provider and Patient Satisfaction Examined. Telemedicine Journal and e-Health, 28(2), 167-175. https://doi.org/10.1089/tmj.2021.0174

More Complexity

More patients need multiple prescriptions (polypharmacy)

65.1%

Prevalence of major polypharmacy in older patients (over 65)

REF: Polypharmacy prevalence in older adults seen in United States physician offices from 2009 to 2016 2021. National Library of Medicine https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8330900/

More Medications

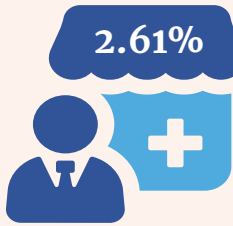
More medications are becoming available



There are more than 130 active biologic license applications and new drug applications underway

REF: Senior M. Fresh from the biotech pipeline: fewer approvals, but biologics gain share. Nat Biotechnol. 2023 Feb;41(2):174-182. doi: 10.1038/s41587-022-01630-6. PMID: 36624153; PMCID: PMC983826

Less Compliance



2.61%

Mean prescription fill rates decreased by 2.61% in 2021 compared with 2019

REF: Nancy E. Morden, MD, MPH1,2, Weiping Zhou, MS1, Ziad Obermeyer, MD, MPH1, PhD3, et al Receipt of Medications for Chronic Disease During the First 2 Years of the COVID-19 Pandemic Among Enrollees in Fee-for-Service Medicare Pharmacy and Clinical Pharmacology May 17, 2023 https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2805002

Less Time

Providers are squeezed



Primary Care Physicians (PCPs) have less time to provide the guideline-recommended care

REF: Porter, Boyd, C., Skandari, M. R., & Lallesosong, N. (2023). Revisiting the Time Needed to Provide Adult Primary Care. Journal of General Internal Medicine. JGIM, 38(1), 147-155. https://doi.org/10.1007/s11606-022-07707-x

Fewer Staff

100K

Approximately 100,000 Registered Nurses (RN)s left the workforce during the COVID-19 pandemic in the past two years due to stress, burnout and retirements



Altogether, about one-fifth of RNs nationally are projected to leave the healthcare workforce.

REF: Examining the Impact of the COVID-19 Pandemic on Burnout and Stress Among U.S. Nurses - PubMed (nih.gov)

The Telehealth Solution

Telehealth can and is helping providers harness these complexities to help patients manage their medications effectively.

Telehealth supports patients remotely to:

- 1 Broaden Geographical Reach**
 - Shortens geographical distances
 - Reduces transportation as a barrier to care
 - Improves time to treatment
- 2 Enhance Communication**
 - Better and timely access to information
 - Encourages two-way communication
- 3 Encourage Patient Compliance & Appropriate Use**
 - Use of technology to monitor and communicate with patients
 - Technology can identify potential problems earlier
- 4 Increase Staff Efficiency and Effectiveness**
 - Automation of routine communication tasks
 - Ability to work remotely
- 5 Empower Patients**
 - Increases access to information and the medications patients need
 - Quick access to real-time data, information, and support