

# Improving Patient Care While Reducing Health Care Costs

Objective: To improve effectiveness and efficiency of patient outreach to persuade patients to utilize the health organizations mail order program.

## Information Issue

Cutting costs while improving the patient experience of care (including satisfaction and quality), while reducing the per capita cost of healthcare can be a challenge.



Instead of creating new programs, health organizations can utilize existing programs.

## Numbers Don't Lie

Research of past attempts and studies of prior shifts of benefit program utilizations were studied determining the outcome on both patients and the health organization.

Health Organizations in the U.S. spend more money than any western country, yet still rank 37% for positive health outcomes (WHO, 2015).

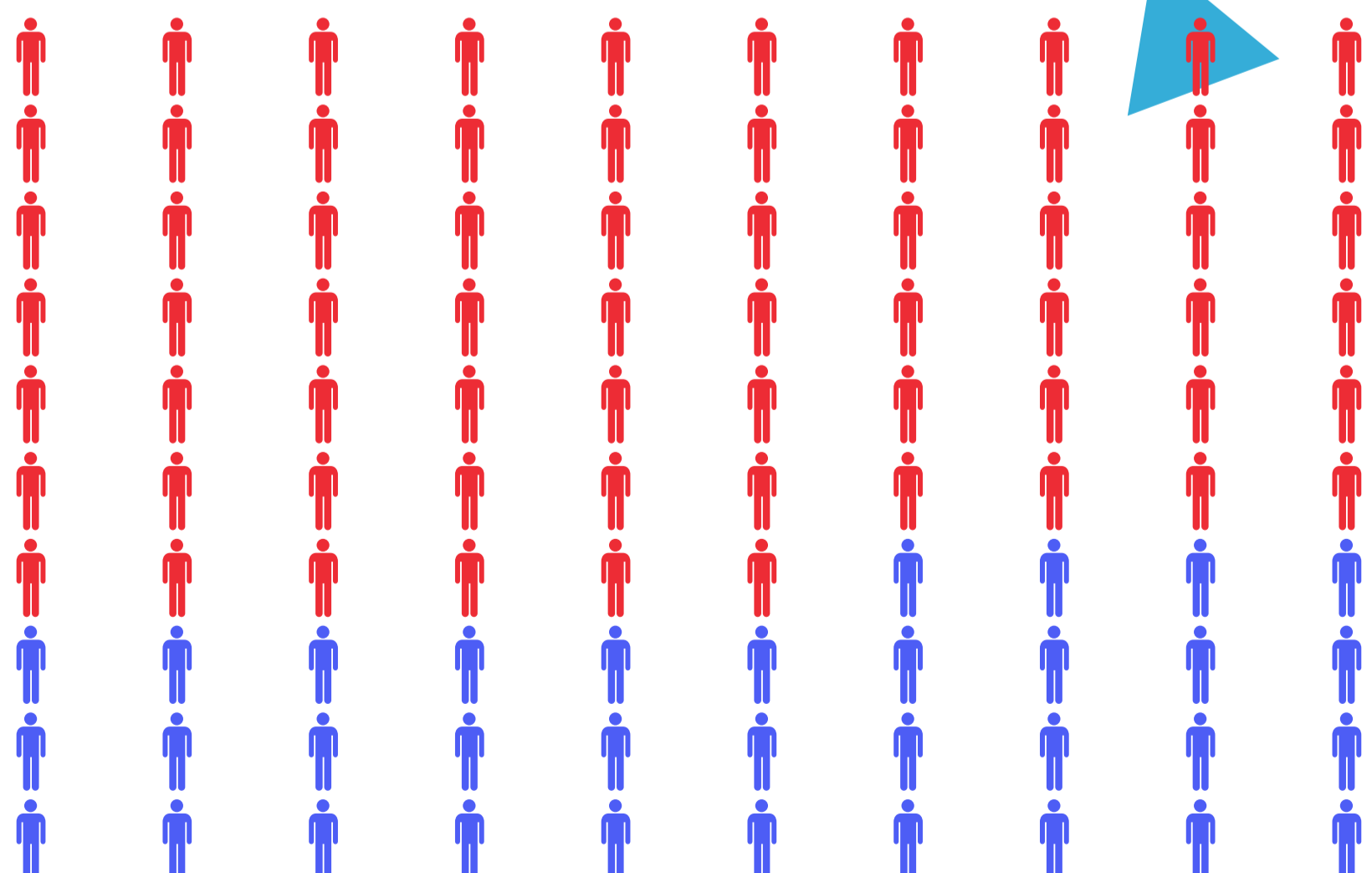
37%



Studies show that individuals that make their own decisions are more likely to be committed to their choices.

## Results and Recommendations

In 2016, 65% of facility orders *could have been* switched to mail order.

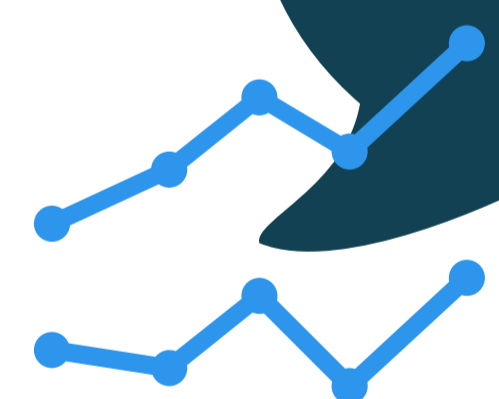


Involve the providers as a social influence by initiating a collaborative approach, working with patients advising how they can shift medications to mail order.



- Educate
- Modulate
- Regulate

Predictive analytics allowed me to speculate on future options.



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