

Avaya Digital Care Coordination Tools Net Better Outcomes



With global health spending projected to reach \$18.28 trillion by 2040¹, healthcare organizations are looking beyond traditional care delivery models and utilizing health IT solutions and technologies to improve quality, value, and costs.



An increase in chronic diseases and a **growing population of chronically ill patients**

Half of all adults – **117 million people** – have one or more chronic health conditions²

1 person in 11 – **422 million adults globally** – have diabetes³

Globally **1.5 million individuals** will die of diabetic complications³

75% of the \$2.7 trillion spent on healthcare in the U.S. is spent on treating people with multiple chronic conditions⁴

Care Coordination Fragmentation among chronically ill patients leads to **\$4542 increase healthcare cost** for preventable hospitalization⁵



Patient **no-shows impact** the quality of **healthcare delivery** and increase overall healthcare **cost**

12m GP appointments are missed each year in the UK, costing in excess of **£162 million** per year⁶

In the US, no shows can cost a single provider **\$192k** per year⁷

No-show rates for patients with diabetes range from **16% to 27%**⁸

which increases their risk of acute care utilization and hospitalization



Bridge care delivery gaps with **mobile solutions**

5.1 billion people have a mobile phone connection⁹

8.6 trillion text messages are sent annually¹⁰

99% of text messages are opened¹¹

25% of text messages will originate from an app¹²

Patients who receive SMS reminders are **50% more likely to attend** their clinical appointment¹³



Net-better clinical and operational **outcomes**

Patient reminders can improve adherence by **16% in low-resource settings**¹⁴

Patient reminders can improve adherence by 13% for an annual savings of nearly **\$325k**¹⁵

As healthcare looks to bridge the delivery care gap, **Avaya has the solutions and expertise** to enable you to **improve operational efficiency, staff productivity, and care coordination** with healthcare technology and solutions that move you towards a multi-disciplinary patient care team model. It is time to look beyond traditional care delivery models and utilizing health IT solutions to improve quality, value, and costs.

Find out more at Avaya.com/healthcare

Sources:
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