

ACCESSIBLE DOCUMENT

August 2020

COVID-19 Impact – New Realities for Healthcare Providers - infographic transcript

Priority 1: COVID-19's Long-term Threat

Uncertainties for Priority 1: Patient volumes have dropped between 30% and 70% in the first half of 2020. Patients are still hesitant to visit healthcare settings, leaving hospitals struggling to fill appointments.

Certainties for Priority 1: Have we passed the worst? When will non-COVID patient volumes return?

Predictions for Priority 1: Transitioning back to inpatient and outpatient services with new hospital operations will present challenges.

Priority 2: Infection Prevention

Uncertainties for Priority 2: A global PPE shortage has put frontline workers at high risk of getting COVID-19. Hospital associated infections (HAIs), the main adverse event in healthcare, cost some countries up to \$6 billion per year.

Certainties for Priority 2: How will regulatory bodies heighten infection prevention protocols, equipment inventory, and data collection?

Predictions for Priority 2: Patients and healthcare workers will examine prevention practices; providers need to instill confidence.

Priority 3: Revenue Loss

Uncertainties for Priority 3: In early May, hospital revenue in the US was dropping an average of \$1.4 billion each day as patient volumes were halved. The US federal government is distributing \$100 billion in healthcare financial relief.

Certainties for Priority 3: How will the landscape of healthcare provider organizations look, as so many scramble to survive each month?

Predictions for Priority 3: All providers must rethink their support services to find more value.

Priority 4: Virtual Care

Uncertainties for Priority 4: One New York hospital's non-urgent virtual care appointments increased by 4,345% in response to COVID-19. Telemedicine adoption across the globe has led to skyrocketing virtual visits.

Certainties for Priority 4: Can virtual care improve chronic condition management, discharge management, readmissions, and reduce visits to ERs and urgent care?

Predictions for Priority 4: Virtual care's impact on outpatient volume will be critical.