accenture

Health Equity

A priority for everyone

Transcript

Ankoor Shah (Accenture): The goal of health equity is, how do we make sure everyone has the care they want when they want it, where they want it, how they want it, and receiving that high quality of care that we know they deserve. That is the challenge that we are thinking about at Accenture—how to truly humanize healthcare for every single person in our community and the way we know we could do that is to take a health equity lens to every aspect of our healthcare delivery structure. Health organizations can partner with many different entities and organizations to meet their health equity goal.

Dan Miller (Spora Health): I believe the collaboration piece is critical and making sure that there's a real aligned experience that helps folks feel like their voice is being heard and that we're actually not just designing solutions in an ivory tower and then shipping them and hoping that folks will use them.

When we think about more innovative solutions within technology, there's still a huge opportunity for amazing new tools like machine learning to really enable us to make more culture-centered decisions and increase equitable outcomes for patients.

Specifically, we are now in a place where we can collect more data and whether it be claims data or experiential data that patients can provide, that allows us to better understand what sorts of environmental data points are driving, either increases of utilization or increases of outcomes. And what that will allow us to do in the future is to give providers proprietary data and information to make more tailored recommendations.

Ankoor Shah (Accenture): In terms of access to care, when health systems move to telehealth visits, those without the technology or the ability to use that technology therefore fell behind. Instead, we have to be intentional about design and think about those communities. And how can technology enable that? And they can, because if we go back to just virtual health, instead of relying on a physician in your neighborhood, you can have access to a physician across the country, across the state, that meets your cultural needs and your medical needs all at once.

Health organizations should make health equity a priority simply because it's the right thing to do. It's the moral thing to do and it will advance justice. But it's actually good business as well, because when you think about it, advancing health equity means we're being focused on improving access, experience and outcomes to the most vulnerable in our community. And if we're able to do that, we're actually supporting the whole reason why we're in this business to begin with.