Healthcare Services Solutions

Healthcare IT (HCIT) has become an integral part of the solutions being offered by healthcare companies in recent years, be they payer- or provider-focused. And HCIT stands to become even more indispensable, growing by an estimated 10% or more in the near-term due to six macro trends taking place in the healthcare sector as a whole.

Six trends driving growth in HCIT

1. Shift toward value-based care (high impact)

- Pay-for-performance including accountable care organizations (ACOs) incentivizes the use of IT to increase efficiency

- Demand for real-time clinical and financial data to drive optimal decisions is on the rise

2. Increasing digitization (high impact)

- Health systems are becoming more sophisticated in tracking patient biometric and longitudinal data

- Patients increasingly seek to engage with data about their health

3. Shift toward ambulatory care (medium-high impact)

- Ambulatory care settings, increasingly used as lower-cost care alternatives, can link with hospitals through integrated HCIT

4. Cost pressures (medium impact)

- Regulatory pressures are growing and Affordable Care Act (ACA) requirements are driving reimbursements lower

- Payers and providers have been reducing costs through automation, streamlined decision-making and standardization

5. Rise of consumerism (medium impact)

- Shifting costs to the consumer is leading to increased use of consumer tools (e.g. pricing/results information, medical history, "shopping" tools)

6. Hospital and provider consolidation (low-medium impact)

- Hospitals and provider groups that merge face the challenge of integrating their IT systems

Six developments are expected to drive 10%+ growth in HCIT

Source: L.E.K. analysis

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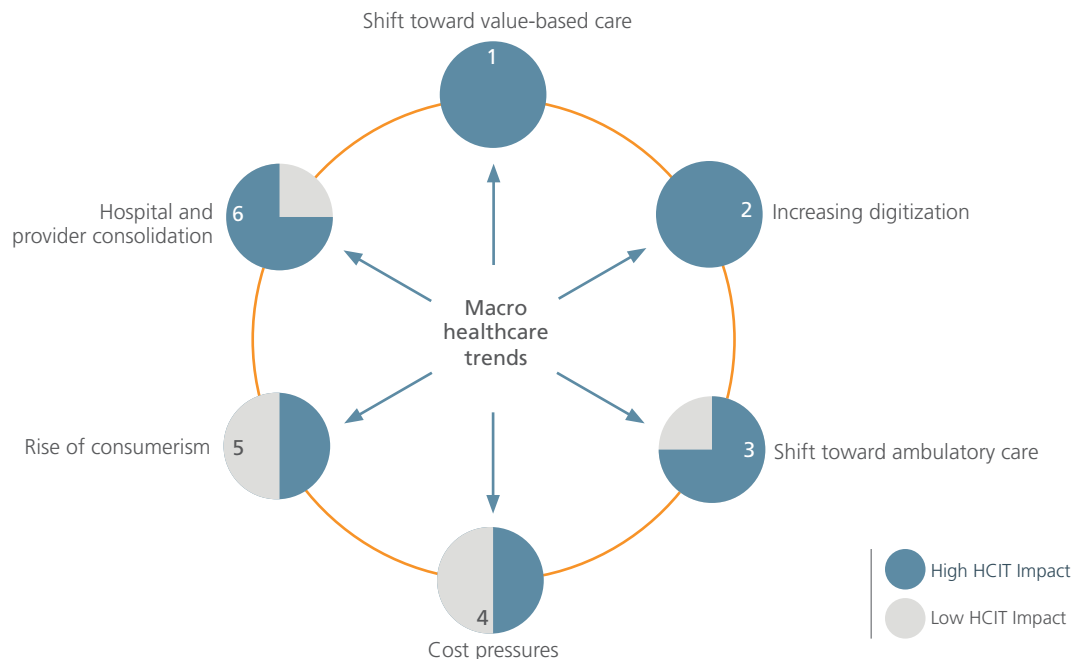
Healthcare Services Solutions

L.E.K. Consulting has experience assisting organizations with their HCIT needs across all verticals and sub-segments, whether they offer solutions that are payer- or provider-focused.

Provider-focused solutions

- **Patient engagement**: worked with clients and investors in health and wellness, telehealth and wearables.

  Project example: optimized the member touch processes for an integrated payer-provider to maximize outcomes, satisfaction and performance.

- **Clinical decision support**: helped clients better understand practice management, EHR/CPOE, disease/case management, population health management and utilization management.

  Project example: identified and prioritized acquisition targets for leading supplier of tools for clinician decision-making.

- **Administrative activities**: assisted clients with revenue cycle management, quality and safety, and workforce management.

  Project example: assessed trends in the acute care workforce management software market and advised client on segments that were expected to experience fastest growth.

- **Infrastructure:** worked on health information exchange (HIE)/interoperability, enterprise content management, privacy and security, data warehousing and network infrastructure for a range of stakeholders.

  Project example: developed a population health and HIE strategy for a global biopharma and consumer care company.

Payer-focused solutions

- **Member services**: helped a range of payers and third-party vendors improve eligibility checking, authorizations, customer service and member engagement.

  Project example: designed member education and concierge services on behalf of payers to engage members in new exchange plans.

- **Provider management**: assisted payers with risk analysis, medical/care management software, credentialing and contracting.

  Project example: developed a robust commercialization plan for payer-focused HCC risk coding technology solutions.
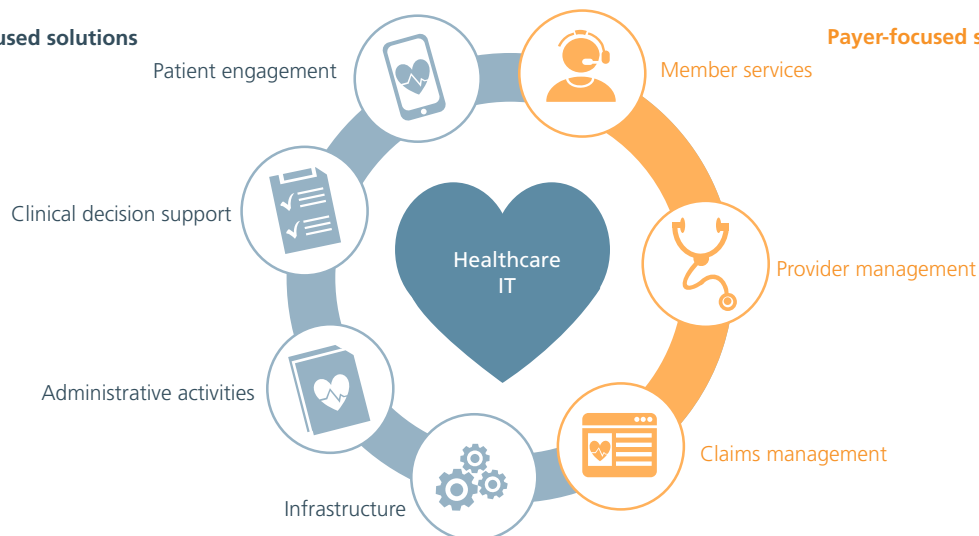
- **Claims management**: worked with both payers and third-party vendors to assist with pricing/actuarial, coordination of benefits/third-party liability, audit and recoveries, fraud and abuse, documentation of claims and revenue cycle management.

  Project example: conducted an assessment of the attractiveness of the payment integrity market and the potential for entry, including review of potential opportunities and the competitive landscape for revenue optimization, pre- and post-payment activities.

For more information, contact **healthcare@lek.com**.

L.E.K. has experience across all verticals and sub-segments

Provider-focused solutions

Patient engagement

Clinical decision support

Administrative activities

Infrastructure

Healthcare IT

Payer-focused solutions

Member services

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