

Healthcare and Health Management & Cardiology and Cardiac Surgery

August 27-28, 2018 | London, UK

Primary Care 2.0: Use Information Technology to enhance care quality and deliver high value care

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The modern primary healthcare is entering a new stage—a truly patient-centered, personalized care model with the aid of health information technology (IT), such as mobile technology, patient portals, telemedicine, and online patient communities. These innovative health IT tools significantly enhance chronic disease management, mitigate health disparities, personalize individual treatments, strengthen patient education, empower patient self-management, provide home monitoring, and solidify the patient-provider relationship. However, challenges remain before the full adoption. For example, healthcare providers now have access to a bevy of mobile health apps in almost every domain of medicine that can be used at the point-of-care to facilitate a variety of

tasks. Certain prescribed apps have shown promising results in randomized controlled trials. Nonetheless, with estimated over 165,000 mobile health apps in major app stores and lack of supervising authorities, it is challenging to know how to best use these apps. Therefore, today's frontline providers must not only be compassionate healthcare professionals, but also become cutting-edge leaders in 'primary care 2.0.' In order to enhance care quality, reduce healthcare cost, achieve better outcome, and meet the ultimate goal of improving population health, the primary care providers have to adopt and learn how to best utilize information technology in their day-to-day practice to deliver high value care in this modern world.

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