

Making data actionable for healthcare providers

Transcript

DAVID TYLER:

I think that having access to data is really beneficial, with the following caveat. If you don't use it or if you don't believe it, it is worse to have it than not have it. And I'll give you a couple of -- I'll give you one personal example and one a corporate example.

I don't need a wearable to tell me that I need to lose 20 pounds. Right? But I really like bourbon and I really like steaks. So, at some point, I don't need more data. I need to make that data actionable, I need to trust it and I need to be able to implement it myself. And similarly, on a health plan side, we can tell which physicians are high utilizers, we can tell which physicians have preference item problems. But if we don't have the corporate resolve to move the needle on those things, if we don't make them actionable and actually make decisions that positively impact care and care delivery, then more data isn't the answer, less data may be the answer -- to Ben's point. And I think that we've got to get good enough data to make our executives and our physician executives confident to make decisions that impact care.

RAAKHEE MIRCHANDANI:

It's a great point. Ruth, what role does data play in your decision-making?

RUTH WILLIAMS-BRINKLEY:

Oh, my gosh. You know, first of all, I talked about the integrated delivery, the integrated record. We have thousands of years of data of from the longevity of our members. So, we make decisions based on that. Like, for instance, when I talked about the six years, nine years longer life, we are able to go in and look at our members over time. So, we use those data to look at our protocols. And so, all of our (Kaiser) Permanente physicians have a shared database where they share leading practices and so forth. And then we look from an enterprise level to see, as we're setting rates and prices in the market, to make sure that we are driving down the price if we can, because we want to make sure that we have accessibility for everybody to afford us if they want us.