IMPACT V1C Core Competencies:

The Hallmarks of High Quality, Trustworthy Virtual First Care

Thursday, April 20, 2023 | 12pm-1pm ET
Housekeeping

- Please note today’s session is being recorded
- To ask a question for discussion during Q&A, please:
  - Either ‘raise your hand’ in the participant window and moderator will unmute you to ask your question live, or
  - **Type your question** into the Q&A box
- Slides and recordings will be posted to the DiMe & IMPACT website after the event

*** Participants are not permitted to transcribe this webinar, violators will be removed from the session.***
Our purpose

DiMe is a global non-profit dedicated to advancing the ethical, effective, equitable, and safe use of digital medicine to redefine healthcare and improve lives.

Source: https://www.dimesociety.org/index.php/about-us-main
... and sit at the intersection of two communities
Enabling expanded access to high quality, evidence-based virtual first care (V1C) for all stakeholders
Virtual first care (V1C) is medical care for individuals or a community accessed through digital interactions where possible, guided by a clinician, and integrated into a person’s everyday life.

The ability to initiate care from anywhere at any time through telecommunication and digital technologies

Intentional selection of the care setting matched to a person’s clinical needs and preferences, with some aspects safely and effectively delivered virtually, and others necessitating in-person care

Adherence to all applicable laws that apply to healthcare providers, including best practices on standards of care, individual safety, security, privacy and data rights

Complete solutions that support a person to take all of the necessary next steps in their health journey

SOURCE: virtual first Medical PrActice CollaboraTion (IMPACT)
impact.dimesociety.org
The supply side of virtual first care is expanding...

Crowd-sourced directory of the V1C Ecosystem

- 250 companies and counting
- Filters include:
  - Therapeutic areas
  - Clinical service components
  - Customer/market segment
  - Provider types
  - Footprint
  - Accreditations
  - More...

Source: https://impact.dimesociety.org/v1c/v1c-directory/
Goal: Define **great V1C** across stakeholder groups!

**Health Plans and Employers**

- Does it work?
- Safe and ethical data privacy practices?
- Connections to other health care services?
- How much effort to implement and operate?
- Is it scalable and sustainable?

**Patients and Care Partners**

**V1C Providers Clinical Partners**

**Investors and Funders**
Introducing our panelists

Kristofer Caya
Lead Director
Aetna Virtual Care

Shelly Lanning
Co-Founder/President
Visana Health

Elizabeth Zech
Principle, Center for
Health Innovation
Mercer

Carrie Nelson
CMO
Amwell
V1C Core Competencies: Hallmarks of High Quality, Trustworthy V1C

1. **Effectiveness**: Produces outcomes that are valuable to key stakeholders
2. **Trustworthy Digital Experience**: Delivers an ethical, equitable, and safe digital experience
3. **Clinical and Operational Integration**: The solution fits seamlessly within an individual’s larger healthcare context
4. **Administrative Efficiency**: Minimizes implementation and operational frictions

Source: [https://impact.dimesociety.org](https://impact.dimesociety.org)
Effectiveness:
Produces outcomes that are valuable to key stakeholders

Success Indicators
✓ Evidence of clinical outcomes
✓ Evidence of economic returns
✓ Evidence of sustained patient engagement
✓ Satisfactory patient experience
✓ Satisfactory provider experience

Source: https://impact.dimesociety.org
Trustworthy Digital Experience: Delivers an ethical, equitable, and safe digital experience

Success Indicators
✓ Secure data handling and infrastructure
✓ Ethical data privacy practices
✓ Use of fit-for-purpose digital medicine tools
✓ Support, service, and content personalized to individuals

Source: https://impact.dimesociety.org
Clinical and Operational Integration:
Fits seamlessly within an individual’s larger healthcare context

Success Indicators
✓ Seamless patient onboarding process
✓ Ability to navigate patients to downstream services
✓ Positioned for clinical integration with other sites of care and providers
✓ Positioned for operational integration with other platforms and healthcare benefits

Source: https://impact.dimesociety.org
Administrative Efficiency:
Minimizes implementation and operational frictions

Success Indicators
✓ Pathway for payment beyond cash pay and traditional fee-for-service
✓ Safe and effective promotion and patient acquisition strategy
✓ Scalable workforce onboarding and management model
✓ Responsive quality & performance management

Source: https://impact.dimesociety.org
The way forward

How will you use the V1C Core Competencies framework to advance access to high quality, trustworthy V1C?
Enabling expanded access to high quality, evidence-based virtual first care (V1C) for patients, healthcare providers, and payers to improve clinical and health economic outcomes, enhance access, and provide a better overall patient experience.
Thank you

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Women Centric Digital Measurements and Monitoring; Tales from the Lived Experience with Connected Health

Wednesday, May 3, 2023 at 12pm ET