SocialHealth360© for Oncology

Harnessing the power of next-best-actions to further health equity and improve treatment outcomes in oncology care

The challenge

- Social factors such as housing, food security, transportation and income have been recognized as driving as much as 80% of a person's health outcomes. (Magnan, 2017)

- Despite an increasing understanding of the importance to identify and address social determinants of health (SDOH) to improve patient access to health care, there has been limited integration of SDOH assessment and coordination into health care system technologies. (Singer & Porta, 2022)

- Presenting the right data at the right time to the right health professional in the right workflow is necessary to connect the needs of the patient to the required services and resources and may ultimately have the potential to improve patient care and well-being. (Taise et al, 2022)

- Often, oncology providers only get reimbursed for the clinical services they provide and when they do get reimbursed for addressing social challenges, it is seldom equitable— primarily because it is difficult to make a consistent link between these services and improvements in health outcomes.

- Payer contracts, including new fee-for-value arrangements, require oncology providers to identify and address disparities in health and healthcare caused by factors such as race, ethnicity, geography, and language.

Who is this for?

Community oncology providers committed to creating and maintaining a sustainable model for patient health equity and payer reimbursements by addressing social challenges.

Oncology Roles

EXECUTIVE	NURSE SUPERVISOR	COMMUNITY HEALTH WORKERS (CHWs)
• Understand patient population, risks, and impact on outcomes • Address gaps in care at the population level • Negotiate equitable reimbursement terms with payers for providing SDoH services	• Support team of nurse navigators and patient advocates to operationalize, stratify and address the right patients at the right time. • Optimize team productivity and manage burnout.	• Do what it takes to help patients get all the social, economic, behavioral and environmental support they need to battle cancer • Prioritize outreach to high-risk patients & document support provided to optimize reimbursement

How does Vantage help?

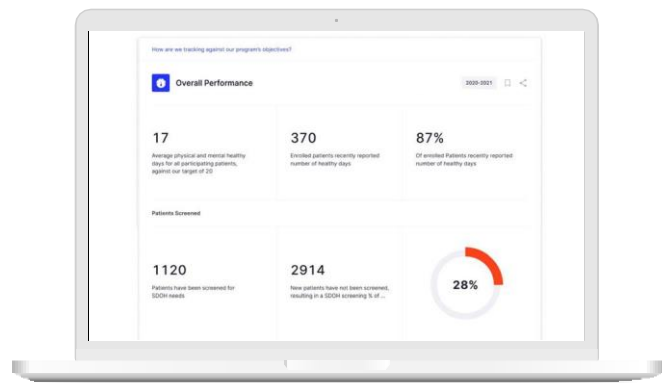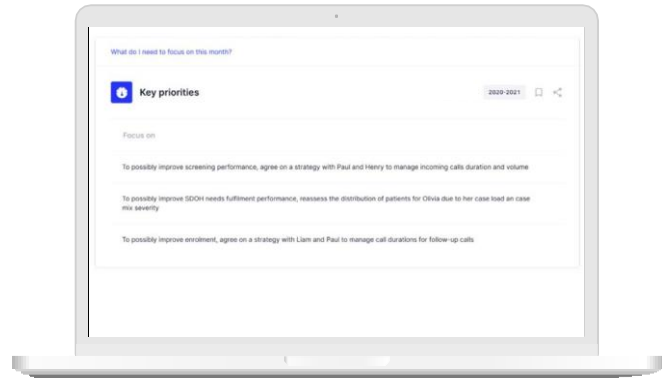| AI-GENERATED NEXT-BEST-ACTION	+	BEST PRACTICE WORKFLOWS	=	IMPROVED ONCOLOGY OUTCOMES
Vantage uses AI to analyze clinical and social determinants data to identify clinical and non-clinical factors impacting cancer care. Vantage then recommends next-best-actions to improve outcomes for the patient and the practice.		Vantage provides streamlined workflows to support oncology teams to risk-stratify, make referrals to services and longitudinally track the impact of these actions on patient outcomes like cost of care, patient experience and others.		Vantage establishes a link between social needs and health outcomes through a process of continuous learning. This ensures high-efficacy care of the patients. Practice executives leverage these outcomes to negotiate better reimbursement terms and participate in value-based models with confidence.

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Technology in action

- To illustrate further, an insight delivered to a nurse supervisor inbox could read:

  Assign these 8 rising-risk patients to these two Spanish-speaking Social Workers and help facilitate transportation for upcoming chemotherapy. This could reduce avoidable ED Utilization over the next 3 months.
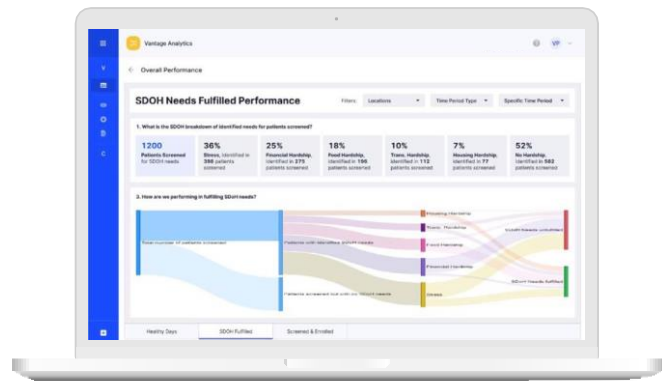
- At this point, the nurse supervisor could execute this recommendation using the Vantage workflow tools or they could try to better understand how Vantage came to this conclusion by navigating to the application.

- Executing on a recommendation triggers a cascade of specific actions Community Health Workers would need to take in order to improve health outcomes.

Actions performed by the operational roles cascade up as next best action insights for practice executives.

Vantage can support these roles:

- **Appropriate hiring decisions:** Inform culturally and linguistically appropriate hiring decisions for CHW roles

- **Improve population health:** Address variability in outcomes by sub-populations (eg. Race, ethnicity, language etc)

- **Inform payer interactions:** Demonstrate longitudinal performance across service level agreements (SLAs) for equitable reimbursements

Vantage is designed to address health disparities as defined by the Centers for Medicare & Medicaid Services (CMS). Our platform is aligned with the Health Equity goals laid out by CMS for the next decade and is primed for helping providers succeed in upcoming value-based payment models like the Enhancing Oncology Model (EOM).

For more information contact:
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