

# Using the Quadruple Aim to Establish Value of a Digital Health Solution



A helpful way to organize the goals for your digital health solution is to organize success criteria by the Quadruple Aim of Healthcare.

In doing so, your implementation is more likely to deliver value to the organization, result in a positive ROI, and set you up for success when Making the Case in Step 5.

Below are some specific areas of value to consider when you and your organization are defining the success of your implementation.

HEALTH OUTCOMES	PATIENT EXPERIENCE	REDUCED COSTS	PROVIDER SATISFACTION
<p><b>Improved:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Health outcomes</li> <li><input type="checkbox"/> Compliance with standards of care</li> <li><input type="checkbox"/> Insight about population health</li> <li><input type="checkbox"/> Quality of life</li> </ul> <p><b>Reduced:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Complications</li> <li><input type="checkbox"/> Mortality rate</li> <li><input type="checkbox"/> Hospital admissions/ER visits</li> </ul>	<p><b>Improved:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Patient satisfaction</li> <li><input type="checkbox"/> Patient engagement</li> <li><input type="checkbox"/> Convenience of care</li> <li><input type="checkbox"/> Care plan compliance</li> <li><input type="checkbox"/> Patient-to-care team ratio</li> <li><input type="checkbox"/> Access to care</li> <li><input type="checkbox"/> Appeal/loyalty to the organization</li> </ul>	<p><b>Reduced:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Cancellations</li> <li><input type="checkbox"/> Labor costs</li> <li><input type="checkbox"/> Cost per case</li> <li><input type="checkbox"/> Costs due to readmission penalties</li> <li><input type="checkbox"/> Non-reimbursable and ER visits</li> <li><input type="checkbox"/> Number of bed days if admitted to the hospital</li> </ul> <p><b>Improved:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Opportunities for reimbursements</li> </ul>	<p><b>Reduced:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Manual/redundant tasks</li> <li><input type="checkbox"/> Burnout</li> <li><input type="checkbox"/> Turnover rate</li> </ul> <p><b>Improved:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Resource utilization</li> <li><input type="checkbox"/> Physician and employee satisfaction</li> <li><input type="checkbox"/> Care team/patient relationship</li> </ul>