



The Puerto Rico Chamber of Commerce
and it's Health Committee present the



The Use of Technology to Improve Care Delivery & Patient Outcomes

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Technology needs to enable people to have better lives

Clinicians' voices need to be heard loud and clear.

Technology is not an end in itself; it needs to serve people.

- Tim Cook, Apple
- Nicholas Negroponte, MIT Media Lab

Member centric technology allows members to use it to interact with us.



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We need to look at the full context: **The social determinants of Health**



This is about meeting and understanding our members in the context of their lives.

What and how often do they eat?

Do they live alone?

Can they get to a medical appointment?

Do they have a home?

Interoperability

Connecting the parts in a timely manner

The lack of:

- ✓ **real time data**
- ✓ **seamless communication** between the many parties
- ✓ **interoperability**

Leads to:

- ✓ **care fragmentation,**
- ✓ **higher costs,** and
- ✓ **duplication of health services.**



The road to member engagement

The more involved a member is in their health, the better outcomes we will have.

Healthcare IT must be user-friendly, compelling, and accessible everywhere.

Members need incentives to drive behavior change and close care gaps.

This is a huge area of opportunity for us.



Technology can and should enable new **models of care** that are more effective, efficient and provide more information to all.

When a clinician draws up the scope of what a project should achieve, there needs to be **ongoing communication** between clinicians and IT.

Technology needs to be less transactional and more meaningful!





THANK YOU!

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