

ARTICLE

Creating a more seamless patient experience: From episodic encounters to continuous care

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<https://www.chartis.com/insights/colab/creating-more-seamless-patient-experience-episodic-encounters-continuous-care>

This piece is part of a series that explores the future model of care beginning to emerge in the US. We call this model HealthCare360 because it will manage health and care continuously, at scale and lower cost, with the human at the center.

HealthCare360, the future model of care, shifts healthcare from a series of distinct encounters to a continuous, coordinated relationship that can anticipate needs, guide patients through care, and bring clinical expertise forward at the right moments.

The model will change the trajectory of care overall. We illustrate this transformation with highlights of the care experience for four different types of patients:

1. A patient moving through a complex healthcare episode
 2. A patient at rising risk of disease
 3. A patient managing a diagnosed chronic condition
 4. A patient at risk of acute deterioration
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The future model of care will improve the patient experience in fundamental ways.

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Today's patient care experience: Care is largely reactive, episodic, and patient-navigated

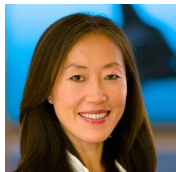
Patients typically enter the health system when they recognize a problem, reach a scheduled appointment, or experience an acute event. They often carry responsibility for determining where to go, coordinating referrals and logistics, repeating their history, and managing follow-through between visits.

Clinicians, meanwhile, frequently operate with an incomplete view of what has happened outside the encounter. Important changes may remain invisible until the next appointment or until the patient deteriorates enough to seek care.

In the HealthCare360 model: Care is proactive, coordinated, and continuous

The health system maintains a longitudinal understanding of the patient, proactively identifies meaningful changes, and initiates the appropriate next step. Care is automatically matched to the clinical need and delivered through the setting or modality that works best. AI manages routine monitoring, synthesis, coordination, and follow-up, while clinicians remain focused on judgment, relationships, and complex decisions.

LEARN MORE ABOUT THE AUTHORS



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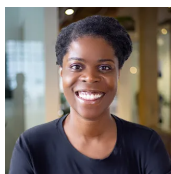
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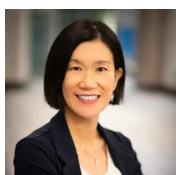
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