

# Engage:

## The Monthly Digital Health Newsletter from Q Reviews.



### Why Patients Miss Appointments (& What You Can Do About It)



Causing nearly \$150 billion in lost revenue annually & poorer patient health outcomes, missed appointments are one of the most persistent problems that healthcare organizations face — yet many are unsure what to do about them. Despite what it might feel like, though, no-show rates aren't completely out of your hands. As we outline in our latest blog, for every reason patients miss appointments, there's a way for your organization to address it.

[Learn More](#)

### Welcome to Our New Client Partners!

We are excited to bring on 3 provider organizations this Q1.



### Recommended Reads

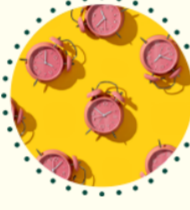
Digital Health and Patient Engagement in the News



#### Humana Doubles Down on Medicare Advantage

Humana recently announced plans to withdraw from employer-based insurance to focus on Medicare Advantage & other government-funded programs, a testament to the rapid growth occurring in the public sector. They will also partner with independent primary care network Aledade, highlighting the growing importance of strong provider/payer relationships in delivering high-quality care for MA patients.

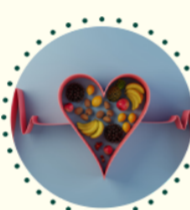
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#### The Average Patient Appointment Wait Time Is 26 Days

A recent report from physician search firm Merritt Hawkins shows that the average wait time is higher than ever at 26 days, an increase of 2 days year-over-year. With wait times increasing, providers are increasingly pressed to keep patients engaged & educated to ensure they don't miss their appointments.

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#### Food Security is Directly Tied to Health Outcomes

As more studies show the effects of social determinants of health (SDoH) on patient health outcomes, the less their importance is up for debate. Food insecurity — defined not just by hunger, but by limited access to adequate nutrition — is tied to conditions like obesity, heart disease/stroke, diabetes, cancer, & more. This article overviews both the scope of the problem as well as possible solutions.

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### Insights

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### The Doctor Is In

#### How Digital Health Tools Can Advance Gender Equity in Health Care

Women have long faced obstacles in receiving the quality health care that they deserve. Diseases affecting women have been underfunded and understudied; women raising the alarm on early warning signs have been ignored until it's too late; and as I saw firsthand in my time as a palliative care physician, women's pain has been taken less seriously than men's. Thankfully, the medical community has heightened their focus on this historic blind spot in recent years.



*Sonni Mun, MD, Chief Medical Officer of Quality Reviews, shares her thoughts on gender equity in healthcare on the heels of women's history month*

On the heels of women's history month, I couldn't help but reflect on how much progress has been made in women's healthcare and the role that digital health tools play.

An increased emphasis on patient feedback means that more women's voices are being heard than ever. Telemedicine is making care more readily available, especially for those without access to reliable transportation or the ability to take time off of work. And with women so often tasked with managing not just their own care but also their family's, digital health platforms give them a convenient way to reach out to their care team, consume educational content, and receive appointment updates. When tech works well, it improves healthcare for everybody.

Of course, there's still work to be done — in particular, I'd like to see women more represented in leadership roles and subspecialties like orthopedic or neurological surgery — but I've been encouraged by the progress I've seen in recent years. And if we continue to put women's issues on the forefront every month — not just March — I believe we can go a long way toward making the lasting changes our healthcare system needs.

### Save the Date

Join us at upcoming events across the next few months:



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[NAACOS Spring Conference](#)

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