

Current research agenda for service line leaders

Topic	What we're researching	Why it matters
Future of cardiovascular care	<ul style="list-style-type: none"> • How the generational shift will impact CV care in the next 10 years • How health systems can "future proof" their strategic plans 	<ul style="list-style-type: none"> • In the next 10 years, a new generation of CV patients and physicians will demand changes that our traditional delivery models can't sustain. Health system priorities will need to shift and shrink, while concierge CV vendors (nontraditional provider companies) emerge to fill the gaps.
Service line management	<ul style="list-style-type: none"> • What is going on with service lines as a model of organization today? • What are common org structures for service lines? What's working/not working? • What service lines are health systems prioritizing? Is this changing? Should it be changing? • How can service lines collaborate to better care for multi-morbid patients and/or appeal to consumer preferences? What creative ways are orgs structuring their service lines to better deliver care and achieve strategic goals? 	<ul style="list-style-type: none"> • Despite rising volumes, health systems are facing margin pressures that are likely to continue based on structural shifts in the patient population and payment landscape. • Health systems rely on service lines to drive revenue and margin growth and subsidize unprofitable but essential community services. Most health systems are prioritizing the same service lines that are the most likely to drive profitability but also can be difficult to differentiate. • Service line leaders are responsible for strategically growing volumes, revenue, and margin but are often preoccupied by operational "fires" like workforce issues and capacity constraints
Specialty care market trends	<ul style="list-style-type: none"> • What key changes in each of the major service lines (oncology, cardiovascular, neurosciences, orthopedics, obesity care, and women's) are the most impactful to care delivery and service line strategy? 	<ul style="list-style-type: none"> • Service line leaders need to understand the big trends in the market and their impacts on their business and operations to adapt with the evolving landscape.
2025 volume forecasts	<ul style="list-style-type: none"> • What will my market volumes look like in five and ten years? • How will growth rates vary by service line, sub-service line, and across care sites and demographic groups 	<ul style="list-style-type: none"> • Service line leaders need to understand future projections for volumes and the implications of those forecasts.