

# The Tipping Point

## The State of Technology in Value-Based Care

2025 Report

Despite unprecedented agreement among healthcare leaders on the importance of artificial intelligence and technology, persistent gaps remain in deploying these tools. We stand at a crossroads where implementation will determine the future of value-based care.





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## Executive summary

As health care continues to shift from fee-for-service to value-based care (VBC), payers and providers are navigating their decisions to deliver better quality, enhance patient results, and streamline. Technology is how this change, helping legal systems to bring complex data, streamline care coordination, and connect legacy systems, all to enhance patient care.

To dig deeper into technology's impact on VBC, Research The Practice Policy and Mathematics surveyed over 500 lawyers, associations, and C-suite leaders about how they handle data, harness artificial intelligence (AI), and manage cybersecurity. We also asked where gaps exist in competitive edge—and what roadblocks still stand in their way.

The results reveal that many in our industry already know industry leaders agree on VBC objectives, persistent challenges in implementation remain.

### Key findings

Provider and payer organizations naturally have different objectives based on their roles. But both acknowledge the relevance of data management, the impact of AI on return on investment, and the need for strong cybersecurity infrastructure.

Figure 1: Provider and payer agree on technology in VBC matters



Surveyed business providers and parents recognize the importance of technology in STEM and have adopted it to some degree. Providers' views on addressing nearby challenges (e.g., deeper commitment to fully training and/or recruiting staff)

Figure 3. Providers' responses: adoption of technology in STEM topic



67% of providers and 54% of parents describe technology as very important to the success of their organization (STEM education and practice)



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## Methodology

The Harris Poll conducted this research online in the United States, surveying 2019 U.S. residents and full-time employed workers.

Respondents were ages 18 and older, had a job, did not director or already work for a U.S.-based organization that creates HRG, medical and/or mental health services and/or compliance, clinical information, clinical documentation management, member or patient enrollment, medical record retention, risk adjustment, or information technology software. The survey took place from May 29 to June 15, 2019.

We defined providers as (1) respondents following care directly, respondents (2) respondents who work in a healthcare organization with 25 employees or more. Providers must also have worked in a hospital, physician group, integrated health system, or ambulatory care organization (ACO) or ALC provider, digital organization, integrated provider network, home and community-based care organization, healthcare member organization, or large healthcare agency. We defined payers as (1) organizations that create medical services or (2)

respondents who work in the insurance industry and/or commercial health insurance company, government health program, or managed care organization. Respondents not employed are therefore representative of the people who completed the survey.

We selected survey respondents from among people who have agreed to participate in Harris Poll surveys. The sampling process at Harris online polls is measured using all-quoter random interval. For this study, the sample data are accurate to within a 4.5 percentage point using a 95% confidence level. This results interval will be wider among subsets of the survey population of interest.

All sample surveys and polls, whether or not they use probability sampling, are subject to other errors that are often not possible to quantify or estimate, including errors related to coverage, nonresponse, question wording and response options, and post survey weighting and adjustments.

### Respondent inclusions/exclusions





## Introduction

**Value-based care (VBC)** is reshaping how we deliver and pay for healthcare in the U.S. In **all January 1, 2019, the Medicare Shared Savings Program (MSSP), the largest accountable care program in the country, served 1.1 million beneficiaries alone** (Centers for Medicare & Medicaid Services [CMS] [2019a](#)).

A growing number of providers and payers are committing to the goal of achieving better outcomes at lower cost through VBC, including through national healthcare models and programs such as Medicare Advantage, state Medicaid programs, and managed care, and commercial programs combining managed care with capitated payments. However, dependence on strong technology foundations to build a complete picture of quality of the patient and population leads to barriers to data and effective information sharing.

Building that foundation is far from simple. Healthcare organizations must navigate a complex landscape of fragmented systems, existing technology not built for intelligence (BI), and increasingly sophisticated cybersecurity threats. Improving outcomes under VBC models often requires the ability to measure the patient and population health journey before, during, and after interactions, using systems that efficiently collect, store, and use this information.

Part of the challenge is that providers and payers use different parts of the data picture. Payers often have access to almost all of population data, while providers reach detailed patient-level data that when supported by modern data infrastructure and the right technology, these two populations could bring a shared light on what's working today and where new innovations, ready to scale.

Federally, in developing the industry framework, The Centers for Medicare & Medicaid Services (CMS) and technology companies are committed to collaborating to explore policy standards for digital health, management, interoperability, and health information exchange (HIE) [\(CMS, 2019b\)](#). With technology, the next policies guiding movement, healthcare leaders face growing pressure to ensure safe, secure, and standards-aligned data management and sharing practices.

Some organizations are successfully using technology to generate clinical insights, automate manual processes, and strengthen data protection as well as patient privacy. They are enhancing their VBC models and setting the pace for others. Still, many are in the early stages of adoption and working to build the internal capacity and confidence needed to turn strategy into measurable impact.

Target audience: *Senior health care organizations are managing the complexity of “big” enterprise digital change, and expect that leaders from private enterprise organizations. Their responses offer real-world insights into how technology is driving progress, and where things are still getting stuck.*

#### Report: *Enterprise Digital Health* (2019)



Note: The *Healthcare Information Systems* report shows the growth of new digital health. These numbers do not include the benefits to revenue by other digital health initiatives, including patient engagement, telemedicine, and remote monitoring.

Source: HIMSS *Healthcare Information Systems*, H, 2019.

The HIMSS remains its place at the forefront of healthcare delivery; organizations must navigate challenges defined by change, innovation, and increased accountability. The next section of this report delves into how health care leaders are responding to these shifts, describing current strategies, anticipated challenges, and real-world insights that can empower organizations to define their value drivers and





## Data Management

Healthcare leaders seek  
a mature approach to  
data management

## Data Management

Healthcare leaders agree they need a strong, well-rounded data management approach to deliver on digital promises to consumers and shareholders. Survey responses suggest they use all elements of data management as equally important and complementary, although respondents view the effectiveness of the efforts. Comprehensive data integration for multiple sources such as performance analysis. And high quality well-managed data lay the groundwork for advanced technology such as AI and analytics such as operationality.

Figure 6: Healthcare leaders agree they need a strong data management approach to deliver on digital promises



Figure 7: Healthcare leaders agree that an approach of data and technology can generate all promises to their organizations



The promises of digital data and technology can generate all promises to their organizations, such as digital data and technology can generate all promises to their organizations

Data management foundations are in place, but operational gaps remain. Most VBC leaders agree that having a strong data management approach gives them a competitive edge, with two-thirds (67%) of providers and 71% of payers saying that management technologies in the next 12 months, and only one in five confident in the sample being representative of their data, they still face challenges using that data in system development.

- Only about one-third of leaders (33% of providers and 51% of payers) rate their ability to integrate data across systems as excellent.
- Seven in 10 leaders (70% of providers and 71% of payers) say technology platforms are too complex or time consuming for providers to use technology effectively.
- Eight in 10 leaders (80% of providers and 80% of payers) say there are too many manual processes in their organization's VBC workflows.

These challenges involving data in system-level operations reveal areas where VBC organizations must work to close the gap between data management aspirations and typical data management deficiencies.

*Figure 1: The foundation of interoperability—data quality, security, connectivity*



Figure 48: Comprehensive primary data system usage



Despite leaders' focus on data management, two key challenges persist: (1) many organizations struggle to maintain accuracy for both clinical and business data, and (2) coping issues with data quality hinder effective integration. Bridging the gap between expectations and reality, organizations might consider further improving data systems and quality—potentially with support from policy initiatives designed to establish robust standards across the healthcare industry.



## Artificial Intelligence

Although VBC leaders  
recognize AI's value,  
widespread commitment  
remains elusive

## Artificial Intelligence

Across the UIC industry, organizations are finding a home for AI in their daily operations. Leaders from both payer and provider organizations believe AI and advanced analytics will bring its crowning in UIC and that their organization's approach to AI adoption and implementation gives them an advantage over their competitors. Leaders also agree on the strong business case for AI and that their organization's AI drive has a growing return on investment.

Figure 1: Provider responses



Despite recognizing AI's potential, some healthcare organizations are reluctant to commit. Only 48% of providers and 45% of payers say their organizations are fully committed to AI adoption, and even fewer—only 27% of providers and 24% of payers—believe their AI efforts increased. It's also compared to 12 months ago. Providers' confidence in AI adoption introduces new security, operational, and investment related risks. To address this hesitation, many providers are prioritizing AI adoption for high-value, evidence-based AI impact in real-world healthcare settings, and healthcare researchers are working to develop frameworks to help organizations assess their return on investments (PwC Health AI IQ).

Although full-scale adoption might take time, healthcare organizations that act on AI today have a chance to define what effective responsibility looks like for UIC in the years ahead.



**AI adoption in healthcare comes with high stakes. When people's health and well-being are on the line, innovation must be balanced with appropriate caution.”**

*Nguyen Minh Son, MD*

*Executive Vice President, Center for Health Innovation, Lab of Mathematical  
Genetics, Center for Health Innovation, School for Data Science, Harvard Medical School*

Figure 4: The likelihood used to deploy up to date, the fastest-growing practice patterns



### Three factors driving AI adoption

**1. Administrative**  
Providers and payers (93% of providers and 97% of payers) use administrative AI in the next 12 months to increase efficiency.

**2. Adoption**  
Providers and payers (93% of providers and 97% of payers) use adoption AI in the next 12 months to increase efficiency.



**3. Business**  
Providers and payers (93% of providers and 97% of payers) use business AI in the next 12 months to increase efficiency.



## ▶ Setting new standards in NBC with effective AI strategies.

NBC papers and providers are taking similar steps, suggesting both groups have a vision to improve points of care delivery, clinical decision-making, and strategic planning.

### 6. Point of care

Healthcare leaders underscore the importance of upholding high-value processes to improve efficiency and foster more meaningful patient interactions. Provider (87%) and paper (81%) agreement using AI to help with point of care insights contributes to better patient outcomes in value-based care populations. For example, while nearly all papers (91%) and providers (90%) are likely to use in AI technology in the next 12 months, providers appear particularly enthusiastic: half of providers are very likely to use in AI over the next 12 months, compared to 41% of papers. There is also meeting between papers and providers in AI investments with improving patient outcomes and enhancing data security being the most common drivers for both.

Leading organizations are harnessing AI's transformative power to deliver smarter, more connected care experiences. Both papers and providers are integrating innovative solutions such as virtual telemedicine, advanced predictive analytics, and smart diagnostic tools to elevate the quality of care and streamline workflows.

Figure 6: Agreement on the most common driver of AI investment over the next 12 months



Real-time analysis highlights the complete impact of these technologies – responding across the service, accelerating early identification, and empowering clinical teams to intervene sooner for improved patient outcomes. By working together as advancements, healthcare leaders are charting a course toward greater efficiency, precision, and value for the populations they serve.

Figure 10: Real-time analysis suggestions by provider



“Predictive analysis enables greater care, reducing hospital readmissions and improving chronic disease management by anticipating and addressing patient health risks early.”

— Nancy Thompson, MD  
Chief Executive Officer, Medtronic

## 2. Addressed challenges

Providers and payers offer commentary on the emerging AI applications they expect will affect HIM over the next two to three years. But both groups see an opportunity in addressing provider needs and technology for enhanced patient engagement.

To improve patient engagement, leaders also identified specific use cases to illustrate the impact of technology on their team. For example, several respondents saw improved diabetes management outcomes after introducing an insulin glucometer monitor, which often uses AI to improve patient data and predict outcomes. Another organization noted that tools enabling radiologist engagement (encouraging patients' participation in their care) are. Patient portals are now routinely used by AI with features such as virtual health assistants and chat bots.

Figure 10: Addressed provider and payer technology use cases for patient engagement are among the top of health practice and payer.



## 2. Automating recurring activities

Physicians and providers also see the potential impact of automating recurring analytical and management processes. Medical imaging analysis and risk adjustment are the most common use applications for both providers and payers, highlighting AI's role in diagnostic support at the patient and population levels. Physicians and providers also want to support management and financial operations, reporting positive impacts from AI on operational efficiency, predictive modeling, and the overall cost of administering BMC centers.

Figure 10 | Most sought-after outcomes from the automation of tasks among payer and providers



### Providers

Medical imaging analysis: 43%  
Healthcare effectiveness data and information for (HEDIS): 40%  
Risk Adjustment: 40%  
Medical cost reduction: 36%  
Medical claims coding: 35%  
Medical claims automation: 35%

### Payers

Medical imaging analysis: 41%  
Healthcare effectiveness data and information for (HEDIS): 40%  
Risk Adjustment: 37%  
Medical claims automation: 35%  
Medical claims coding: 35%  
Medical claims automation: 35%

These results encouragingly and demonstrate that all five already-adopted machine learning aspects of value-based care, including regular results review, paper's understanding. However, organizations' made consistently with integrated integration. The journey is nearly an uphill climb. The most practical solution is really, optimization alone. But by this capacity, these organizations should also take care to foster the full realization of this process.

“Machine learning algorithms detected risk patterns, enabling proactive care strategies.”<sup>19</sup>

*James Jones, president  
of Provider*

Figure 10.1 illustrates how these six key metrics compare to the positive impact of AI.

### Positive Impacts of AI



More than 7 in 10

PROVIDERS

The positive impacts from AI are expected to significantly reduce the complexity and financial costs of administering VBM models.



More than 8 in 10

PATIENTS

The positive impacts from AI are expected to significantly reduce the complexity and financial costs of administering VBM models.

## ► Navigating the roadblocks of AI adoption

Although enthusiasm for AI transformation persists in large organizations globally, obstacles that hinder AI transformation remain a significant concern. The rapid adoption of AI in many projects and providers highlights one of the challenges that need to be carefully integrated AI with legacy systems, and to build cultural change within organizations to provide adequate AI cultural implementation.

Figure 10: Top corporate operations that most concern executives adopting AI technology



## Innovating through uncertainty

Uncertainty is rapidly unfolding as AI becomes more integrated into the health care landscape. In healthcare, uncertainty for AI's potential to improve efficiency is tempered by concerns about its risks. Historically, healthcare technology innovation (telemedicine, rule-based systems). The emerging uncertainty for generative AI – particularly and potentially – requires a careful consideration of the trade-offs between improved healthcare delivery and possible unintended harms.

Payer and provider concerns around AI adoption reflect ongoing discourse in the broader healthcare and technology industries related to fear of AI hallucinations, transparency in algorithms, and possible ethical concerns. Given the various payers and providers have indicated technology is across their 2024 portfolio, this suggests strong change management strategy is required to adopt AI successfully.

Figure 15: Healthcare healthcare strategies, concerns, and adoption concerns





## Do your homework.

AI provider and payer organizations are training their employees in the use of AI.

Learning in to educating your workforce on appropriate AI use is important to overcoming common concerns and barriers for adoption.



Get around this: AI organizations provide contextual knowledge about problems and their solutions.

Health care organizations understand it is clear that the path forward isn't without hurdles. Tackling issues like decisions made without enough human oversight, model accountability and lack of transparency isn't just important, it's crucial. Confronting these challenges head-on is the key to earning trust and unleashing the full potential of AI for succeeding in HEC.





# Cybersecurity

Navigating the illusion  
of readiness



Figure 17: Systemic controls strategies: Practices

Work with your IT team to ensure your systems are prepared for the greatest emerging cyberthreats that pose a risk to value functions critical operations. Below is a list of security considerations based on our survey findings:

-  **Priorities: defending against data breaches by strengthening access controls and system monitoring.**
  -  Data breaches were identified as a great risk among emerging cyberthreats by threat, cited by 61% of papers and 61% of providers, underscoring the importance of robust detection and prevention measures.
-  **Implement rigorous anti-phishing education and tools across your organization.**
  -  Phishing was identified as one of the greatest threats by 61% of papers and 61% of providers, showing the need for ongoing awareness training and advanced filtering technologies.
-  **Adopt comprehensive data loss prevention strategies, including encryption and audit trails.**
  -  Both papers and providers (61% each) named data loss as a leading concern, emphasizing the value of strong data protection policies.
-  **Address insider threats through enhanced employee monitoring and clear security protocols.**
  -  Insider threats were identified as one of the greatest risks for 61% of papers and 61% of providers, highlighting the necessity for internal safeguards and accountability.
-  **Develop and routinely update a ransomware response plan.**
  -  Ransomware remains a great threat, cited by 61% of papers and 61% of providers, making it essential to build resilience and establish recovery procedures before an attack occurs.

When assessing access data integration strategies with electronic health records and third-party technology partners, organizations often look to leading industry practices. Data encryption stands out as the predominant approach, with 61% of papers and 71% of providers adopting it to safeguard sensitive information. In addition, endpoint protection remains a key layer of defense, implemented by 61% of papers and 61% of providers to further mitigate risk.

Integrating the third-party provider method for security data integration varies between sectors. Most providers (64%) conduct regular security assessments to identify vulnerabilities and ensure ongoing compliance with existing standards. Payments, in addition to regular security assessments, also commonly address some GDPR (64%) to maintain rigorous control over the transmission and availability of patient data. Together, these strategies illustrate the multifaceted efforts organizations undertake to protect health information in a complex digital landscape.

As industries assess and address security challenges by increasing the "surface" of cybersecurity as an organization, it may lead to security breaches similar to third-party partner breaches. Organizations "trust" the technology without being appropriate precautions.

Figure 10: Security measures used

When assessing third-party vendors for security, consider the following measures to identify health measures:



When evaluating potential vendors for healthcare technology solutions, one of the most valuable indicators of robust security practices is the presence of health information Trust Alliance (HITRUST) certification. The option is a gold standard across the industry. HITRUST certification demonstrates that a provider has undergone comprehensive, rigorous assessment of its information security management systems and practices. By prioritizing vendors with HITRUST credentials, healthcare organizations can better ensure that proper security practices are embedded into every aspect of their management, privacy and risk obligations. This security helps organizations meet regulatory requirements, but also builds a foundation of trust with patients and partners, protecting sensitive health information and reducing exposure to threats. Other evaluating HITRUST organizations should implement continuous monitoring practices to ensure vendors who are operating as intended.

## Conclusion

HBC is no longer a future aspiration but the present reality. However, our survey shows a central contradiction: although providers and payers are more aligned than ever before, collaboration and innovation in technology adoption remains inconsistent. The goals are mutual, the path is available, and yet the value (based on industry-wide trading just with one-to-one deals) without active growth in HBC contracts and confidence in data and technology won't translate into meaningful, visible improvements in care quality or outcomes.

Industry leaders widely acknowledge that data provides a competitive advantage, but identify systems and quality challenges continue to block its full ability. Payers and providers already agree that data through clinical training and governance should result in its transformed impact. This article,

however, reveals through logic, evidence, and the role of payers and provider-sourcing readiness.

This is the industry's tipping point. To meet the additional goals of value-based care models to improve quality and decrease costs, health care coalitions must continue providing evidence-based strategies and face challenges head-on in driving a complete and successful record of patient and population health, with growth from quality and policy threats. This includes investing in data management to advance systems from "good" to "great" applying data-based solutions to problems, and ensuring leading security systems. Beyond agency decisions, making use of the data for technology's role defines opportunities to value health care strategy leaders, management staffs, leverage new technology to support their daily work, create champions,

To achieve real progress in value-based care, leaders must not halfheartedly take the targeted action steps to advance technology adoption and deliver meaningful improvements throughout your organization:

- 1. **Protect data security and integrity:** Ensure secure data storage and robust integrity measures are foundational for all technology partnerships. Regularly conduct security audits and establish robust security standards. Provide clear, prompt, sensitive information and build trust with patients and partners.
- 2. **Invest in advanced data management systems:** Shift from siloed, "good enough" systems to integrated, high-quality data platforms. Advanced data systems are not only essential for interoperability and secure understanding of patient and population health, but they also lay the groundwork for more reliable implementation. Reliable, high-quality data enables full trade-to-trade data accuracy, efficiency, and ultimately, maintaining their ability to support HBC strategies.

- **Apply Ed thoughtfully:** Evidence Ed is critical to streamlined workflows, enhance decision-making, and support staff. Begin by piloting skills-based competencies to build trust and understanding, always adding automation with human oversight to ensure accuracy and avoid compliance.
- **Empower and train staff:** Move beyond basic interactive tools to technology by offering continuous hands-on training tailored to needs clinical and administrative roles. Encourage staff to harness technology to make daily tasks more efficient, address upcoming change champions who drive adoption and ensure compliance with state and accrediting standards.
- **Strengthen cybersecurity to enhance the protection by conducting regular audits, establishing clear security protocols (such as zero-trust), and addressing both common and high-impact threats.** Build an organizational culture of vigilance, resilience, and preparedness.
- **Foster meaningful collaboration:** Bridge the gap between payers and providers by aligning technology solutions and sharing best practices. Engage policymakers, vendors, and internal leaders in creating standards and policies that drive interoperability and shared progress.
- **Explore before going wide:** Focus resources on evidence-based strategies, implement technology solutions. Pilot innovation with targeted needs, measure outcomes rigorously, and scale what works.

By acting on these recommendations, healthcare leaders can realize the challenges described in this report. Effective use of technology is not just a competitive advantage; it is key to improving quality, controlling costs, and achieving the promise of HHC.

This report explains where we are today so we can illustrate the path forward together. By advancing digital adoption, strengthening data integrity, and fostering collaboration across all stakeholders, healthcare leaders can realize what's possible. HHC holds vision and meaningful recommendations the sector can turn today's momentum into lasting transformation, setting new standards for quality, efficiency, and equity across. The next era of HHC health care, powered by innovation and inspired leadership.

## About

### **Verdant**

As the industry's pioneering VBC accreditation partner, Verdant's leaders value the most pressing real-world challenges facing the provider and health plan organizations today. By applying rational, clinical intelligence, risk adjustment, quality improvement, and member management solutions into our intelligent, AI-powered system, Verdant's scientific, fragmented workflow is supercharged, productivity, evidence, and quality and optimal performance is a high priority value based initiative. To learn more, visit <https://www.verdant.com/>

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