Seventy Years of Technology
A Platinum Jubilee

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No society can legitimately call itself civilized if a sick person is denied medical aid because of lack of means.

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1. CEX: define target state customer journeys in and across channels.
   → Easiest to get wrong

2. Map to existing systems, processes and data.

3. Define gaps.

4. Resolve gaps, data, processes and systems.
   → Hardest to get right.
The old patient paradigm

Reactive
Disconnected
Cyclical
The new patient paradigm

Preventive

Connected

Continuous

- Proactive wellness plan
- Personalised treatments
- Connected consumers
- Remote monitoring
- Connected care partners
- Connected devices
The World Has Never Been Changing So Fast
NUMBER OF YEARS IT TOOK FOR EACH PRODUCT TO REACH 50 MILLION USERS

- Automobile: 62 years
- Telephone: 50 years
- Electricity: 46 years
- Credit Card: 28 years
- Television: 22 years
- ATM: 18 years
- Debit Card: 12 years
- Internet: 7 years
- PayPal: 5 years
- YouTube: 4 years
- Facebook: 3 years
- Twitter: 2 years
YOUR PHONE TOLD YOUR FITBIT THAT TOLD YOUR NEST THAT TOLD YOUR SONOS THAT TOLD ME THAT YOU OWE YOUR WIFE AN APOLOGY.

TWO DOZEN RED ROSES ARE ONLY $29.99 FOR A LIMITED TIME.
The World Has Never Been Changing So Fast... When will it come to health?
Over the past 150 years, the healthcare industry has created more value than any other industry, possibly in all of history.

\[ Value = \sum_{n=1}^{\infty} \left( \frac{Outcomes + Experience}{Cost} \right) \]
Act 1 (1850-1970)

$$\text{Value} = \sum_{n=1}^{\infty} \left( \frac{\text{Outcomes} + \text{Experience}}{\text{Cost}} \right)$$
Continuing to quadruple the percentage of GDP spent on healthcare to double, or even quadruple our life span, is not achievable. We must use digital methods to lower the cost of care and improve outcomes.

In the third act of healthcare, the CIO has the starring role.
CHANGE IS HAPPENING
Santa Barbara, California, is closer to Hollywood than it is to Silicon Valley. Its casual, beach-front college campus just north of Tinseltown is the unlikely center of quantum computing development, the very future of our industry. Its proximity to Hollywood is fitting, since a film script may be a better guide to quantum physics and mechanics than a textbook. Rod Serling’s The Twilight Zone likely put it best: “You’re traveling through another dimension, a dimension not only of sight and sound but that of imagination. That’s the signpost up ahead—your next stop, the Twilight Zone.”

Defining quantum computing is no simple feat. Originating
“You’re traveling through an other dimension, a dimension not only of sight and sound but of mind. A journey into a wondrous land whose boundaries are that of imagination. That’s the signpost up ahead — your next stop…”

Digital Health Care

The Twilight Zone by Rod Serling
New Frontiers

**CHAT BOT:** AI supporting search capability within the EHR and the possibility of AI support for patient interaction.

**MOBILE FIRST:** Ensure all clinical teams have responsive kit that can be used to adapt to the changing needs effectively. Deliver choice.

**VIRTUAL CONSULT:** Enable clinical contact with patient virtually but within a secure and contextualised environment.

**CLINICALLY IMPACTFUL GENOMICS:** Enable a MDT view of geneticists opinion in rare disease and cancer.

**CLINICIAN PROXIMITY:** Enable technology to prompt clinical time based on location in the hospital.

**CLOUD FIRST:** Remove reliance on LTHT infrastructure and move to an agile, secure and waste resistant model.
You don’t have to gaze into a crystal ball when you can read an open book.

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