

“Physician, help yourself: thus help your patient too. Let this be his best help: that he may behold with his eyes the man who heals himself.” Friedrich Nietzsche



E-Health

Transformation Beyond Technology

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State of the Industry



“Though physician to others, yet himself full of sores.” Latin Proverb

Characteristics of US Health Care

- ❑ Healthcare in disarray
- ❑ Highly fragmented
- ❑ Siloed approach
- ❑ Loose configuration of partners
- ❑ Poor quality rewarded
- ❑ Piecework payment system



Key Drivers of Dysfunctional Health Care



“The art of medicine consists in amusing the patient while nature cures the disease.” Voltaire

Health care



Is there a cure?

- ❑ Escalating costs
- ❑ Inadequate technical systems

Vision

Patient-Centric Health Care System



“Restore a man to health, his purse lies open to thee.” Robert Burton

To design and implement a cost-effective system of providing patient-centric services, utilizing new business and service delivery models and optimizing health care IT.

Guiding Principles

- ❑ Support economic viability
- ❑ Guide technology adoption
- ❑ Guide achievement of patient-centric care
- ❑ Address staffing challenges
- ❑ Guide design

The Joint Commission

Strategy for Transformation



“A physician who treats himself has a fool for a patient.” William Osler

Next Generation Health Care Paradigm

Transformation requires the convergence of health care and organizational competencies. The health care industry must decide whether to grow organizational competencies internally or partner with organizational experts to drive transformational change.

Health Care Transformation



FUTURE
(To Be State)

VISION

- Economic viability
- Technology-guided
- Patient-centered
- Right workforce
- Right design

Functions

Competencies

Structure

EXECUTIVE COMPETENCIES

HEALTH CARE

- ❖ Leadership
- ❖ Communication & relationship management
- ❖ Professionalism
- ❖ Business skills & knowledge
- ❖ Knowledge of the health care industry

ORGANIZATIONAL

- ❖ Organizational design
- ❖ IT governance & technology utilization
- ❖ Change management
- ❖ Organizational culture
- ❖ Workforce design

OUTCOMES

- ◆ Value-driven health care
- ◆ New structural models for patient care
- ◆ Transparency of quality information
- ◆ Transparency of pricing information
- ◆ Strategic use of health care IT
- ◆ Transformed culture
- ◆ Right workforce

Health Care by Design

Shaping Future Leaders

Outcome-Driven Decisions

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