Care model innovation

What are the factors driving innovation in health care delivery?

Cost pressures on traditional models
Shift to prevention and well-being
Consumers’ heightened demand for transparency, convenience, access, and personalized products and services
Consumers’ increased access to and control over personal health data

The next steps:

Collaborate with other industry players for maximum impact
Solve the challenge of unequal access, capacity, capability, and affordability (ACCA)
Continue to provide health care, esp., inpatient services, beyond hospital walls
Enable virtual health by leveraging digital technologies

An enterprise-wide virtual health strategy will help ensure that investments address short-term goals and allow for future scalability, while having the greatest impact on patient engagement, affordability, digital transformation, and patient care.

Delivering virtual health care

AI-powered chatbot
Video visit
Teleconference appointment
Physician access to health data via connected devices

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