

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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