
Leadership Institute

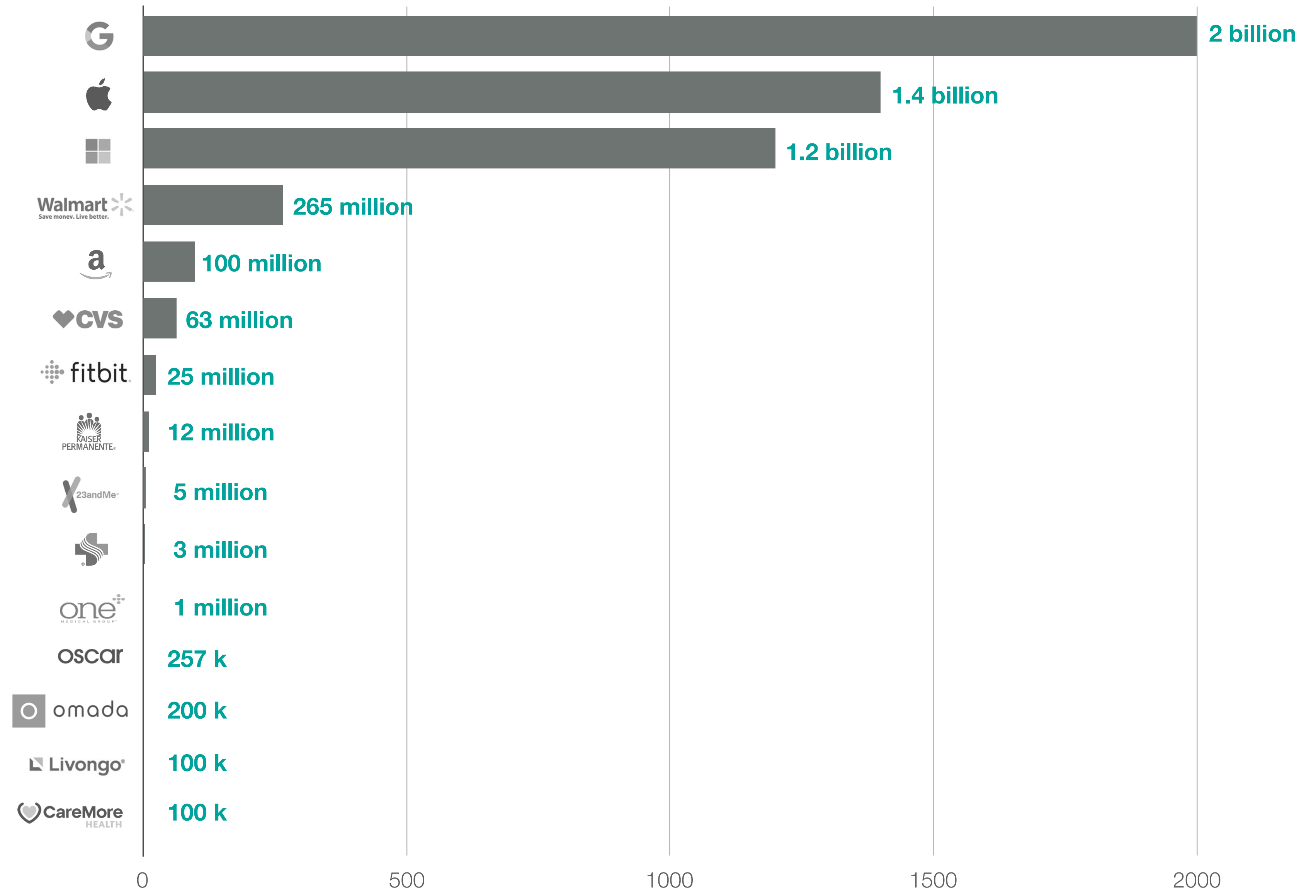
Design Lead Healthcare



Make healthcare more affordable,
simple, human and engaging for
1m people by 2022

Disruption is changing healthcare

Non-traditional players have exponentially more customers



In 10 years, what will our product be?

Aways on and **continuous**
Proactive, rather than reactive
Enable stronger **human** connections
Reduce **complexity**
Meet people **where they are**
New paradigms of **efficiency**?
Drastically more **affordable** for all?

Health is here...

model



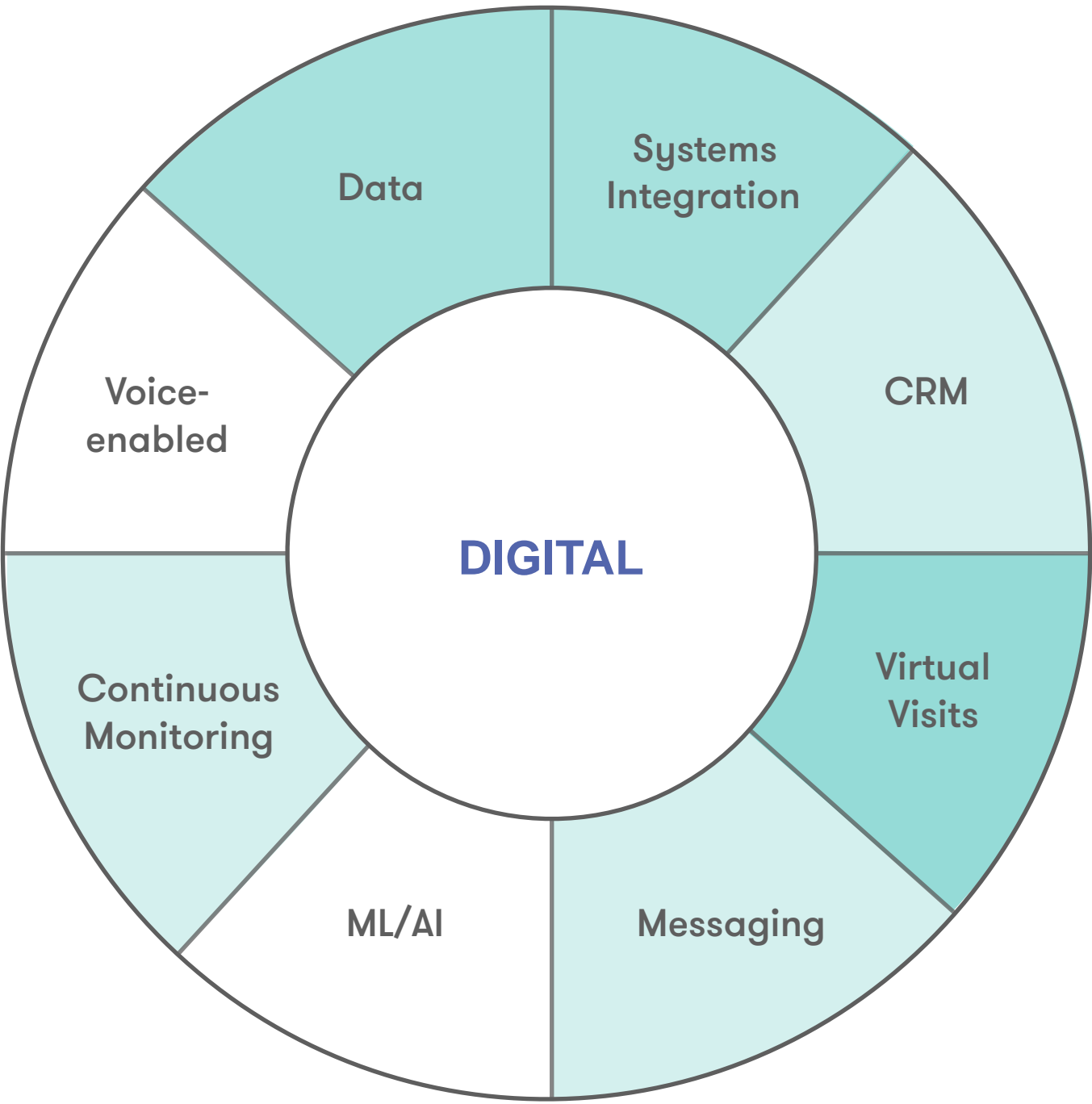
data



assets



Investment



Infrastructure



Patient

“I feel **periodically** cared for and supported.”



Provider

“I know **some** of the information at a time when **it’s too much or too late.**”



System

“We can **sometimes** coordinate and manage care and costs within our system.”

Impact

But what if we're *here* in 10 years?

model



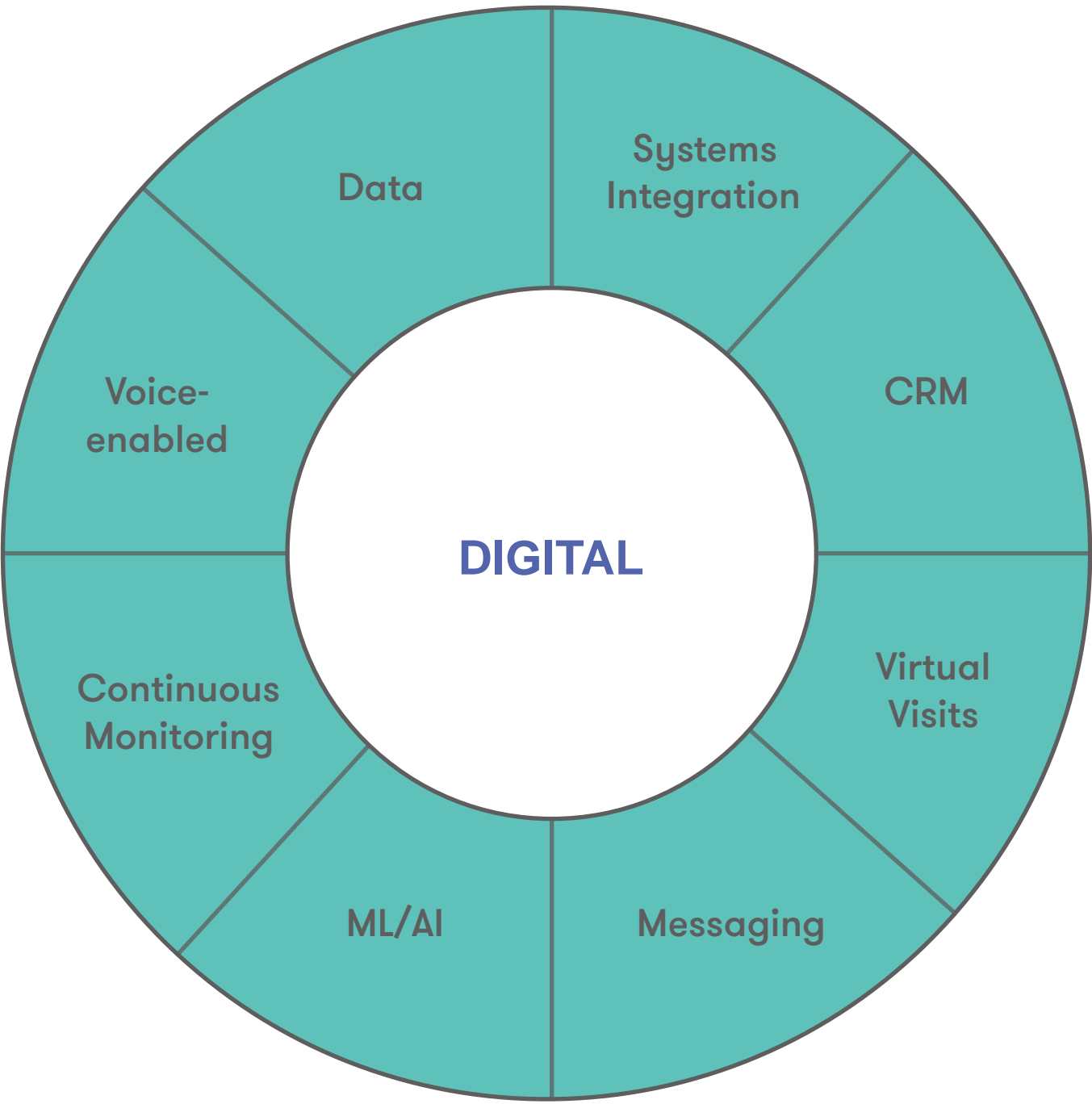
data



assets



Investment



Infrastructure



Patient

"I feel **continuously** cared for and supported."



Provider

"I know the **right** the information at the **right** time"



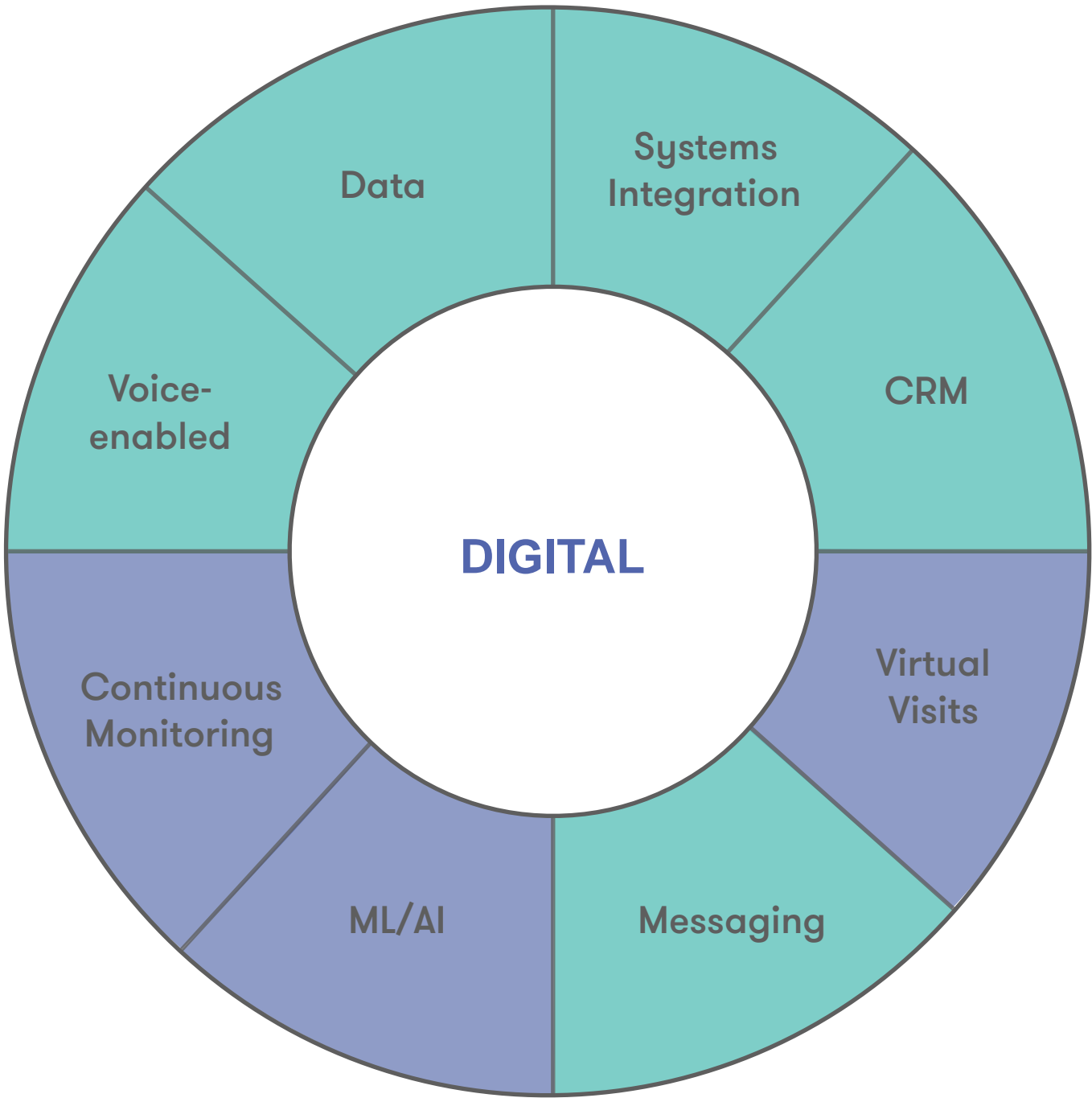
System

"We can **fully** coordinate and manage care and costs within our system."

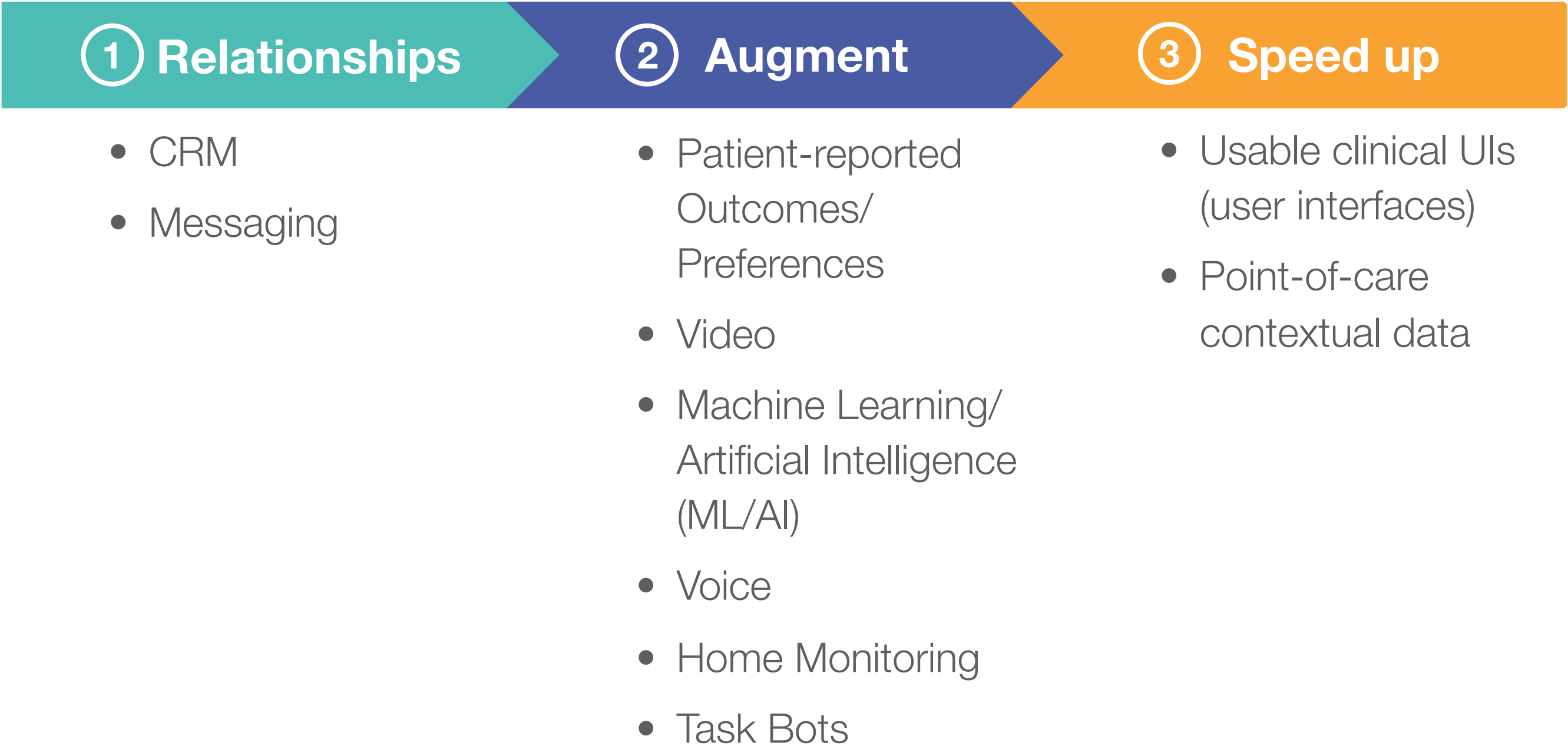
Impact

Digital Glide Path

Progressive investments lay the foundation for future technologies



Infrastructure





We are here.

D&I Portfolio Outcomes

D&I Impact on Sutter Health Key Results



Zero Harm



Top Quartile Patient Experience



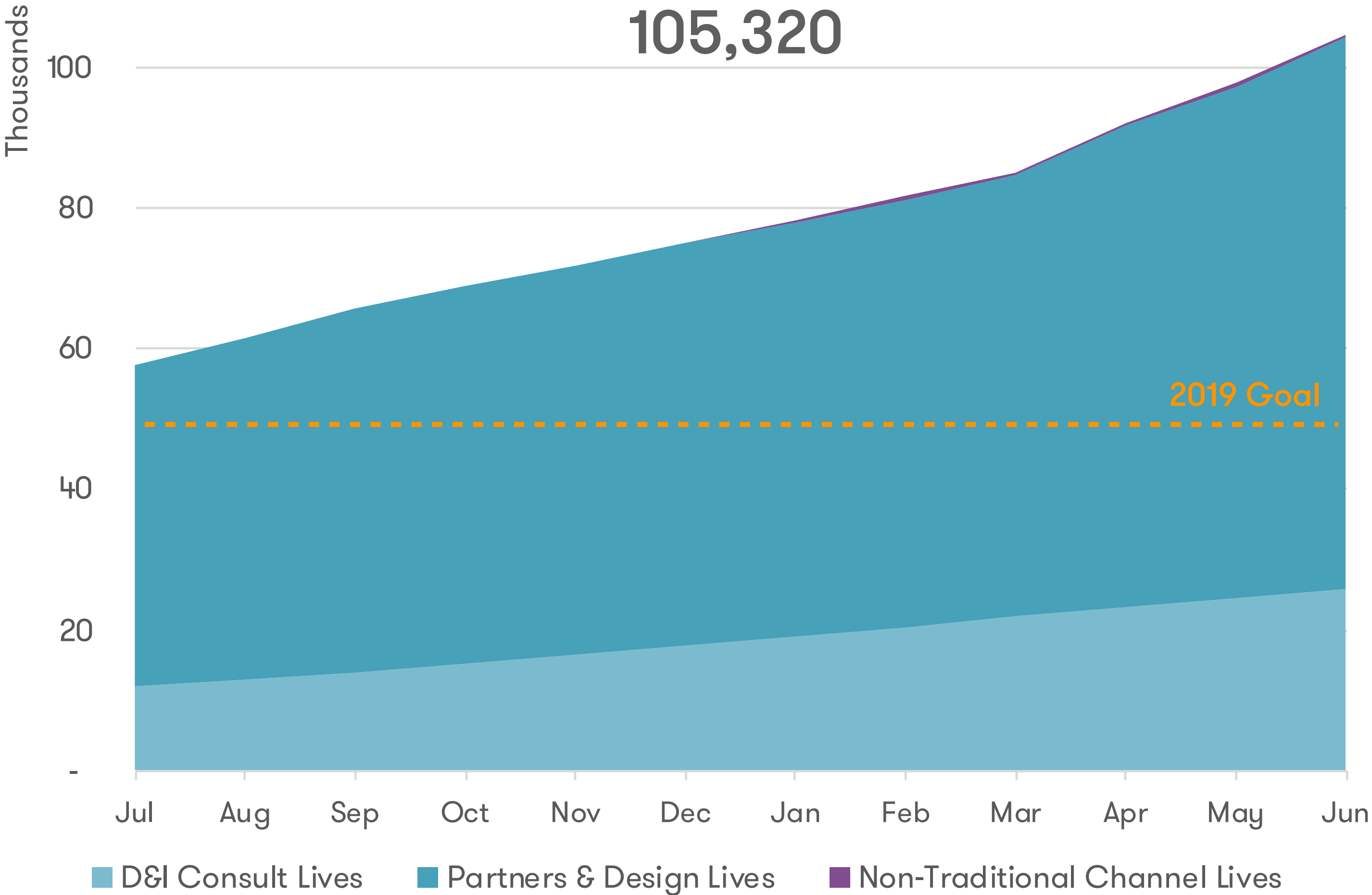
4 Star Total Cost of Care

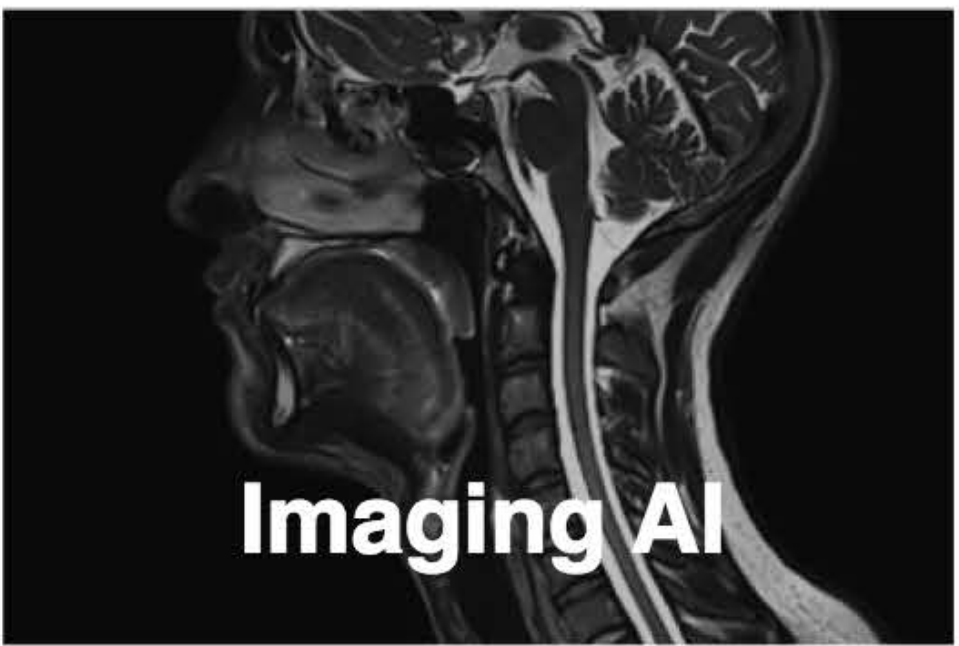
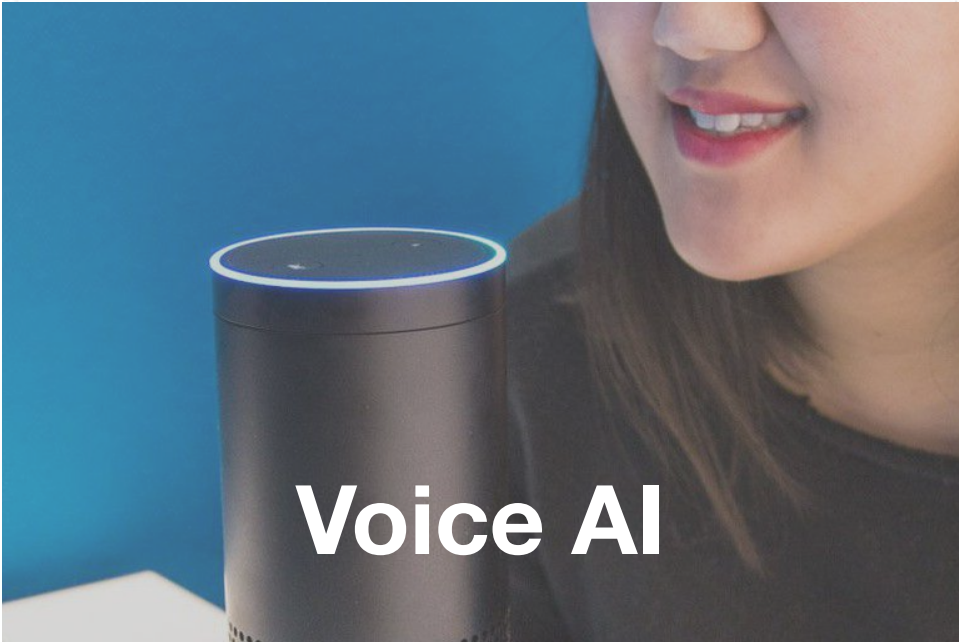
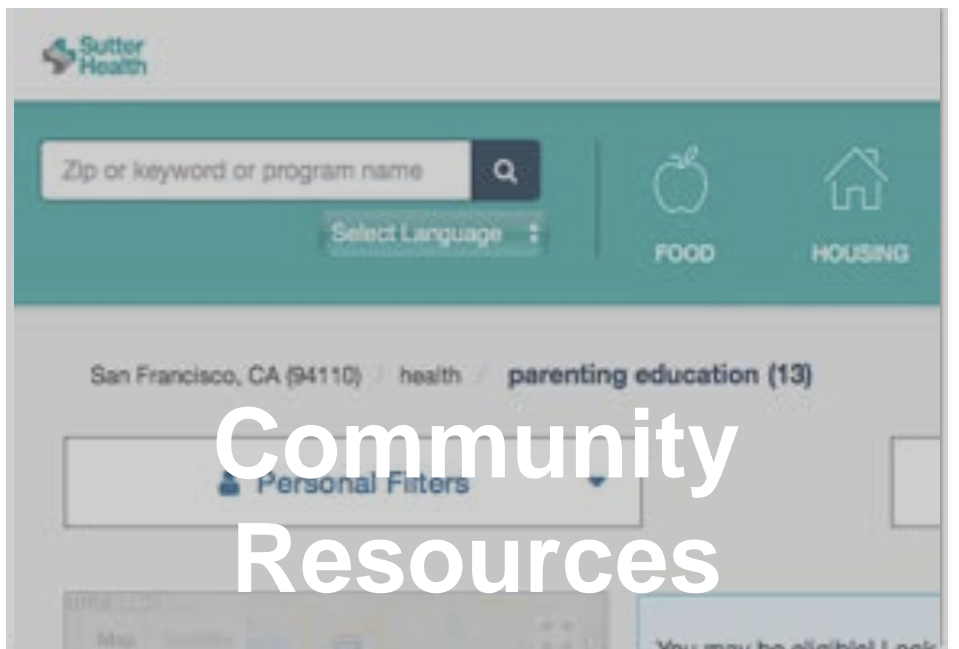


75% of Lives Touched in New Ways

D&I Lives Touched

105,320





What it is...



Mobile communication and video visits

Tera is a virtual-first medical practice, which means many patient needs can be resolved through phone and email, before scheduling an appointment. It's healthcare that fits into your life — not the other way around.



A dedicated team that knows you

Your care team includes a primary care provider, nurse, and a health coach that get to know the whole you. We provide care that flexes to meet your needs, whether you prefer streamlined or in-depth support.



Better care, at no extra cost

Tera's flexible model and health coach come at no additional cost. Plus, because Tera is a part of Sutter Health, you have access to a network of specialists who are at the top of their field.

Maternity Experience

Experience Principles

1

Stay One Step Ahead

- Show moms that you understand and anticipate their needs.
- Prepare moms for key decisions.
- Highlight available medical and non-medical resources.

2

Lead With Thoughtful Language

- Elevate the language from medical to human.
- Don't feed the omnipresent mommy guilt.
- Help moms and partners

4

Be There When the Going Gets Tough

- Show that you care in the moments that matter.
- Care for the new family as they care for the baby.

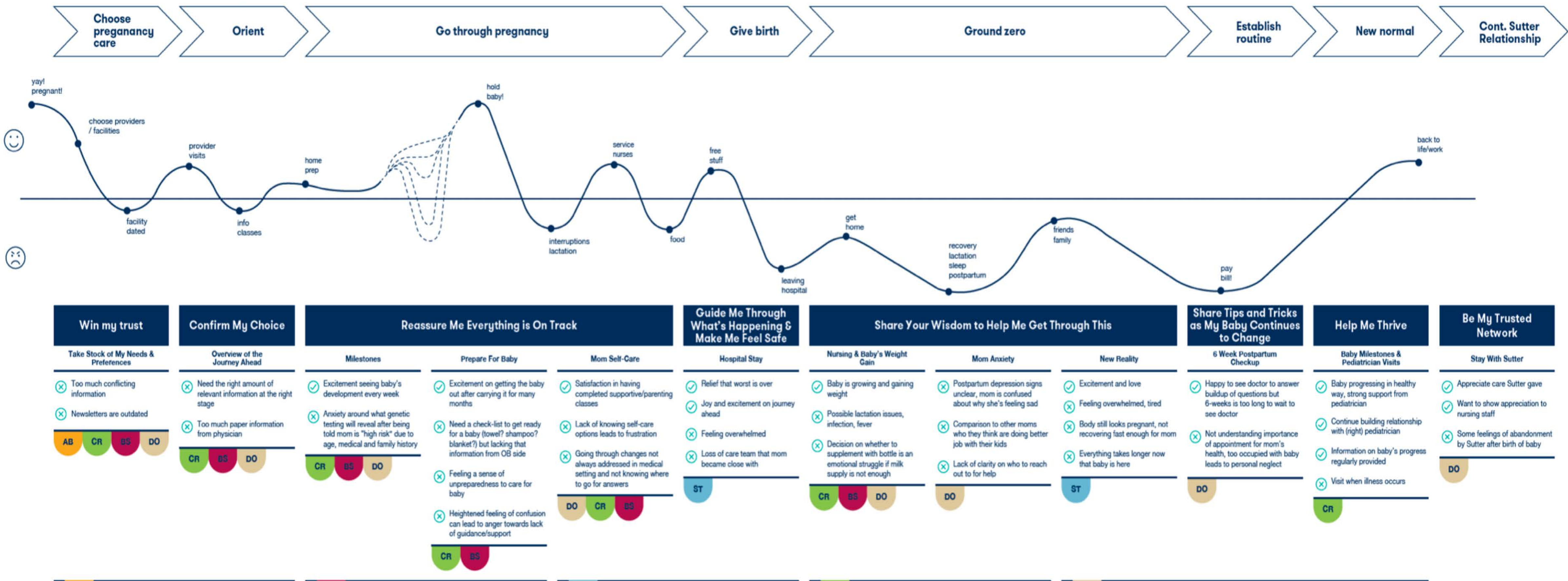
5

Connect With Communities

- Providers don't have time. Leverage community resources to help mom and partner build a foundation of confidence, trust and comfort.



Maternity Journey



openIDEO

END OF LIFE

How might we reimagine the end-of-life experience for ourselves and our loved ones?






[Watch](#)[Discover](#)[Attend](#)[Participate](#)[About](#)

BJ Miller:

What really matters at the end of life

TED2015 · 19:07 · Filmed Mar 2015

 19 subtitle languages 

 View interactive transcript



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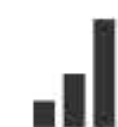


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More

2,767,115 Total views



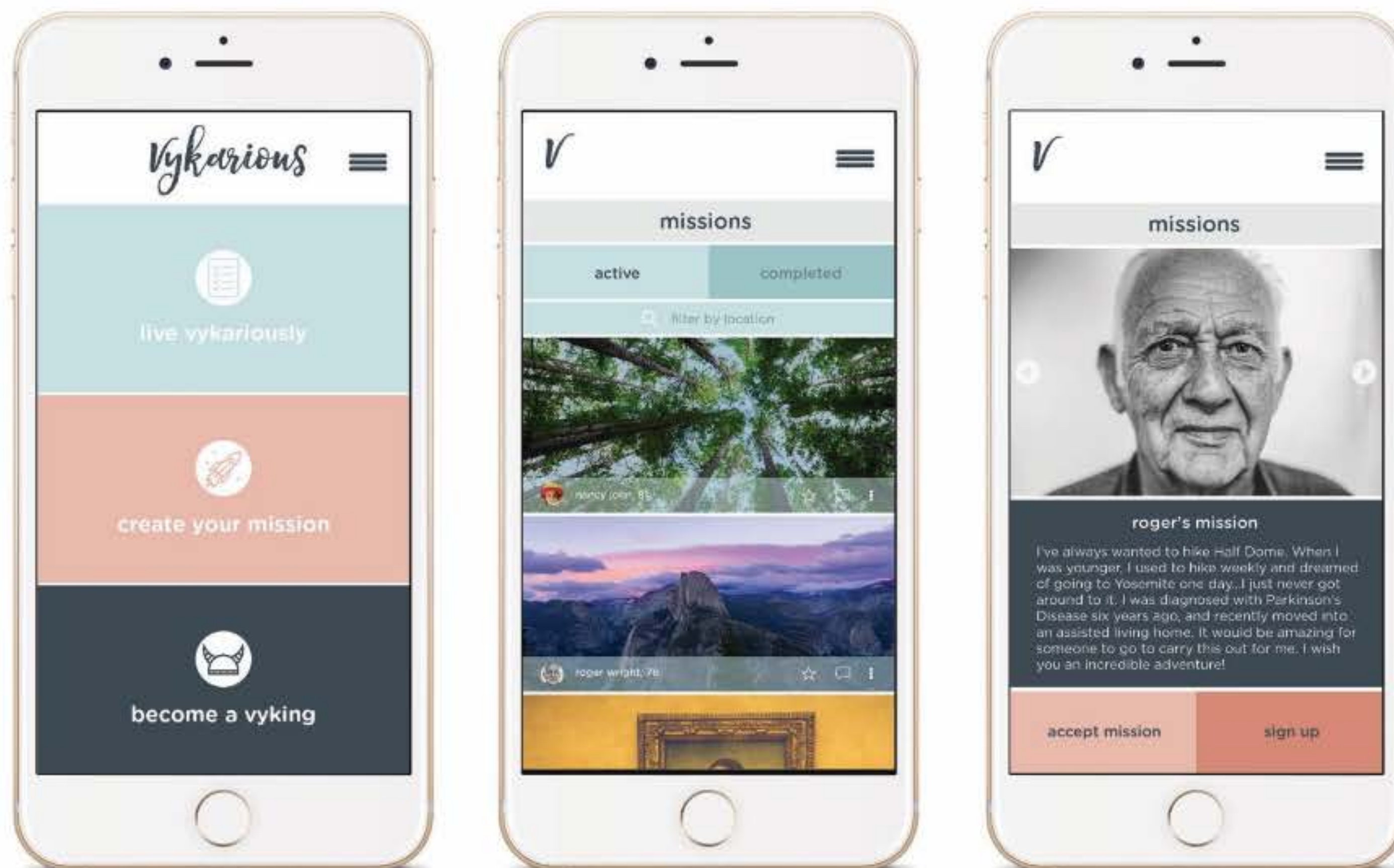
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Link

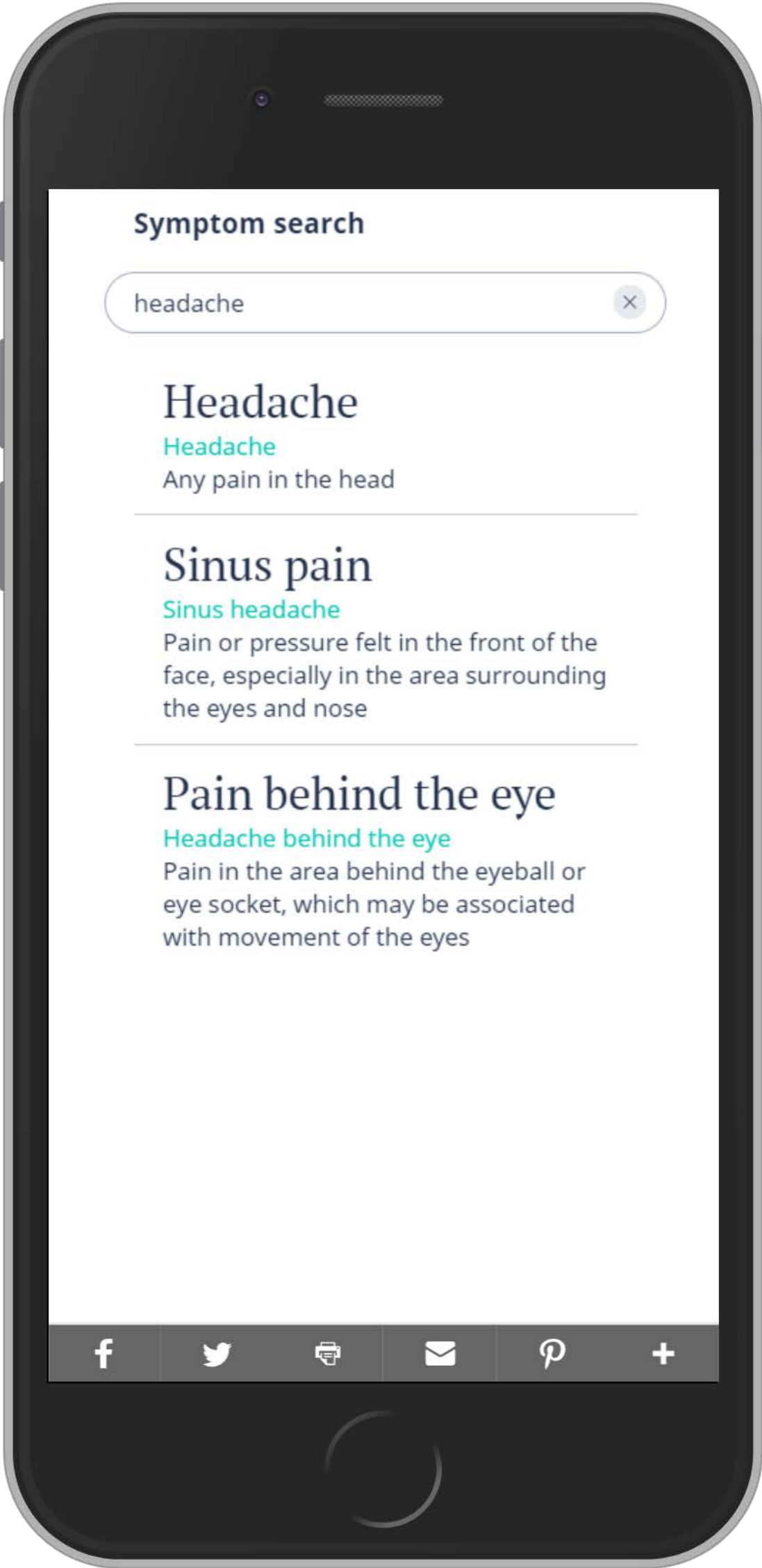
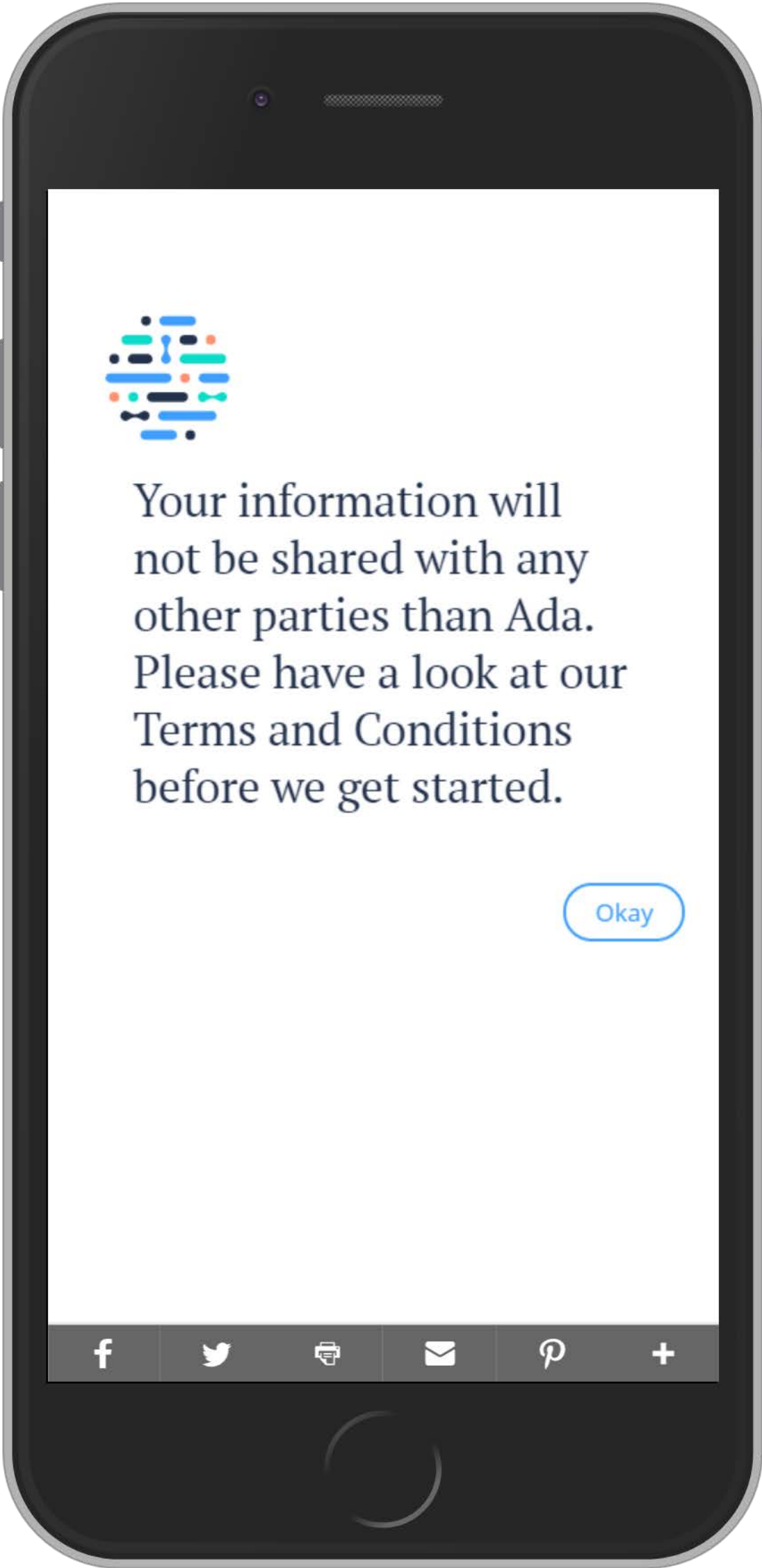
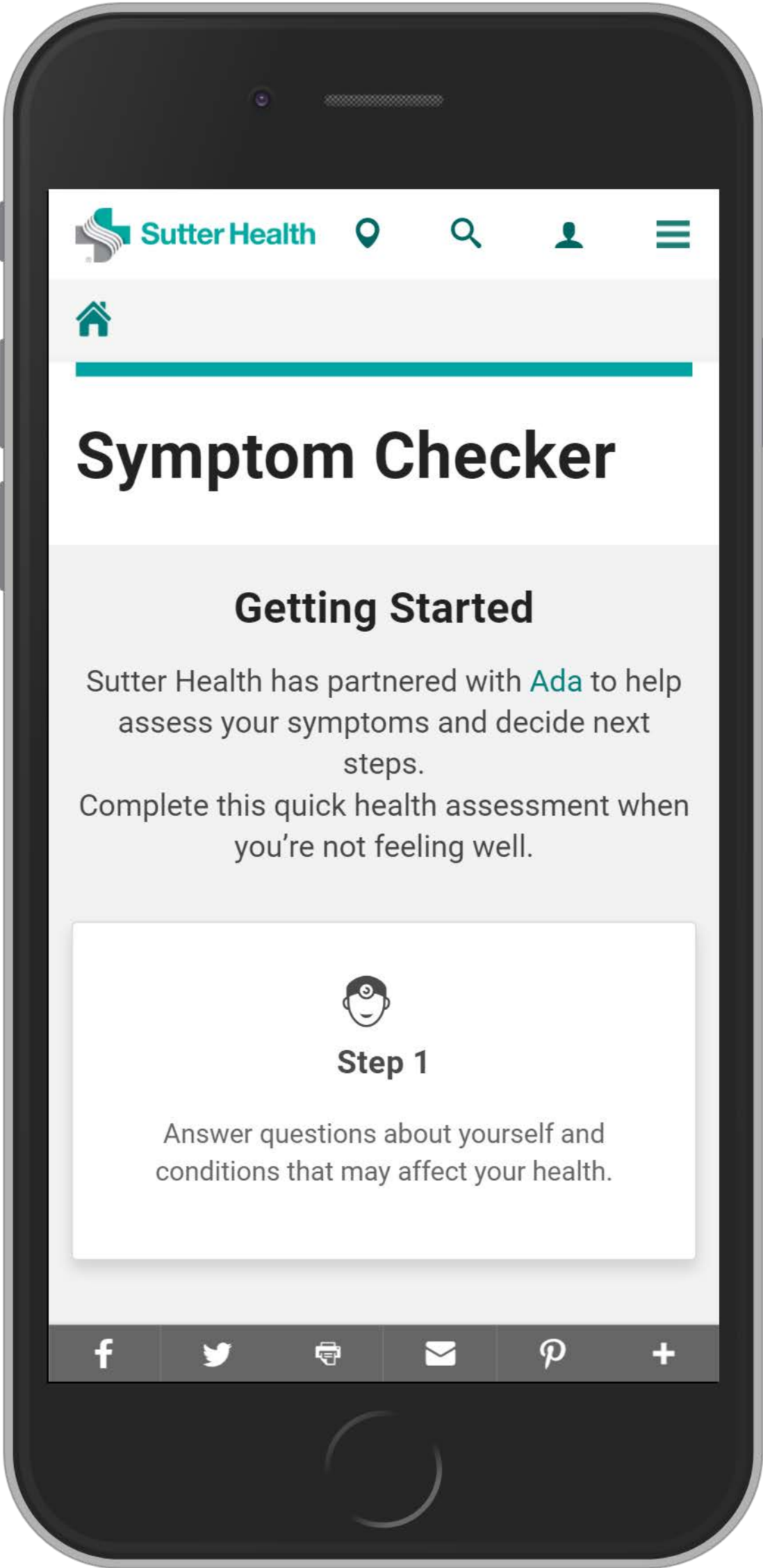
BRINGING VYKARIOUS TO LIFE

FROM THE BLUEPRINTS AND THE STORYBOARDS,
THE LAYOUTS GIVE LIFE TO THE RESPONSIVE EXPERIENCE

THE MOBILE EXPERIENCE







Thank you.

chris@sutterhealth.org