



PATIENT ENGAGEMENT
& EXPERIENCE **SUMMIT**
A HIMSS EVENT

FEBRUARY 11, 2019
ORLANDO, FL



**Smarter Care: The AI Driven
Patient Experience**

www.HIMSSConference.org | [#EngageHealth](https://twitter.com/EngageHealth)



**Healthcare &
Education**

?
+



Design

?
+



Tech

An Identity Crisis?
...Not Really...
More of an Existential Crisis



18
HOSPITALS

6.1B+
REVENUE

34+
OUTPATIENT &
URGENT CARES

5K+
PHYSICIANS

100K
ADMISSIONS

3600+
FACULTY

\$218M
IN CHARITABLE
CARE

15
COLLEGES

6000+
NURSES

CONSUMER = PATIENTS, STUDENTS, STAFF, DONORS... HUMANS

CARE, LEARNING, WORK, RESEARCH, GIVING...
...LIKE EVERYTHING ELSE DIGITAL



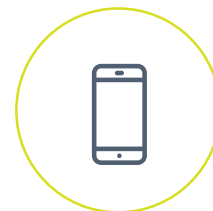
ACCESS

Ease of Access to
Jefferson Services



EXPERIENCE

Closed-loop Digital
Experiences



CONVENIENCE

Services via Web,
Mobile, Wearables, IoT,
etc.



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FUNDAMENTAL & AUTHENTIC TRUTHS

PRINCIPLES



THE DICE GROUP AT JEFFERSON

150 +
TEAM

130 +
PROJECT

10 X
RETURNS



Dashboards



JeffBNB



JeffDocs



JTOG



myBaby
@Jeff



myJeffHealth



Strength
Thought Insight



Leadership
Rounding

IMPACT AT JEFFERSON HEALTH

1.46M

Raised via online
donation app

7.5M

Saved by staff
online training

10K+

Physician hours
saved by online
training

10K+

App downloads

1M +

Yearly saving for
staffing costs in
ER

CMS



Rating increase in
18 months by
rounding app

THE EQUATION FOR TRANSFORMATION

A portrait of Steve Jobs is shown on the left side of the slide, overlaid with a green tint. He is wearing his signature round glasses and has his hands clasped in front of him, resting his chin on them.

TRANSFORMATION

Great things in business are never done by one person. They're done by a team of people.

STEVE JOBS



Great Teams

From design to development to support, inspired, motivated, and agile teams move us into the future



Great Platforms

Innovation must not be the currency of a few, but the combined wealth of many and platforms can make this a reality



Great Partners

Our consumers, vendors, donors, and community are our partners; we develop synergistic relationships and grow together

WHEN YOU ARE IN THE HOSPITAL



Alone
Anxious
Vulnerable
Have questions
Need a constant companion





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**Patients want a companion that will walk
their healthcare journey with them 24/7**

THE FUTURE OF
HEALTHCARE
WILL BE
SIMPLE,
COMFORTABLE
AND
PERSONAL.

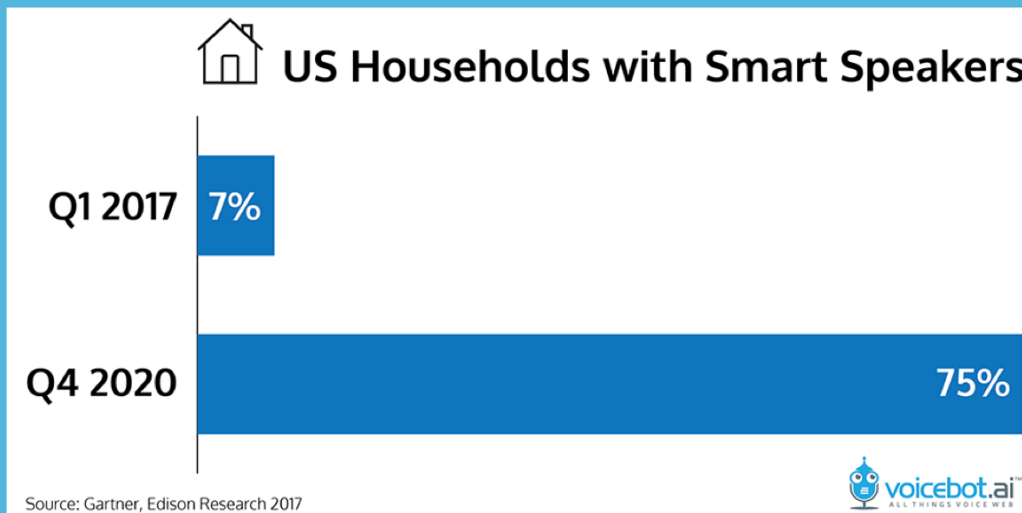


TECHNOLOGY
HAS BECOME
AN INTEGRAL
PART OF
HEALTHCARE



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Aging populations are also starting to embrace AI Voice assistance.

How can we engage patients more effectively?

Give patients & their families greater control during most vulnerable of life experiences.

Environment:

- comfortable
- familiar
- personal





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SMART PATIENT ROOM CONCIERGE

Patient-centered voice assistant for improving hospital experience

Zero UI: anticipates and adapts to patient & visitor needs.

The environment will have a conversation with the visitor.

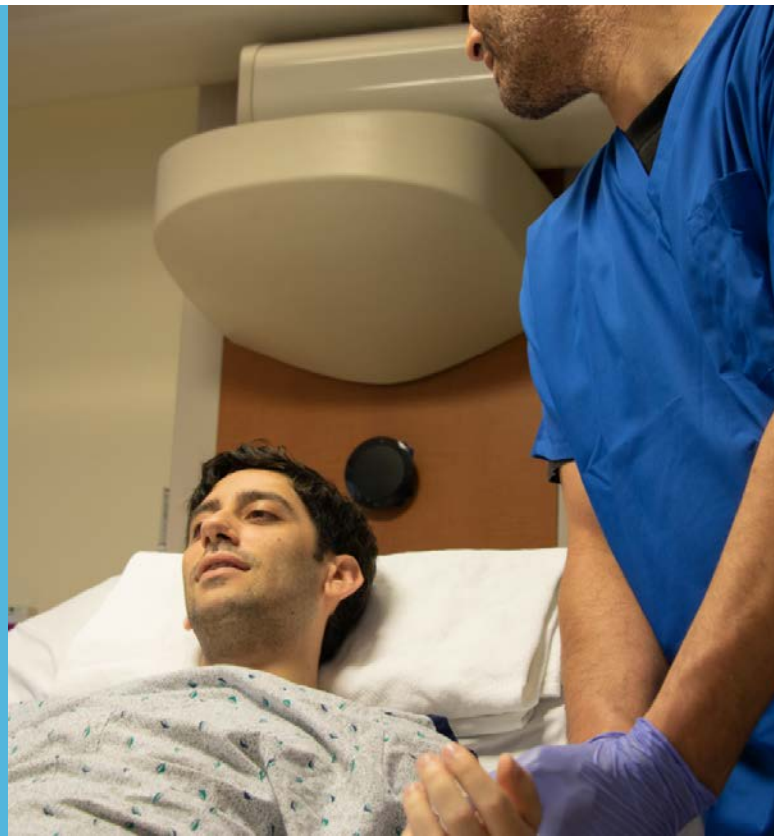
And be an increasing critical agent in patient healing.



Our patient-concierge currently has a range of skills that have been QA tested and meet HIPAA standards for live operation.

We continue to develop more skills prepared to enhance the experience.

It's HIPAA compliant!!

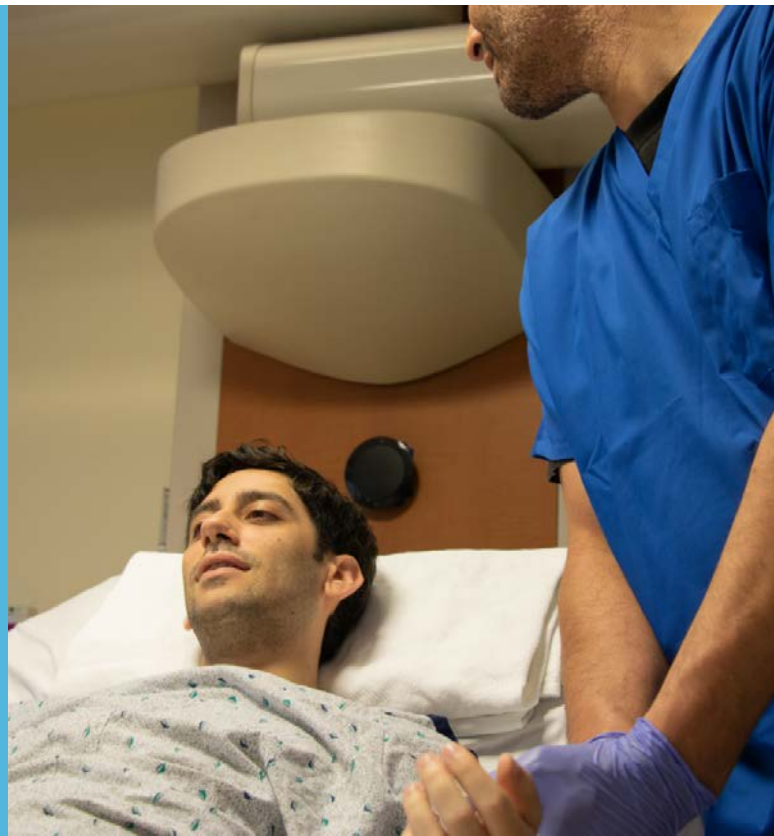


DAY, DATE AND TIME

Forgot your watch? Can't remember if you missed your mom's birthday? Ask your smart patient room concierge!

WEATHER

Ask about the weather for any time, anywhere.

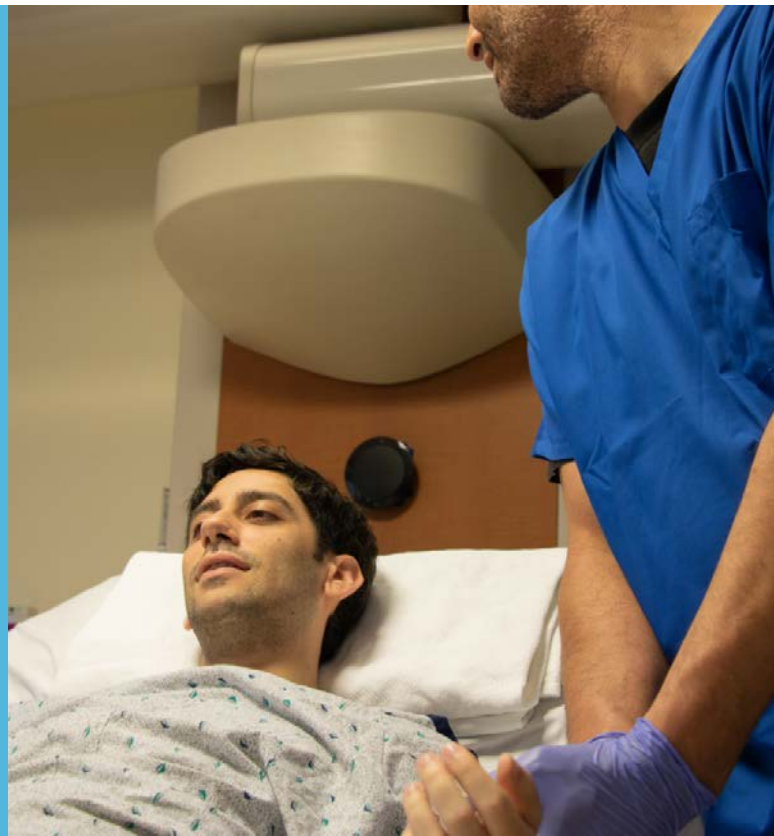


SEARCH THE INTERNET

Ask simple “Who is...” and “What is/are..” questions, and we’ll have answers!

CONTROL THE TV

Who needs a remote control when you have your smart patient room concierge!

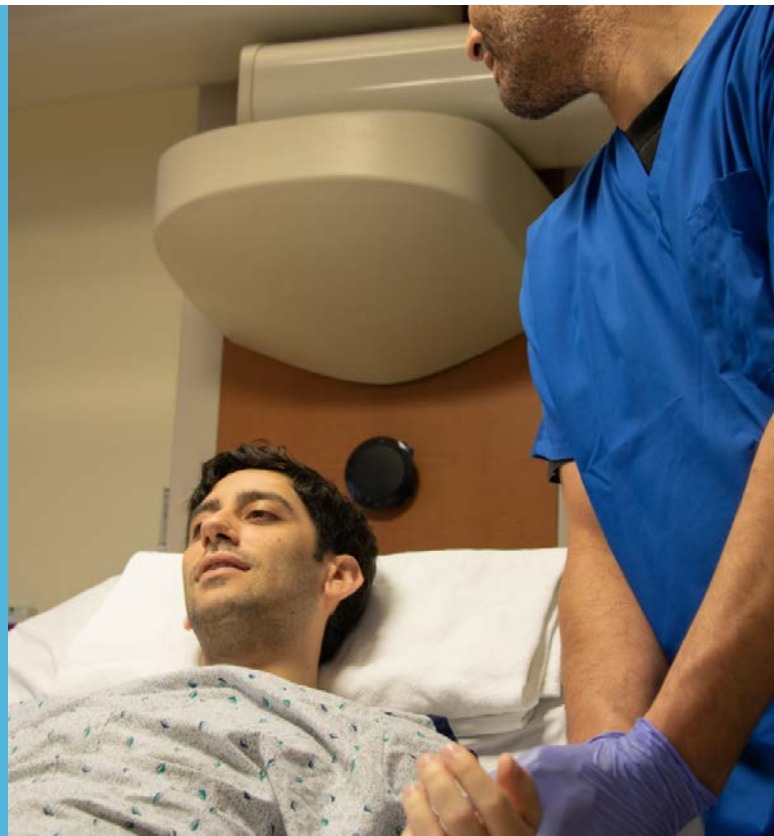


MATH PROBLEMS

Bad at math? So are we!
Luckily, we have help!

LOGISTICAL QUESTIONS ABOUT HOSPITAL

Ask questions about the
hospital and amenities



BLURRING
THE LINE
BETWEEN
HOSPITAL
AND **HOME.**





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