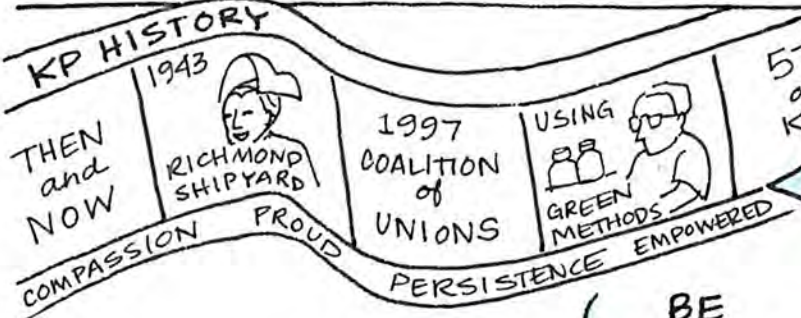


WORKFORCE of the FUTURE

OCTOBER 7 2014

NATIONAL WORKFORCE PLANNING & DEVELOPMENT



FROM OUR RICH HISTORY TO Partnership TODAY



BE FLEXIBLE

HAVE FUN TOGETHER

TAKE CARE OF YOURSELF

AND EACH OTHER

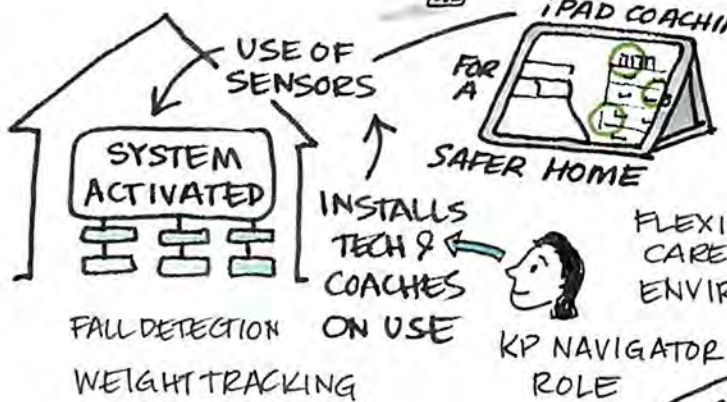
USE PERSONAL HANDHELD DEVICES



MILLENNIAL WORKFORCE

- TAKE CHARGE OF OWN HEALTH
- TAP INTO SOCIAL COMMUNITY

FAR FAR AWAY



INTEGRATED SEAMLESS FLOW OF INFORMATION BETWEEN MEMBERS, CAREGIVERS and EMPLOYEES.



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2014 WINNERS of the FILM FESTIVAL



VIEW WINNING VIDEOS ONLINE

"KP 2020"



"HEALTH CARE DELIVERY 2125"



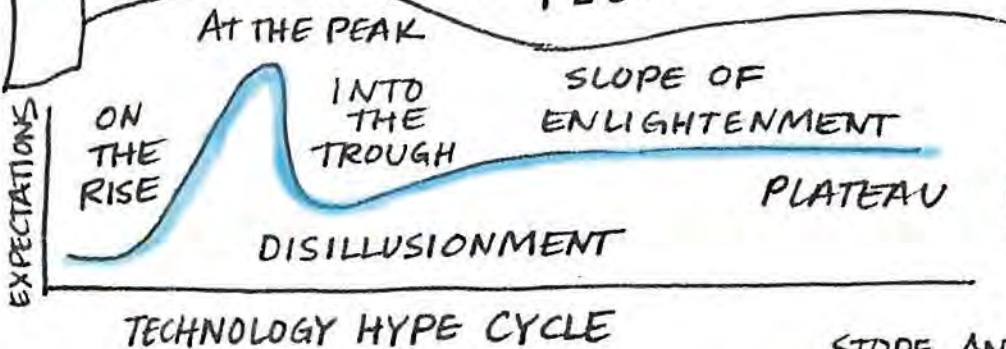
16 WORKFORCE of the FUTURE ENTRIES

YOU CAN'T MEMORIZE CARE ANYMORE.



DAN WEBERG "NURSE DAN"

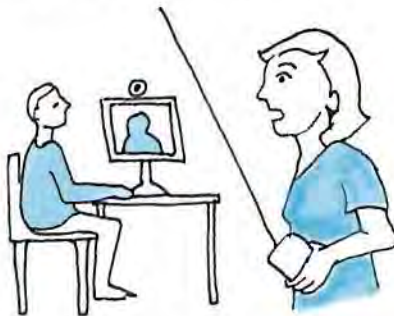
TRENDS in TECHNOLOGY



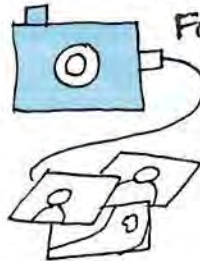
30% FINDING STUFF = NURSE'S TIME

CURRENT TECH

LIVE VIDEO CONSULTS



STORE AND FORWARD



REMOTE MONITORING



KIOSKS for SELF SERVICE

SENSORS/ALERTS



B/P HEART RATE MOTION



REMINDERS

GUIDED SELF-SERVICE - PERSONALIZED EDUCATION

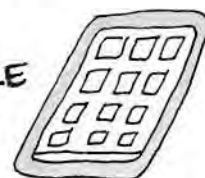
COMMUNICATORS



TELEHEALTH ROBOTS



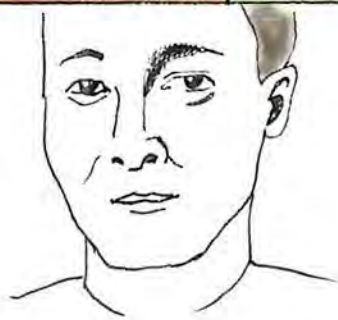
MOBILE DEVICES



"ONE PHONE TO RULE THEM ALL"

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BRAD KREIT @BKREIT

ITFT.ORG

"The future is already here, it's just not evenly distributed."

William Gibson



PVI
PARKINSONS' VOICE INITIATIVE

DIAGNOSING early STAGES OF PARKINSONS USING VOICE RECOGNITION



BY PERSON ACTIVITY PLACE

INTERSECTING INFORMATION ECOSYSTEMS

1 COMPUTATIONAL THINKING



- COLLABORATE MORE BROADLY OUTSIDE H/C
- BE CONSUMER-CENTRIC, INTEGRATE CARE

2 TRANSDISCIPLINARITY

COMBINATORIAL innovation →

moodspotting

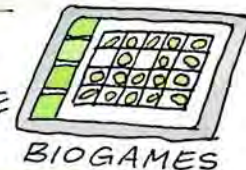
ARTIFACT FROM THE FUTURE: PATIENT SENSE



INTEGRATE INSIGHTS FROM MULTIPLE FIELDS

3 VIRTUAL COLLABORATION

- DIAGNOSING MALARIA
- FOLDIT: CROWD SOURCE AIDS RESEARCH



BIOGAMES

- DIGITAL FLUENCY - BREAK DOWN COMPLEX WORK TO DISCRETE TASKS
- CONSUMER-CENTRIC VIRTUAL COLLABORATION

4 DESIGN MINDSET

- VISUALIZE
- USE DESIGN THINKING



- CONSUMER-CENTRIC APPROACH TO GO BEYOND INFO TO SOLUTIONS
- CAREFUL DESIGN CAN AUTOMATE CRITICAL PROCESS IMPROVEMENTS

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LEARN NEW TRICKS



WORKFORCE + MANAGEMENT MUST INNOVATE



JODY THOMPSON
CULTURE Rx
@JodyROWE

PROMOTE AUTONOMY. MASTERY. PURPOSE

turn into the curve

GO FROM the MIDDLE OUT

WORK THROUGH ENTIRE SYSTEM

RESULTS - ONLY WORK ENVIRONMENT (ROWE)

FLEXIBILITY TRAPS

IF SOME PEOPLE HAVE IT, OTHERS DON'T.

PROMISE OF UNIQUE SCHEDULES

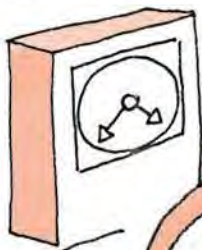
COMMAND AND CONTROL RULES

CAREER TRADEOFFS

FORCED TO CHOOSE CAREER OVER LIFE

FEEL OUT OF CONTROL

WORK CULTURE + MANAGER SUPPORTIVE



AUTONOMY

ACCOUNTABILITY

EACH PERSON is

100%

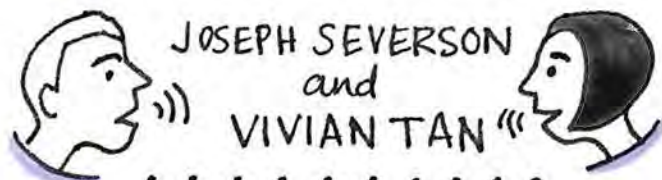
ACCOUNTABLE
ANSWERABLE
RESPONSIBLE

THE NEW CURRENCY

WORKFORCE of the FUTURE

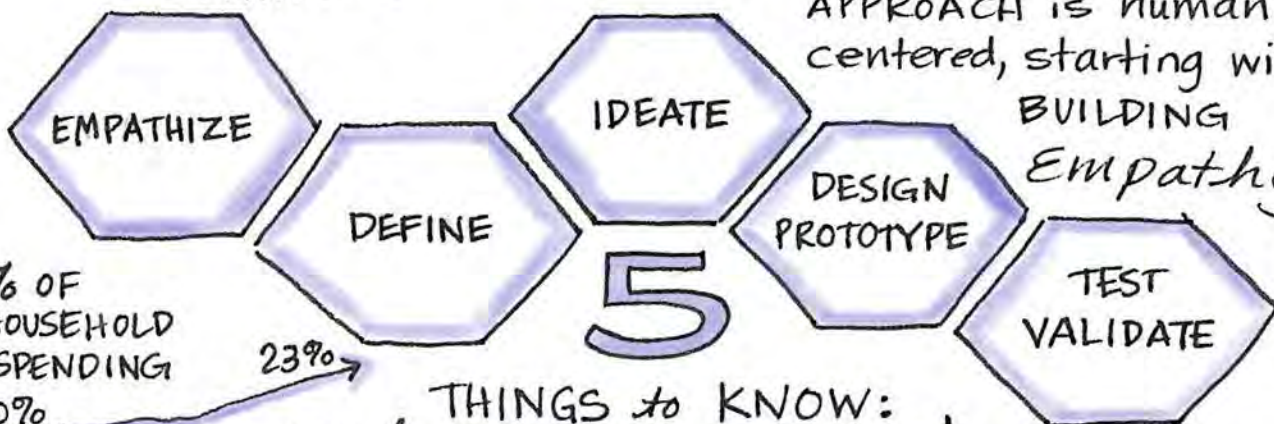
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KP STRATEGY and VISION



DESIGN thinking

APPROACH is human-centered, starting with BUILDING Empathy.



% OF HOUSEHOLD SPENDING
10% 1950 → 23% 2014

THINGS to KNOW:

68.5% OF GDP
CONSUMERS are in the DRIVER'S SEAT of our economy.

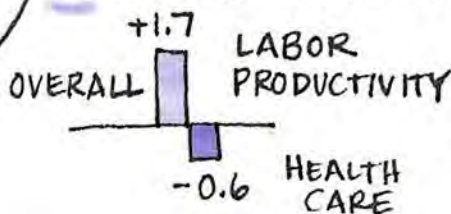
1. CONSUMER POWER

2. PEOPLE POWER

Healthcare Workforce

17M	2.6%	→	22M
2012	5.2x		2022

3. PERFORMANCE GAP



4. KEY DRIVERS



5. KNOWING, DOING & DELIVERING