THE ART OF THE POSSIBLE: 21st CENTURY SYSTEMS of CARE = Fact or Fiction!

RONAN ROONEY — Dir. Programs of Care, IBM Research
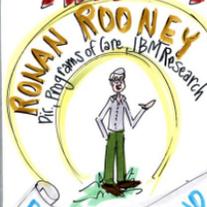
IBM

the true measure of any society can be found in how it treats it's most VULNERABLE members.

PEOPLE WILL FIND A WAY TO SPEAK

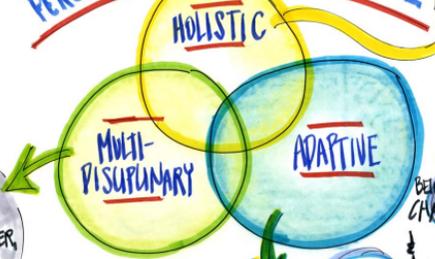she was arrested... make a POSTER

I WANT TO GROW OLD AT HOME

SASE SASE SASE SASE SASE

are PEOPLE WHO'S PROBLEMS & CHALLENGES AFFECT MORE THAN JUST THEMSELVES

Get to see the POSTMAN EVERY DAY... he says "hi"... that's my only human contact

"Do what's RIGHT" 3 many different interpretations...

"Do SOMETHING THAT YOU ARE PROUD of!"

PERSON-CENTERED CARE MODEL

HOLISTIC

MULTI-DISCIPLINARY

ADAPTIVE

Being able to CHANGE on a DIME

ASSESS PLAN PROVISION REVIEW DELIVER MANAGE

MEETING the PERSON where they ARE NOW!

CONSIDERATIONS for 21st CENTURY systems of Care:
- Funding Models (who pays?)
- Governance Models (who benefits?)
- Conflicting Organizational Goals
- Consent Models
- Enrollment
- Person/Population-Centered
- Community Safety Net
- Need to do Prehab
- Can't buy Kindness

Bio-Psycho-Social (BPS) Reference Model

BIOLOGICAL — PSYCHOLOGICAL — SOCIAL

How does Social Context and Environment affect HEALTH?

How do we MEASURE human VULNERABILITY?

Corrected data vs raw data

VERIFY!

... Be Careful with BIG DATA =

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BUILDING Health & Social Services SOLUTIONS #6 in the Age of Google

I'm not from this planet...

UNDERSTANDING WHAT YOU DO AND WHAT YOU NEED IS ESSENTIAL TO EFFECTIVELY SUPPORTING YOUR INITIATIVES.

It's not about authority... it's all about

YOU ALL HAVE MORE POWER THAN YOU THINK YOU DO!

LEADERSHIP and COMMUNICATION

... and NEED MORE AIR COVER!

YOU ARE FIGHTING A GROUND WAR!

MIKEY DICKERSON — Site Reliability Engineer, Google

What went wrong with healthcare.gov?
- FRAGMENTATION amongst too many VENDORS and PRODUCTS
- NO MONITORING along the way
- LACK OF EXPERIENCE
- ENVIRONMENT NOT OPTIMAL for ENGINEERS

AND ACCESS to a HUGE POOL OF ENGINEERS WHO WANT TO COME WORK ON MEANINGFUL PROJECTS!

UMESH VEMURI — Head of Sales Engineering, Public Sector, Google

WE MUST DESIGN FOR THE USER!

GLOBAL — REGIONAL — INDIVIDUAL PERSONAL

ASK YOURSELF, EVERY DAY: ARE WE MAKING BETTER SAMENESS OR REAL PROGRESS?!

INCREMENTALISM ABSOLUTELY LEADS TO IRRELEVANCE OVER TIME... AS DOES CONTINUING TO INVEST IN THE SAME THING FOR ALL

WHAT ARE PEOPLE ASKING?
- FACTS — We have to make it DIRT SIMPLE
- COMPLEX QUESTIONS — "WHAT IS THE BEST ESCAPE ROUTE"
- CONTEXTUAL QUESTIONS — "WHAT TIME IS MY FLIGHT"

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