

CULTURE ENCOUNTER

Innovation @ Providence
Aaron Martin, Providence Health & Services

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Mission
As people of Providence, we reveal
God's love for all.

Promise
Together, we answer the call of every person
we serve: Know me, care for me, ease my way.

Vision
Simplify health for everyone

In a region that would
later produce the likes of
Amazon, Boeing and
Microsoft ...

... the Sisters of
Providence were the
original pioneers,
building the area's first
hospitals, schools and
orphanages.

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Today, we are a diverse family working to simplify health for everyone.

And soon we will include ...

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Our services span ...

34 HOSPITALS **600** CLINICS **18k** MEDICAL STAFF
82k CAREGIVERS **1.2m** COVERED LIVES **41** NON-ACUTE SERVICES
A HIGH SCHOOL & UNIVERSITY

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How disruptors think...

Publishing...

Authors	Publishers	Distributors	Bookstores	Readers
	Self-publishing (2005)	E-commerce (1997)	Kindle (2007)	

Health system...

Clinicians	Health systems	Insurance	Employers	Patients

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How are disruptors different?

<u>Purpose:</u>	Growth as a visionary agenda
<u>People:</u>	Hire and develop the best
<u>Process:</u>	Experiment, scale, repeat
<u>Product:</u>	Built to evolve (quickly)
<u>Platform:</u>	Open to others to build upon

From: The Operating Model That Is Eating The World; Aaron Dignan

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Providence Innovations

Discover important innovations,
demonstrate they work and
 bring them to **scale**.

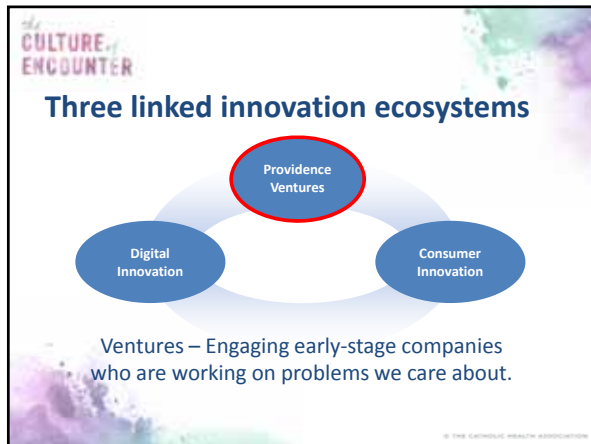
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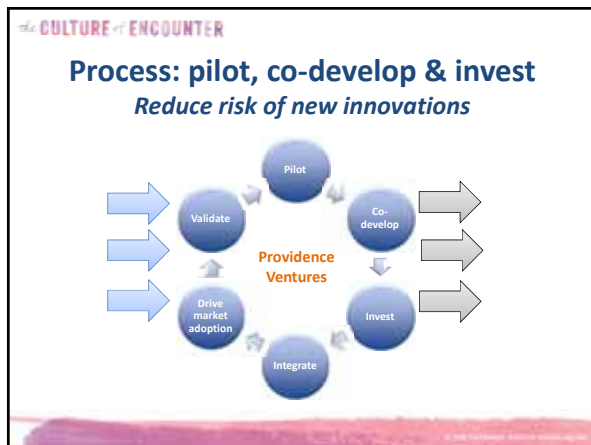
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People: technology + health care

Health care people **Technology people**

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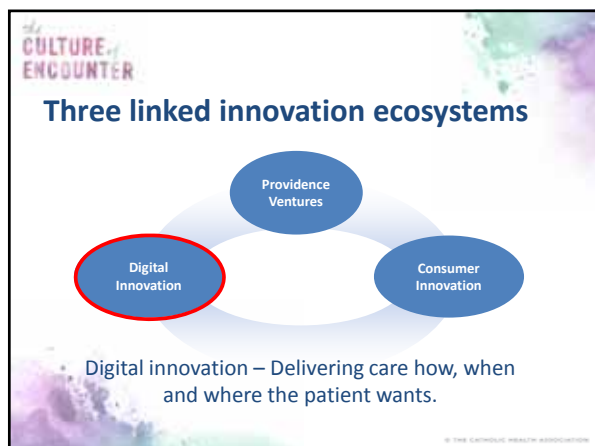


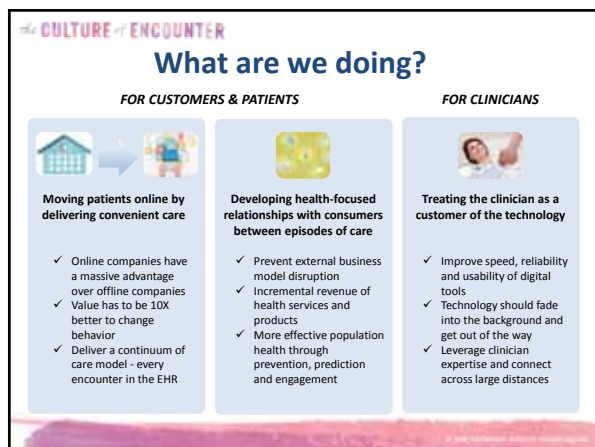
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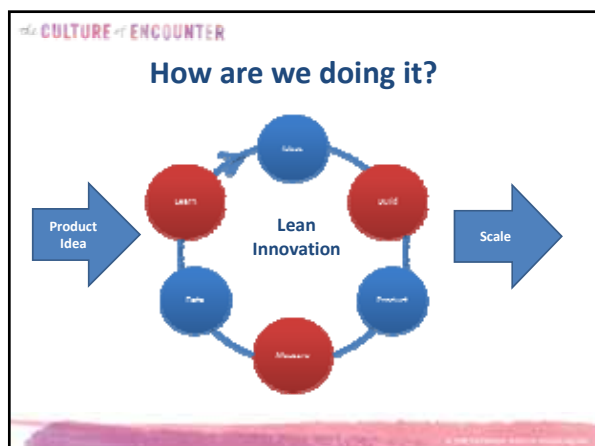
Providence Ventures

Focus Area	Chronic Disease	Health care e-commerce	On Demand Healthcare	Population Health	Clinician Tools	...
Description	Technology solutions enabling management of chronic conditions	Enabling new methods for the purchase of health care services	Platforms that improve patient health care access across settings	Solutions to manage and effectively utilize data across the enterprise	Technology which improves the clinician experience	
Current Portfolio						

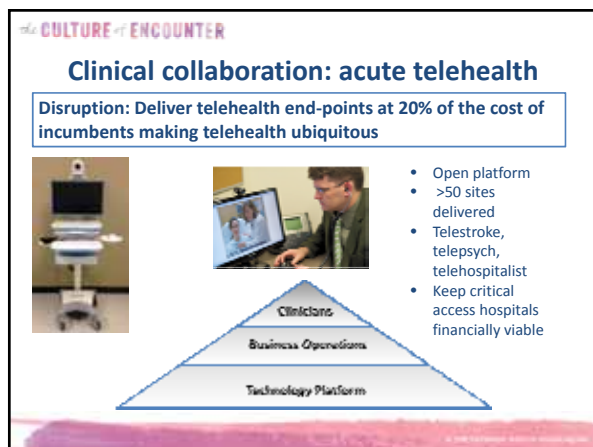
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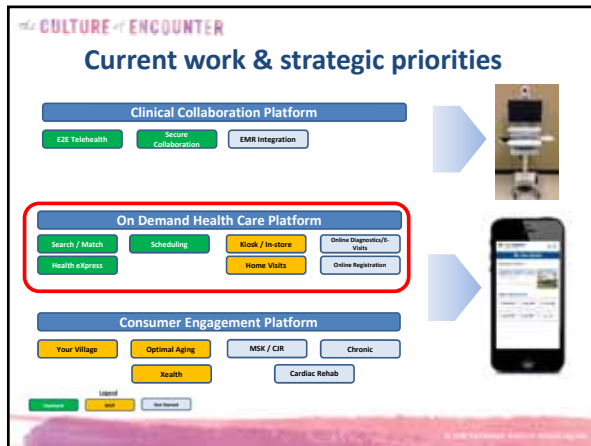


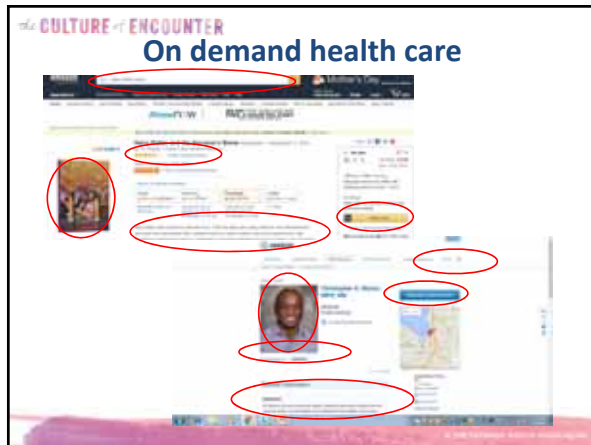


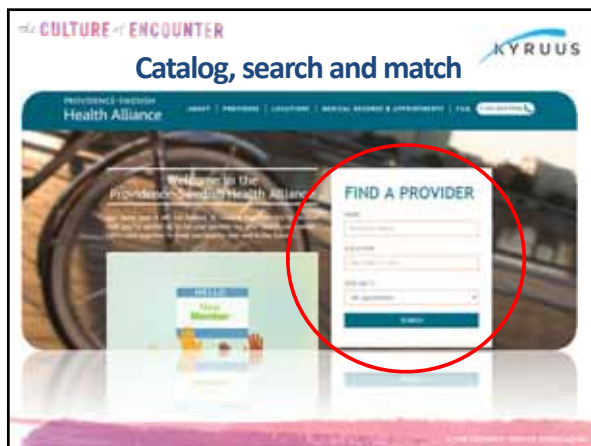


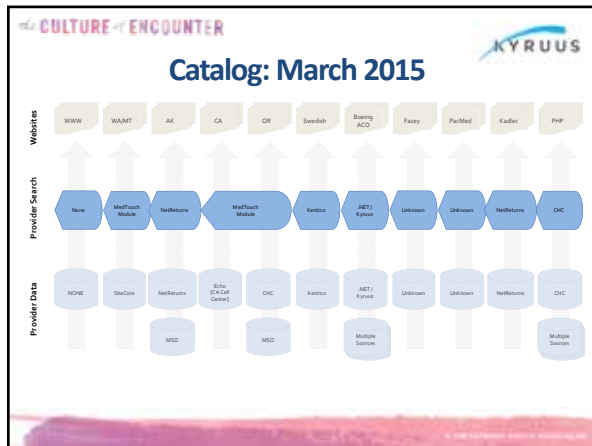


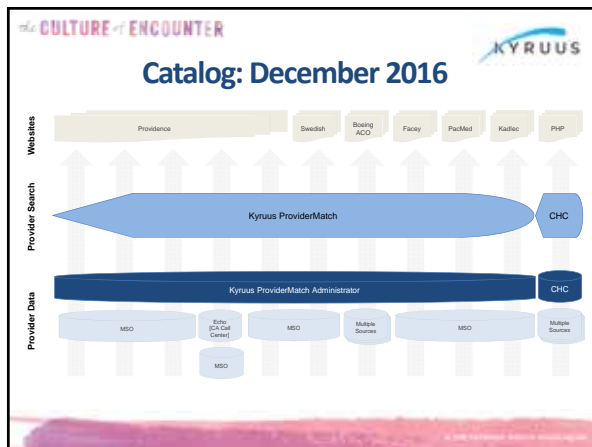












Online scheduling

- Streamlining appointment booking & canceling process
- Simplifying finding a new MD
- New patient acquisition

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Ratings and reviews

binaryfountain

The screenshot shows a patient profile for Alyson A. Barth, MD. It includes a star rating of 4.5/5 based on 43 reviews. The 'Patient Ratings and Comments' section displays several reviews with star ratings and text. The website header includes navigation links like 'Home', 'About Us', 'Services', 'Locations', 'Contact Us', and 'Blog'.

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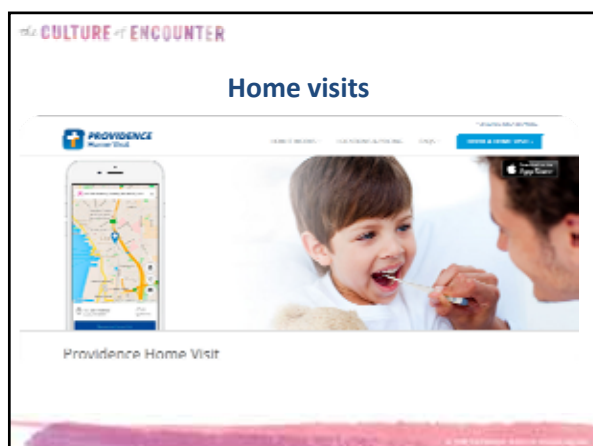
ExpressCare retail

The diagram illustrates the ExpressCare retail model. It starts with 'Patient Access' leading to 'Retail Model' (Suburban Express Point, Urban FreeFlow Model, Suburban One). This leads to a list of benefits: Predictable access to defined products (menu of services), Predictable and consistent experience, Predictable and measurable outcomes, Predictable and transparent costs, and Trusted brand. These benefits are linked to an 'Integrated Platform' which includes: Search/Match, Online scheduling, Reviews, Telehealth, Home visits, E-visits, and Language interpretation. The final step is the 'Transition Model'.

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Telehealth/Virtual visits

The screenshot shows the Health eXpress website. It features a banner for 'Health eXpress' with a tablet displaying a virtual visit. Below the banner, it says 'Health Care Online: No Appointment Needed' and '\$39'. There is a 'Create a free account' button. The website also includes logos for Providence and Swedish, and a section titled 'Health care when you need it'.

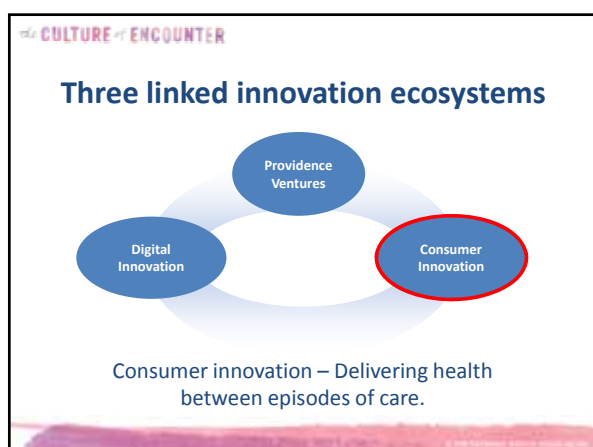


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INDEMAND

Industry-leading provider of video remote interpretation ("VRI") services to the health provider market. As the population of limited English proficient (LEP) patients increases, the need for timely, high-quality interpretation services is experienced acutely.

- 95 video interpreting carts at Swedish
- Bedside access to video on-demand video interpreting
- Rolling out to ExpressCare



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Consumer engagement

What is it?

- Engaging consumers online about their health between episodes of care

Why does it matter?

- Disintermediation danger
- Population health
- Missed revenue






How do you measure it?

- Monthly average users

How much further do we have to go as an integrated delivery system?

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How much further do we have to go?

	80m monthly users
	17m monthly users
	7m monthly users
	<1m monthly users
	30m monthly users

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Where do we start? Mom.

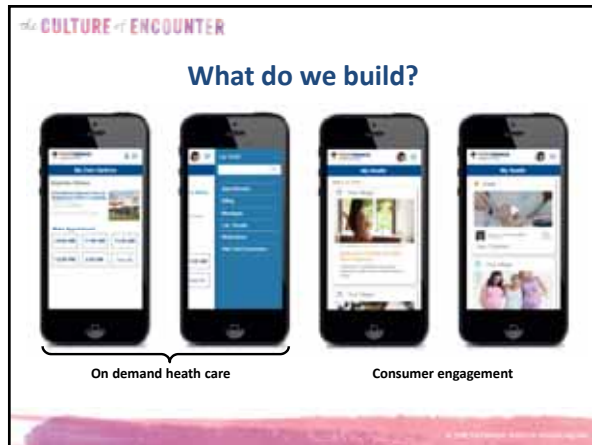



Mom will make 90% of health care decisions

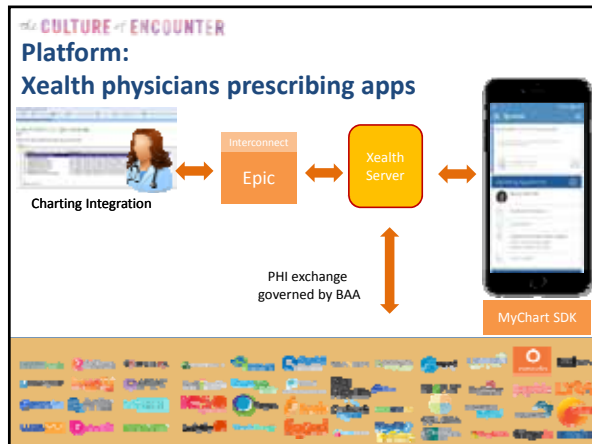
Her first experience with the health system could be better!

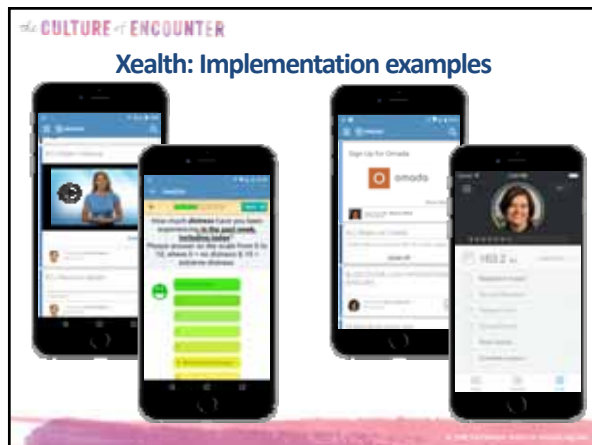
She wants: Curated health content, products and services











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How does this support our mission of serving the poor and vulnerable?

- Disruptors are targeting our commercial business, which provides the funds to serve the poor and vulnerable.
- Inconvenience disproportionately impacts lower income patients.

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Q&A

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