**Ideas and stimulations on the future of health care:**

This document is a journey through youtube with snippets from the web relevant to the future of healthcare and creating an excellent primary health service. Many of these snippets t are presented here not as endorsements but to introduce the ways of thinking, organising and implementation the healthcare of the future. Much of the text below has been downloaded from the relevant websites/youtube and is not claimed to be original.

**If Disney ran my hospital**

**Fred Lee** has the unusual distinction of having been both a vice president at two major medical centers and a cast member at Walt Disney World in Orlando, Florida. At Disney, he helped develop and facilitate Disney's health care version of its 3-day seminar, Disney's Approach to Quality Service for the Healthcare Industry. With an insiders experience and a keen eye for cultural comparisons between Disney and American hospitals, he is author of the bestselling health care leadership book, If Disney Ran Your Hospital, 9 1/2 Things You Would Do Differently. In 2005 his book received the Book of the Year Award from the American College of Healthcare Executives.

*His message relates to the thought processes of being patient centric and the patient experience.*

<https://www.youtube.com/watch?v=EIcm3jW7-3Y> 2.35 min <https://www.youtube.com/watch?v=tylvc9dY400> 17.21 min (skip the advert)

**Laastari Finland**

**Laastari** is a Finnish health care service company that specializes in the treatment of common and acute diseases. Their goal is to offer “simpler and easier access to health care services for busy, modern people”. Laastari clinics are small kiosks located in shopping malls and pharmacies, staffed by a single nurse. An off-location doctor checks the nurse’s diagnosis and prescribes the drugs through telemedicine.

*The standard work protocols of the nurse visit and the time-limited involvement of the remote GP has produced lower cost health care with quality improvements over traditional delivery within a highly regulated healthcare system.*

<https://www.youtube.com/watch?v=GmAJKyw968U> 1.20 mins

<https://www.youtube.com/watch?v=MJUrnM8ebAg> 6.21 mins

**Patients like me**

**PatientsLikeMe** is a patient network and real-time research platform. Through the patients like me network, patients connect with others who have the same disease or condition and track and share their own experiences with the goal to improve outcomes. In the process, they generate data about the real-world nature of disease. With over 600,000 members, PatientsLikeMe is a source for real-world disease information and its patient-generated data form the basis of more than 100 peer-reviewed scientific studies.  In 2017, PatientsLikeMe was named by Fast Company as one of the Top 10 Most Innovative Companies in Biotech.

*Patients like me improves health outcomes: a study conducted with the US Department of Veteran Affairs reported statistically significant improvements in validated measures of self-management and self-efficacy in veterans with epilepsy as a result of engaging with the site for a period of six weeks*

<https://www.youtube.com/watch?v=FKHB2eSeWPQ> 1.28min

<https://www.youtube.com/watch?v=n3NVG-pVDIs> 11.54 min

**Mysugr**

## Vienna, Austria-based [mySugr](https://mysugr.com/) was founded back in 2012 with a mission to make managing diabetes “suck less”, as co-founder Fredrik Debong puts it — one of two of the four co-founders himself living with type 1 diabetes. It’s doing this via building digital products that take the strain out of aggregating diabetes-related health data and simplify management of the chronic condition. It now has over 1,000,000 users. The mySugr App was selected as a Top Diabetes App by Healthline from 2015 to 2017.

## *The Mysugr app allows patient to more effectively self-manage their condition*

## <https://www.youtube.com/watch?v=BTWqq1EZWFs> 4.08 min

## <https://www.youtube.com/watch?v=W61QWmvmzwQ> 18.42 min (wait for advert to end)

## NHS(UK)

## *NHS (UK) promotes self care to reduce presentations to GPs and hospitals. The NHS choices website is linked to NHS choices youtube which has a bank of over 300 videos.* An example below:

## <https://www.youtube.com/watch?v=XXwXJ1IAzxc> 2.55 min

## *NHS GPonline services shows that opportunities that an integrated data system can bring*

## <https://www.youtube.com/watch?v=-iHh5MDlY1Y> 1.00min

## Kaiser permanente

Kaiser Permanente ( KP) is an American integrated managed care consortium, based in Oakland, California, United States, founded in 1945 by industrialist Henry J. Kaiser and physician Sidney Garfield. KFHP is one of the largest not-for-profit organizations in the United States. KP's quality of care has been highly rated and attributed to a strong emphasis on preventive care such as encouraging walking, its doctors being salaried rather than paid on a fee-for-service basis, and an attempt to minimize the time patients spend in high-cost hospitals by carefully planning their stay.

*They are reported to have spent $4billion on their IT framework.*

<https://www.youtube.com/watch?v=GZIteALjvGg> 2.14 min

<https://www.youtube.com/watch?v=gxz9ZVvduGc> 3.50 min

<https://www.youtube.com/watch?v=mxUMZJd2zN4> 32 min

<https://www.youtube.com/watch?v=BXx8ABlA6pY> 6.22 min

<https://www.youtube.com/watch?v=UQhoPwg1ZLs> 1.40 min

**Salesforce health**

**Salesforce.com, Inc.** is an American cloud computing company headquartered in San Francisco, California. Though its revenue comes from a customer relationship management (CRM) product, Salesforce also sells commercial applications of social networking through acquisition and internal development.

As of early 2016, it is one of the most highly valued American cloud computing companies with a market capitalization above $61 billion. In August 2017, Salesforce announced that it had reached the $10 billion revenue run rate becoming the first enterprise cloud company to do so.

Salesforce health: Delivering outstanding patient care means more than just managing your patients’ information and healthcare events. It’s about creating a strong, collaborative relationship with patients and caregivers to help your patients along on their journey to better health. Health Cloud reinvents the way that care coordinators engage with patients by giving you a consolidated view of critical patient records, access to a patient’s care team, and the tools to bring it all together to improve healthcare outcomes.

<https://www.youtube.com/watch?v=vp-2w6STzU4> 1.56 min

<https://www.youtube.com/watch?v=qzvCuPiPq-M> 2.27 min

<https://www.youtube.com/watch?v=pTf2QfK8VSk> 5.07 min

<https://www.youtube.com/watch?v=Tf8JkiLiC20> 1.54 min

## Patient compliance

## Medications save lives for countless Americans. People with chronic illnesses such as high blood pressure, coronary artery disease, and HIV can enjoy a good quality of life when they routinely take their medicine. Poor medication adherence is linked with poor clinical outcomes. While these facts may seem obvious, a staggering one half of patients in the US stop taking their medications within one year of being prescribed. The reasons for “medication non-adherence” are varied. Affordability, a lack of understanding of the importance of the medications, and unpleasant side effects are some examples patients cite for not taking their medication as directed. Beyond increased mortality, the result costs the United States billions of dollars a year. Hospital admission rates increase for non-adherent patients with chronic illness by up to 69 percent.

## *Despite these statistics compliance aids and technologies are primitive:*

## <https://www.youtube.com/watch?v=4hTjyNXo64g> 1.35 min

## <https://www.youtube.com/watch?v=Y4Eto_6eQZ0> 5.45 min

## Clinical “Apps”: digiceuticals

Smartphone apps such as BlueStar is one of a growing number of apps that America’s Food and Drug Administration (FDA) has approved to treat everything from diabetes to substance abuse.

Unlike other sorts of digital health apps, digiceuticals have been tested for efficacy, approved by regulatory agencies such as the FDA and are prescribed by a doctor. Most gather data, either by asking patients for information or by using sensors, and provide real-time guidance. Diabetes apps, for instance, work with connected monitors and use the information to manage symptoms. Apps that help users to stop smoking combine a breath sensor with coaching on how to quit. Addiction-fighting apps can be based on cognitive behavioural therapy.

*The apps seem well suited to mental health conditions*

## <https://www.youtube.com/watch?v=zJchtjgeglk> 2.07 min

## <https://www.youtube.com/watch?v=T9NCOaHmIKQ> 2.24 min

## <https://www.youtube.com/watch?v=Bpp13-D8xUs> 2.54 min

**Deep Mind**

**DeepMind Health** was established in 2016 to put the UK's most advanced technology at the service of patients, nurses and doctors. We believe that outcomes are better when patients and clinicians make decisions together.

*The deep mind connects data across devices in real time for better patient care and adds an artificial intelligence frame for decision making and alerting.*

<https://www.youtube.com/watch?v=Gm17ecBbRTg> 1.05 min

<https://www.youtube.com/watch?v=S4GvBCMfRew> 26.13 min

**IBM Dr Watson**

[IBM Watson](http://www.ibm.com/watson/), the company’s advanced artificial intelligence program is transforming healthcare into a quantifiable service where every bit of information is available and physicians only have to go through their personalized reports instead of reading through dozens of papers for every patient’s case.

*IBM Dr Watson uses artificial intelligence to guide connectivity and decision making*

<https://www.youtube.com/watch?v=MHOKjF9XOXE> 2.30 min

<https://www.youtube.com/watch?v=E7JMtSBJKSs> 1.54 min

<https://www.youtube.com/watch?v=SXfoQBzYLe0> 4.16 min

**HIMSS**

**HIMSS** is a global, cause-based, not-for-profit organization focused on better health through information and technology. HIMSS leads efforts to optimize health engagements and care outcomes using information technology.

<https://www.youtube.com/watch?v=pFzIlshMtk4> 6.25 min

**What about AccessHC**

Some snippets:

**Our services:**

[**https://www.youtube.com/watch?v=WuLAVODhrT4**](https://www.youtube.com/watch?v=WuLAVODhrT4)

**Myagedcare**

[**https://www.youtube.com/watch?v=11gbPM2UYbA**](https://www.youtube.com/watch?v=11gbPM2UYbA)

**NDIS for adults**

[**https://www.youtube.com/watch?v=BCKalgsEyK0**](https://www.youtube.com/watch?v=BCKalgsEyK0)

**NDIS for children**

[**https://www.youtube.com/watch?v=X4InmqksddE**](https://www.youtube.com/watch?v=X4InmqksddE)

[www.accesshc.org.au](http://www.accesshc.org.au)

**Access Health and Community**   
283 Church St Richmond

VIC 3121 Australia   
**T** +61(0)3 9810 3000