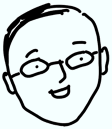
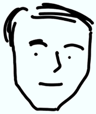
BEYOND TELEHEALTH: FUNDAMENTALLY REIMAGINING HEALTHCARE DELIVERY



SAM GLICK
OLIVER WYMAN



GLEN TULLMAN
LIVONGO

DO YOU SEE TELEHEALTH & REMOTE MONITERING USAGE INCREASING AFTER THE CURRENT PANDEMIC & TO WHAT EXTENT CAN VIRTUAL HEALTHCARE BE LEVERAGED?

MEDICINE TODAY IS USUALLY SNAPSHOT MEDICINE

GREAT TO BE HERE!

BIG HOPE: GETTING PEOPLE USED TO TELEHEALTH

CAN BE A FIRST STEP IN CHANGES.

"IN SHORT, **YES.**"

SAM GLICK

TRYING **1** TIME IS THE BIG HURDLE!

24×7

MONITORING:

CAN SAVE TIME!

HEALTH CARE IS NEVER "REMOTE" TO THE PERSON RECEIVING IT.

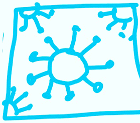
helpless → EMPOWERED!

MOVE TO FULL PICTURE.

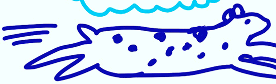
"OLIVER WYMAN CAN HELP US FIGURE OUT WHERE HEALTHCARE IS GOING."

TH:
3-5%
↓
100%
↓
85%
↓
35-50%

HOW to SCALE??
↓
MUST USE DIGITAL.



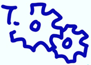
TELEHEALTH IS SAFER IN TIME OF CORONAVIRUS.



ACCELERATING THE SPEED of CHANGE. NOT GONNA GO BACK!

WE WERE ALREADY READY for TELEHEALTH -- CORONAVIRUS WAS JUST ONE LAST TRIGGER.

↳ IT'S NOT A TECH ISSUE: OPS & PAYMENT.



"NOONE TALKS ABOUT TECHNOLOGY WHEN IT WORKS — IT'S JUST THERE." — GLEN

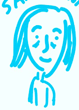
TODAY, DATA IS MISSING.

FLIP THE MODEL.

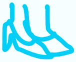
HOW DO WE JUDGE **TELECOACHING EFFECTIVENESS** WITH MIXED TECHNOLOGY FOR OLDER ADULTS?

WE HAVE TO GET OUT OF "WHOM ARE WE TARGETING."

SAM'S MOM:



I CAN GO TO CHURCH OR THE DOCTOR ON ZOOM!



PEOPLE VOTE WITH THEIR FEET!

WE'VE GOTTA STOP SEGMENTING PEOPLE AND START TO ADDRESS NEEDS.

WE'VE GOTTA MEET PEOPLE WHERE THEY ARE.

KEEP PEOPLE HEALTHY, AT HOME, & OUT OF HARM'S WAY.

HEALTH CARE = health + CARE.

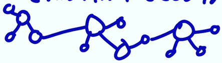
content, community, commerse & care.

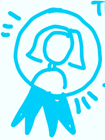
WHERE DOES THE RESISTANCE COME FROM?

#1 CAUSE OF BANKRUPTSY IS HEALTHCARE.

PEOPLE WANT TO DO THE RIGHT THING BUT CAN'T AFFORD IT!

THERE'S AN EXISTING ECOSYSTEM → FOR EXAMPLE, "REBATES" — A KICKBACK BY ANOTHER NAME.



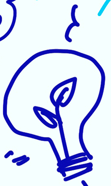


THE CUSTOMER WILL WIN!

DO WE NEED TO RE-DEFINE "VALUE"? → FROM THE CONSUMER'S POINT OF VIEW.

HAVEN:

COMPANIES ARE INVENTING ALT HEALTH CARE.



SOME COMPANIES WILL SUCCEED IN DISRUPTING BIG COMPANIES. TO SURVIVE, COMPANIES HAVE TO BE WILDLY INNOVATIVE.

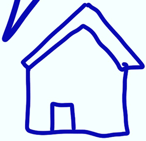
NOT DO THEY "LIKE" IT -- DO THEY LOVE IT?

GLEN

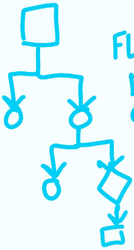
TELEHEALTH BREAKS DOWN THE BARRIERS TO ENTRY and MAKES HEALTHCARE A NATIONALLY COMPETITIVE INDUSTRY.

QUESTION & ANSWER

HOW WILL THIS CHANGE MD'S LIFE?

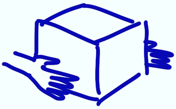


ABILITY TO WORK FROM HOME.



FLOW-CHART BASED HEALTH CARE CAN BE LARGELY ELIMINATED.

LIVONGO HAS A DIRECT RELATIONSHIP WITH THEIR MEMBERS. ⇒



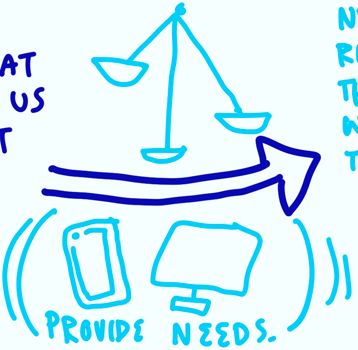
ALREADY DELIVERING MEDS.

↳ BUT PROBABLY NOT ABOUT TO RUN ADS...

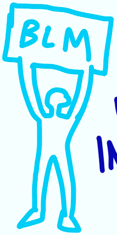
BUT IN THE FUTURE, WE MAY BE DIRECT TO CONSUMER.

GLEN

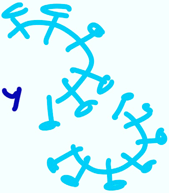
THE HEALTH INEQUITIES THAT EXIST IN THE US ARE A GREAT MORAL FAILING.


PROVIDE NEEDS.

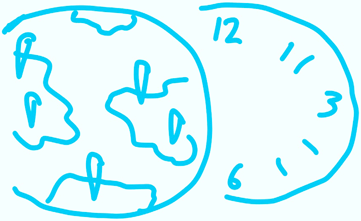
NEED TO NOT REINFORCE THOSE INEQUITIES WHILE MOVING TO TELEHEALTH.



WE ARE TALKING ABOUT RACIAL INEQUALITY AND COVID -- AND THEY ARE INTERCONNECTED.



TELECOMMUNICATION CAN LEVEL & EQUALIZE -- BECAUSE IT CAN BE ACCESSED ANYWHERE AND INSTANTLY.



IT'S ESSENTIAL FOR EVERYONE TO BE CONNECTED.

IT'S EASIER TO DETECT FRAUD IN A VIRTUAL SETTING. SAME WITH DUPLICATION of DRUGS w BAD INTERACTIONS!

IN 99% OF CASES, HEALTHCARE IS BORING. BUT WE NEED WORLD-CLASS SAFEGUARDS.

IF WE CAN CHANNEL THE SAME RESOLVE WE HAVE INTO SPACE INTO RACIAL INEQUALITY & HEALTHCARE,

WE CAN SOLVE OUR PROBLEMS.

WE HAVE TO GET BRAVER!
WE CAN DO BETTER TOGETHER!

THANK YOU!

LET'S CONTINUE THE CONVERSATION.