

Wee Nam Kee Chicken Rice Restaurant

Albert

Like
Follow
Share
...

**Wee Nam Kee Chicken Rice Restaurant** is 😊 feeling wonderful at 中野セントラルパーク / Nakano Central Park.  
November 17, 2016 · 🌐

It's not even lunch time and the queue has started to form...  
Congrats to the Nakano team for a job well done!

Wee Nam Kee  
Chicken Rice  
Restaurant  
@weenamkeechickenrice

Home
Posts
Reviews
Photos
Community
Videos
About
Info and Ads

Create a Page

Send Message

2.7

**2.7 out of 5** · Based on the opinion of 33 people

Very responsive to messages

**Hangry** is a clever portmanteau of hungry and angry, and an adjective that describes being irritable due to hunger.



hours



## THE SHIFT

# *Inside the Home of Instant Pot, the Kitchen Gadget That Spawned a Religion*

The electric multicooker is a true viral phenomenon. We went to the company's Canadian headquarters to learn why.



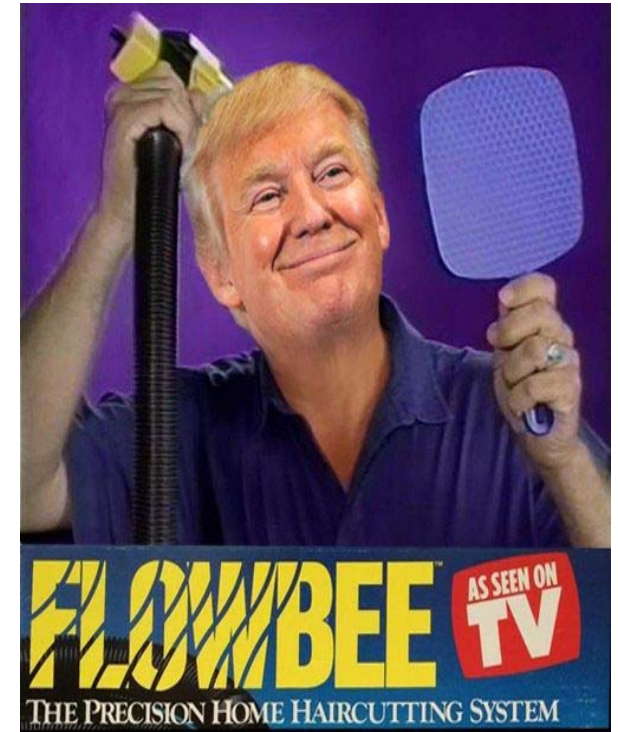
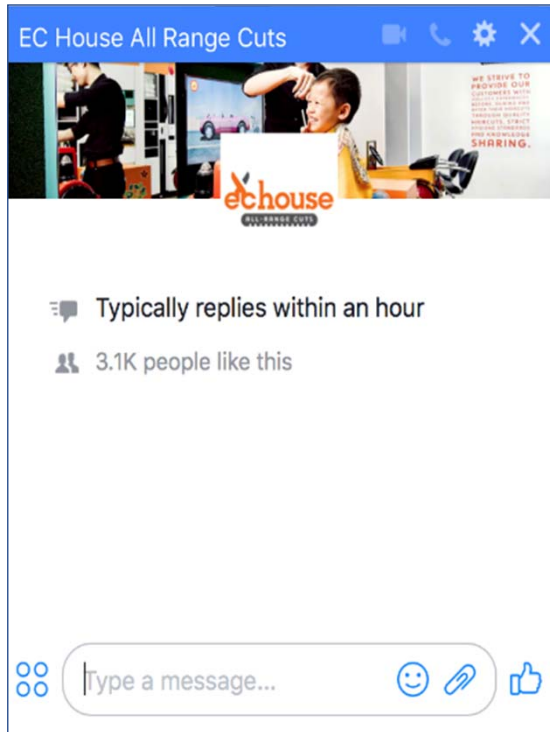
- Robert Wang, PhD in Computer Science, particularly in **Artificial Intelligence**
- Laid off from Nortel (tech firm) in 2008
- “...**quality** food in less time, promoting better eating and reducing the consumption of fast food.”
- 18 months and \$350,000 initial investment
- Sales sluggish until introduced to 200 food influencers on Amazon
- **Revenue doubling** every year since 2012
- Facebook Page 1.3 million members

# HAINANESE CHICKEN RICE IN AN INSTANT POT



18 minutes

- Saute the aromatics until fragrant with saute mode on Instant Pot
- Add the rice and stir to mix everything.
- Add chicken stock and salt
- Arrange the chicken pieces on top of the rice, skin side down.
- Pressure cook on high for **3 minutes** and then **wait 10 minutes** to release pressure. The residual heat will continue to cook the chicken, so no worries about the chicken being raw
- Unlock the lid and carefully remove the chicken pieces and let them **rest for 5 minutes** before slicing
- Fluff the rice with a fork and serve with the chicken slices and garlic ginger sauce on the side
- Eat



S\$ 12 / 10 minutes

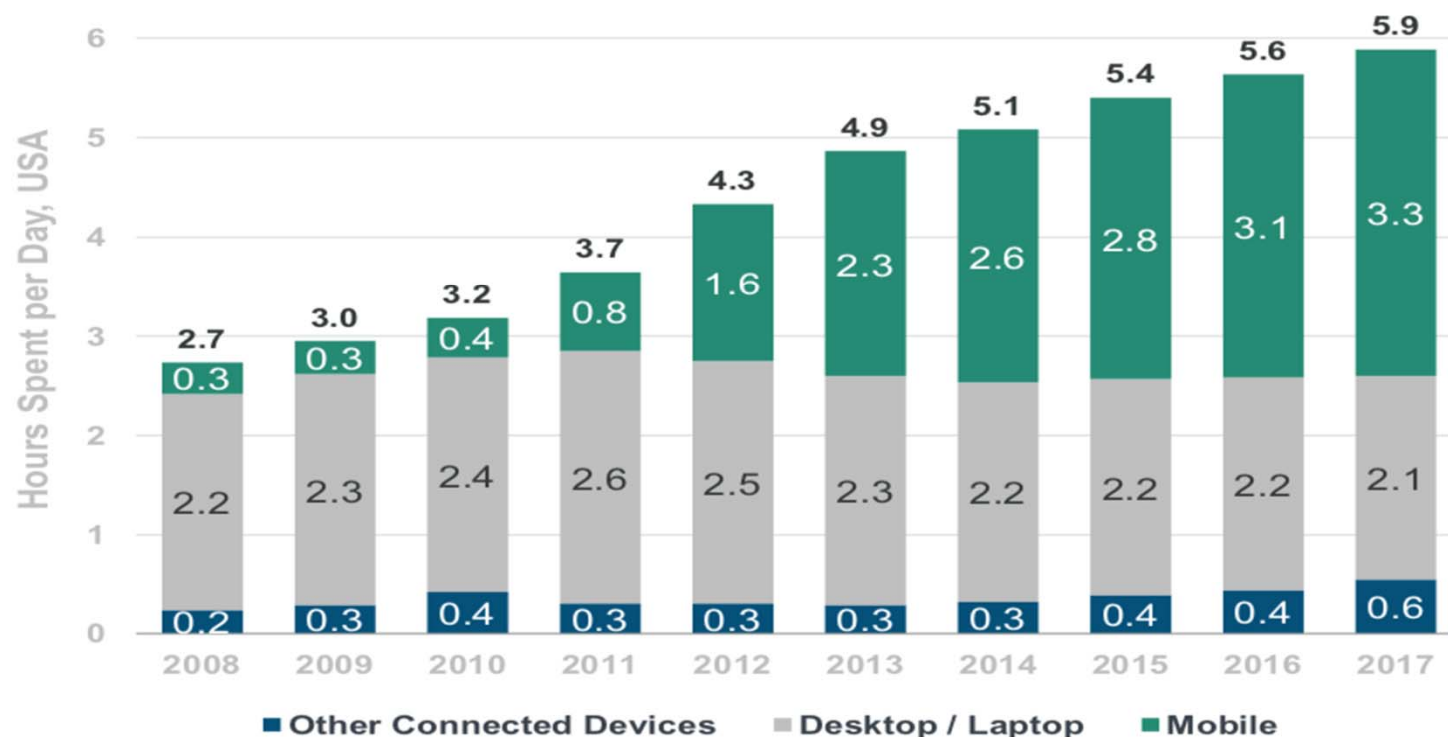
# Objectives

- Review **key consumer trends** that will drive patient expectations
- Explore examples of **digital transformation** of **patient experience**
- Understand **unintended consequences** of digital transformation and potential countermeasures
- Review what we can do as **leaders** to contribute to digital transformation

# Megatrends

## Digital Media Usage @ +4% Growth... 5.9 Hours per Day (Not Deduped)

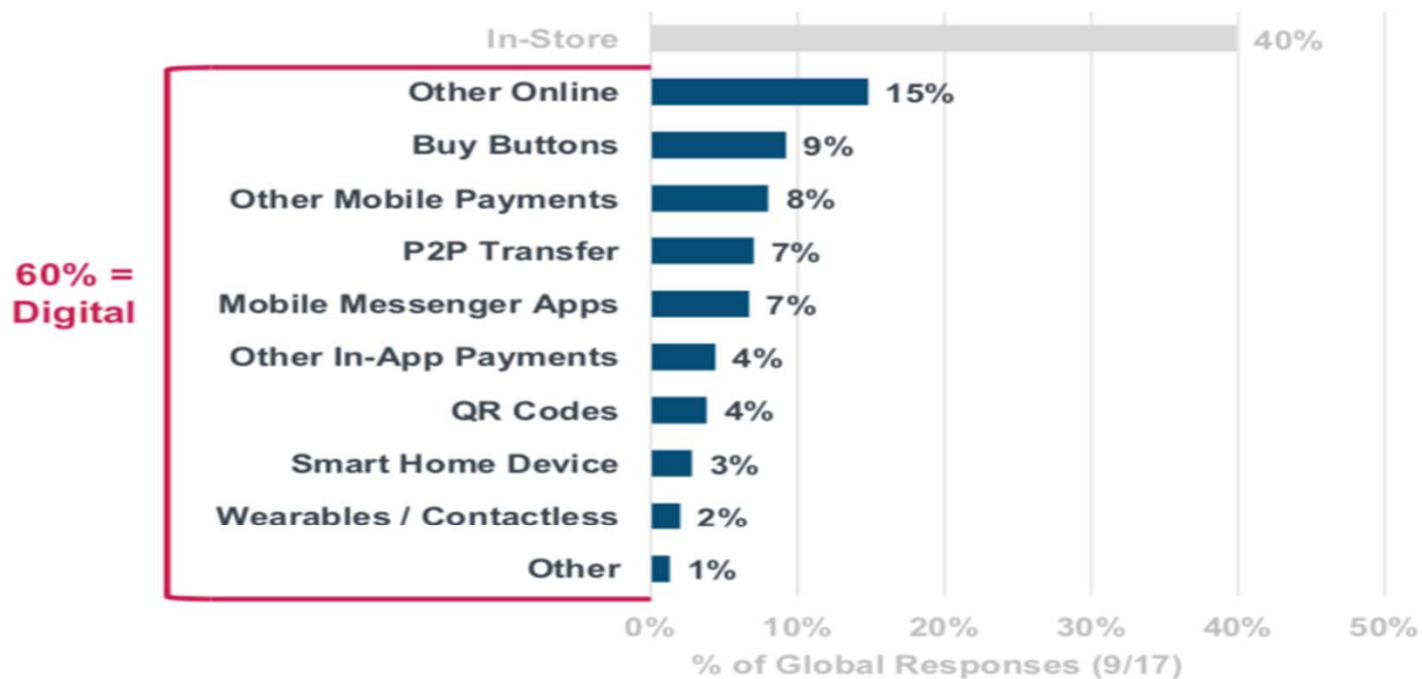
### Daily Hours Spent with Digital Media per Adult User

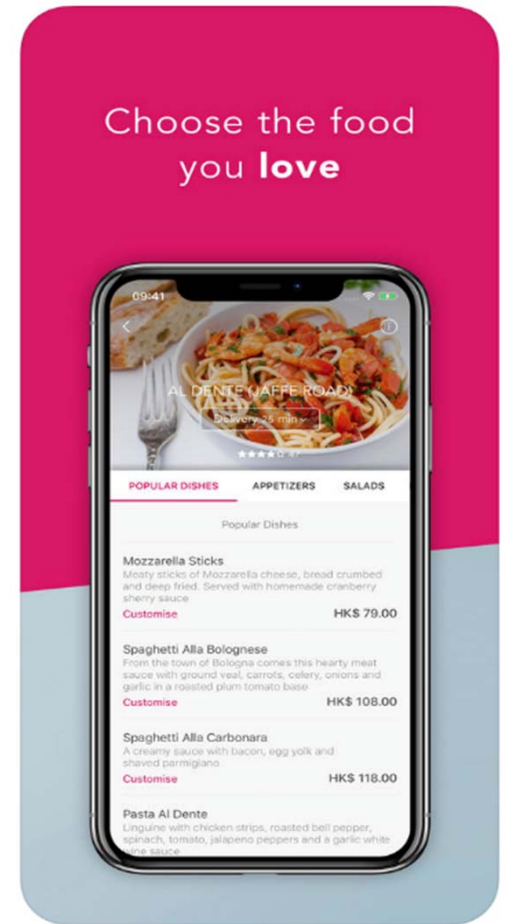
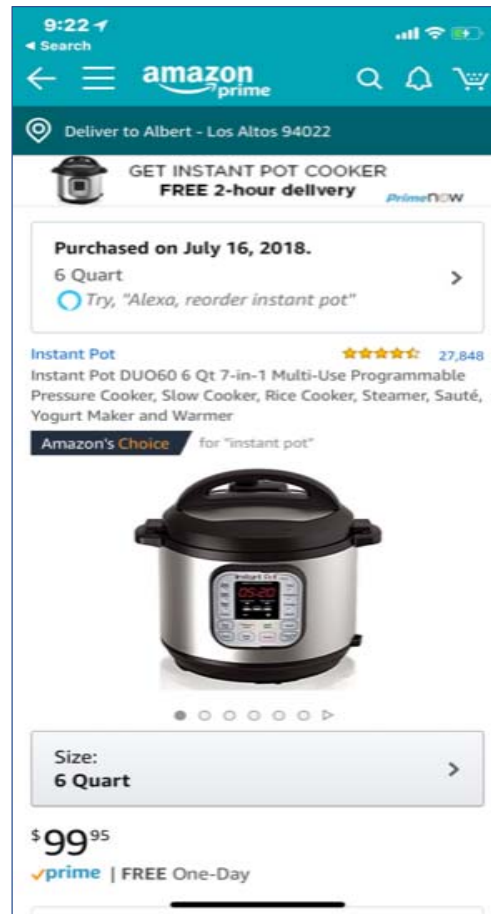
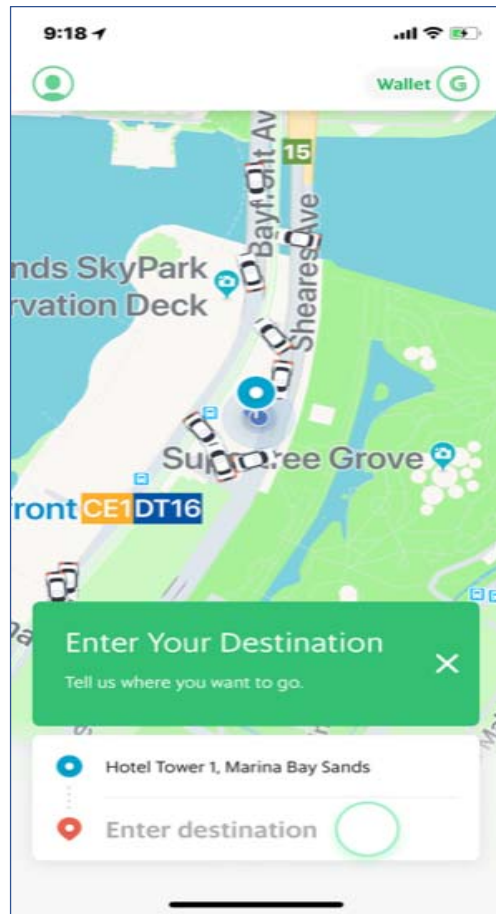


# Payments = Digital Reach Expanding...

## Transactions by Payment Channel

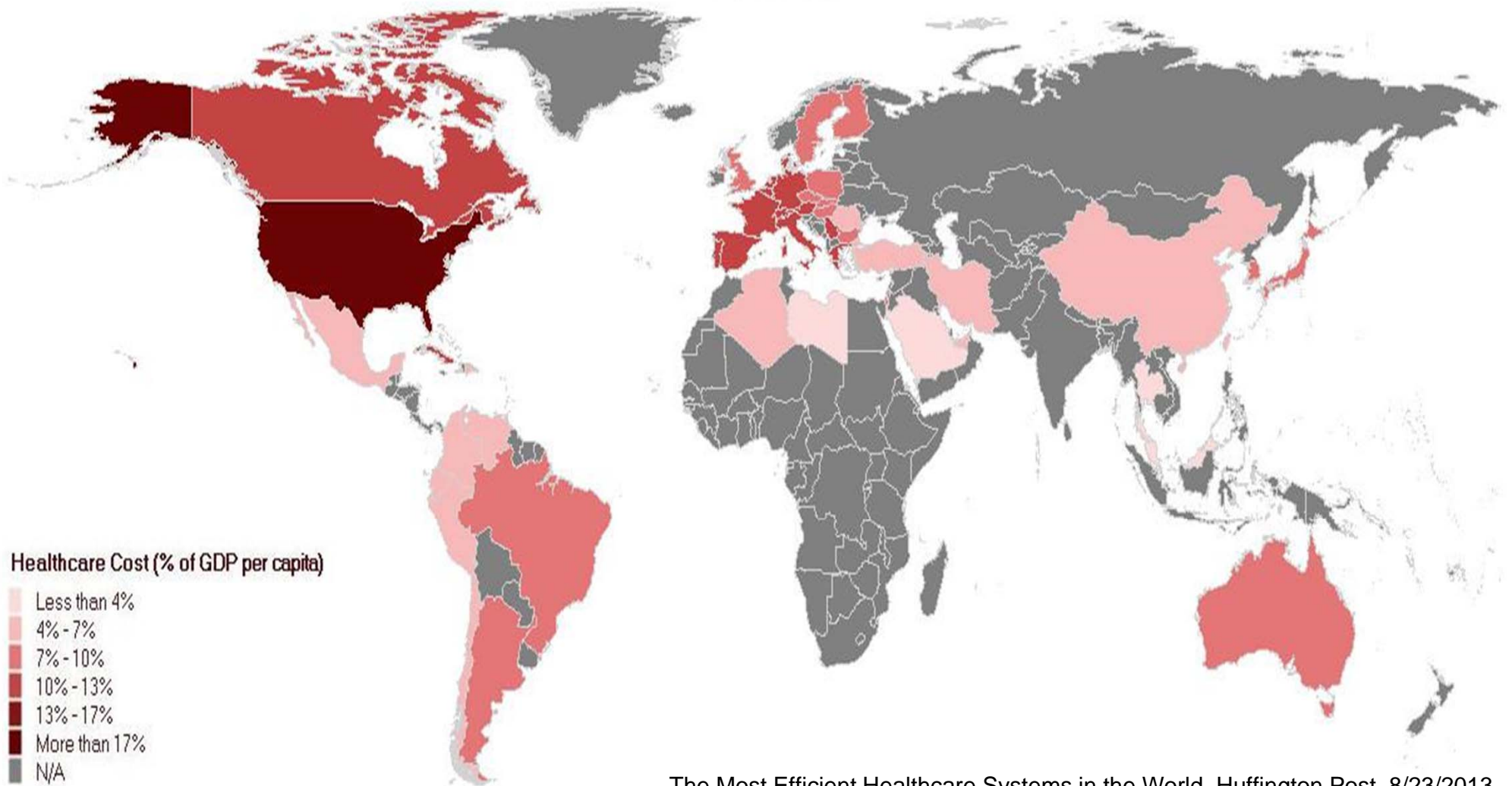
*Thinking of your past 10 everyday transactions, how many were made in each of the following ways?*







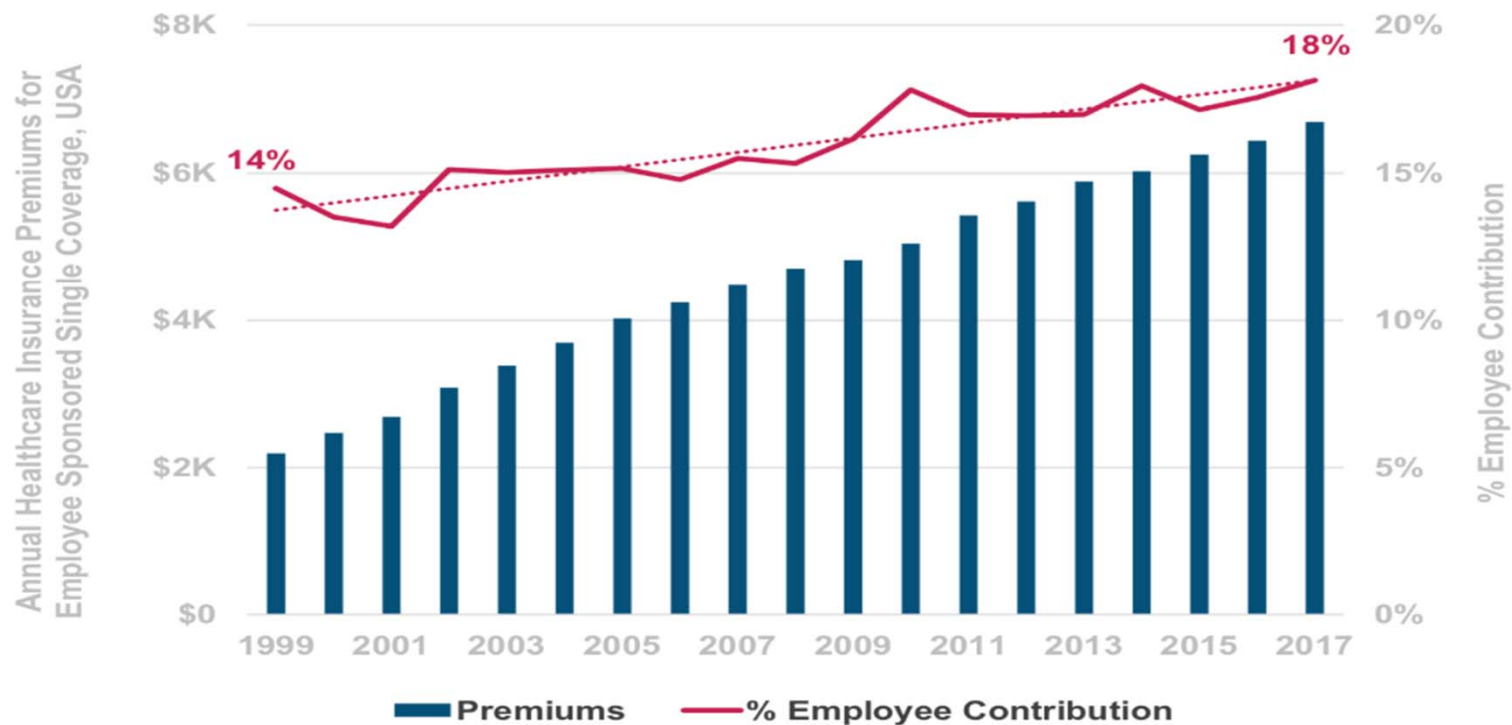
## Healthcare Cost



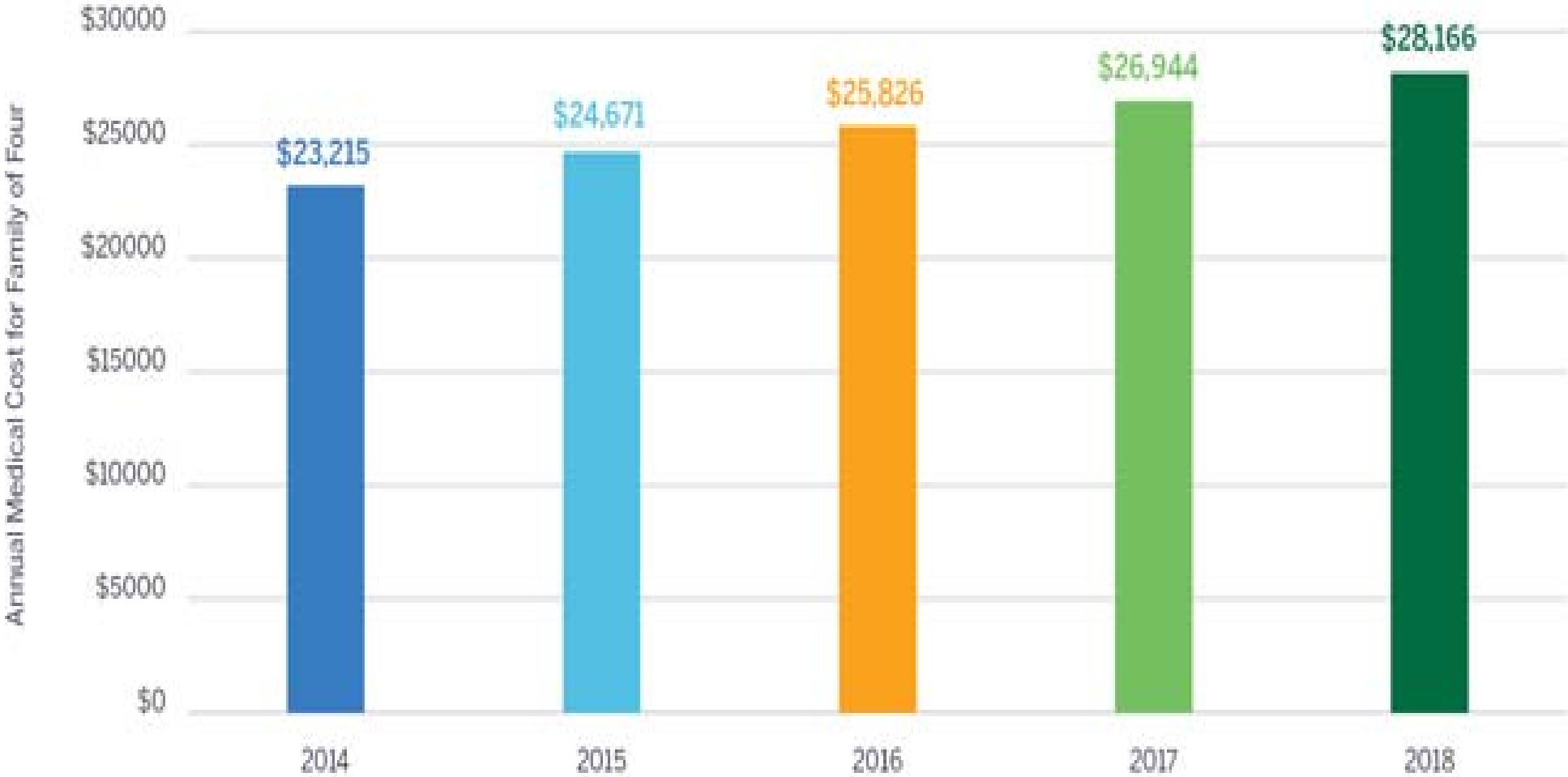
The Most Efficient Healthcare Systems in the World, Huffington Post, 8/23/2013

# USA Healthcare Insurance Costs = Rising for All... Consumers Paying Higher Portion @ 18% vs. 14% (1999)...

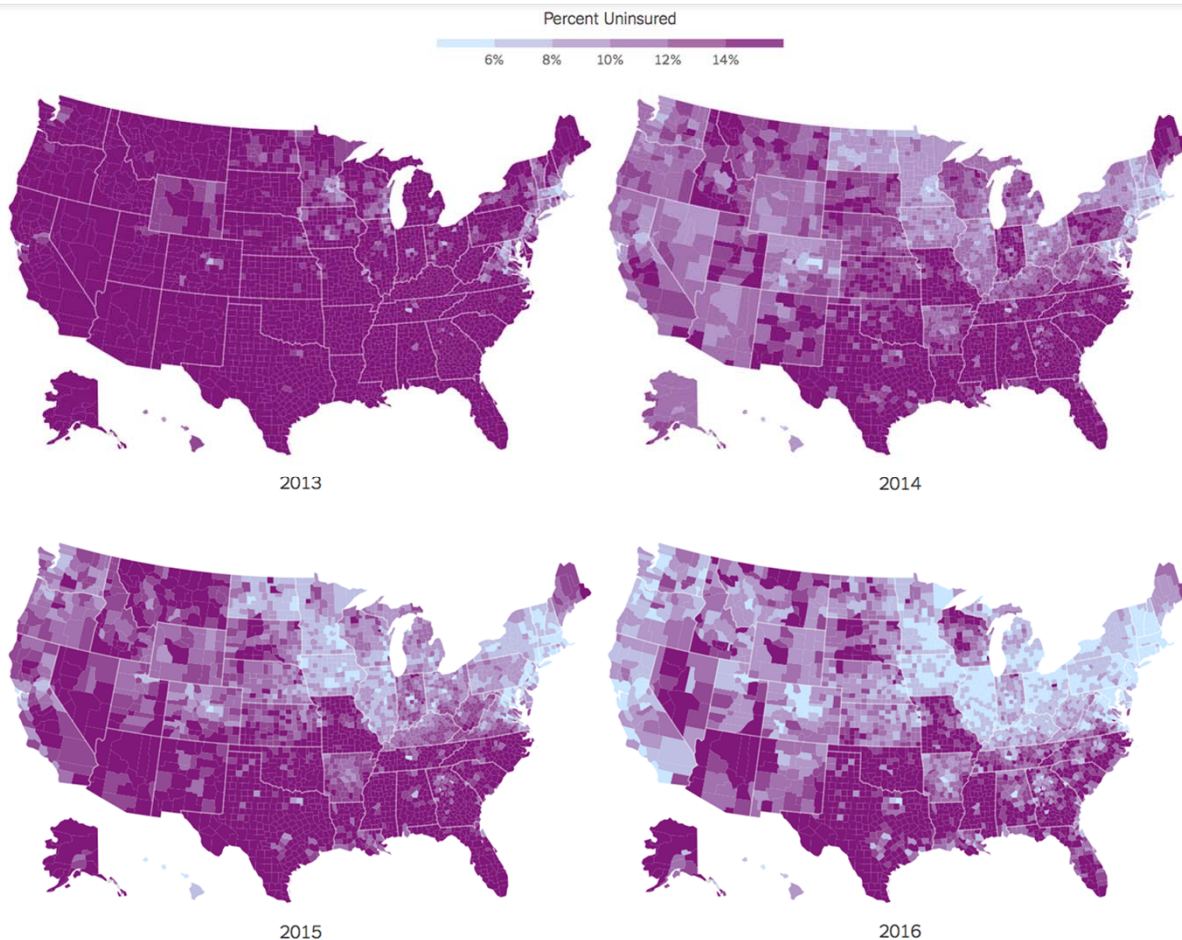
## Annual Health Insurance Premiums vs. Employee Contribution



**FIGURE 1: MILLIMAN MEDICAL INDEX (MMI)**



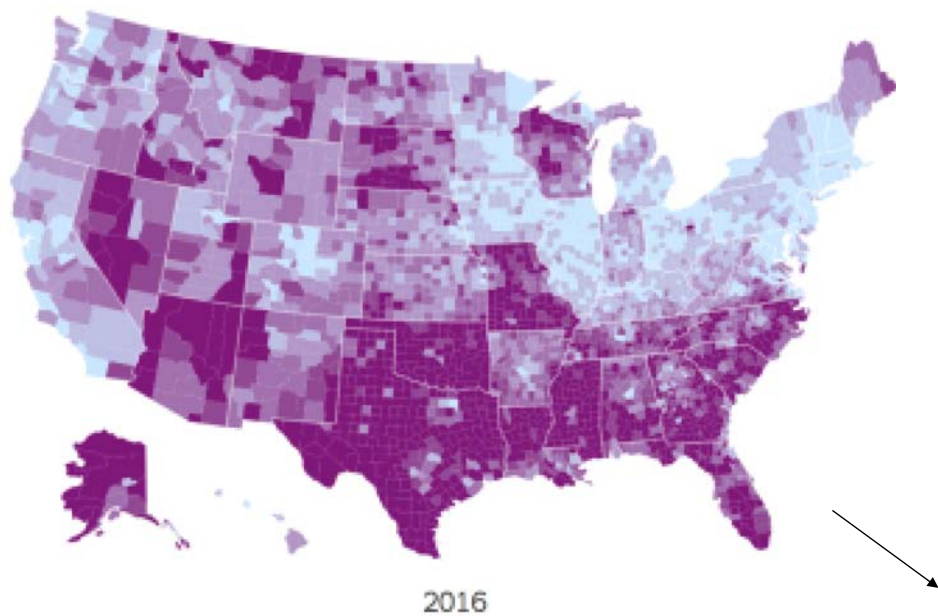
# Impact of Affordable Care Act (Obamacare)



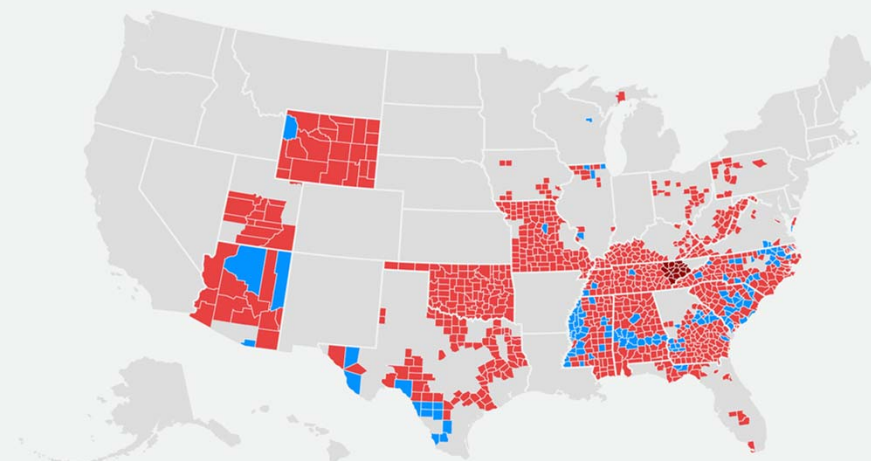
- Seven-percentage-point drop in the uninsured rate for adults nationally

HOWEVER

- Troublesome regional patterns:
  - People in South and the Southwest still don't have a reliable way to pay for health care



**Places that voted for Trump have the most to lose from Obamacare**



Source: Healthcare.gov and 2016 election data  
Credit: Sarah Frostenson

**Vox**



World's largest taxi company owns no vehicles.



World's most popular media owner creates no content



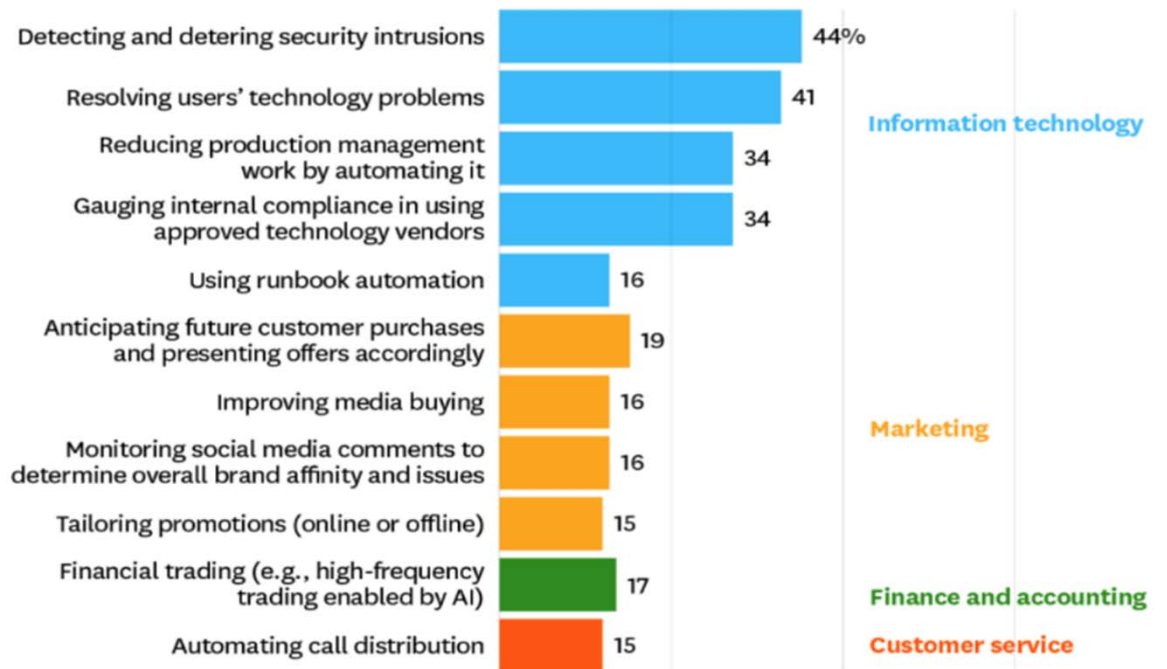
World's largest retailer has no inventory



World's largest accommodations provider owns no hotels

## How Companies Around the World Are Using Artificial Intelligence

IT activities are the most popular.



SOURCE TATA CONSULTANCY SERVICES SURVEY OF 835 COMPANIES, 2017

© HBR.ORG

**Artificial Intelligence (AI)** - machines that can perform tasks that are characteristic of human intelligence

**Machine Learning** – method of achieving AI by “learning” from huge amounts of training data

**Deep Learning**- Subset of machine learning where there is attention paid to multiple layers of learning, modeled after how neurons work in the brain

What is  
patient experience?



# Cross out the items that are not part of the experience of the patient

- Transportation
- Calling the clinic
- Looking for directions
- Finding the department once you arrive
- Finding parking
- Booking an appointment
- Emailing your doctor
- Waiting for the doctor
- Picking up your medicine
- Following directions of the doctor
- Getting blood tests done
- Social media
- Advertising
- Food
- Paying the bill





- 24 hospitals over a 700 km geography
- 12000 physicians
- 53000 employees
- 3.3 million patients / yr
- Annual revenue US\$ 12 Billion

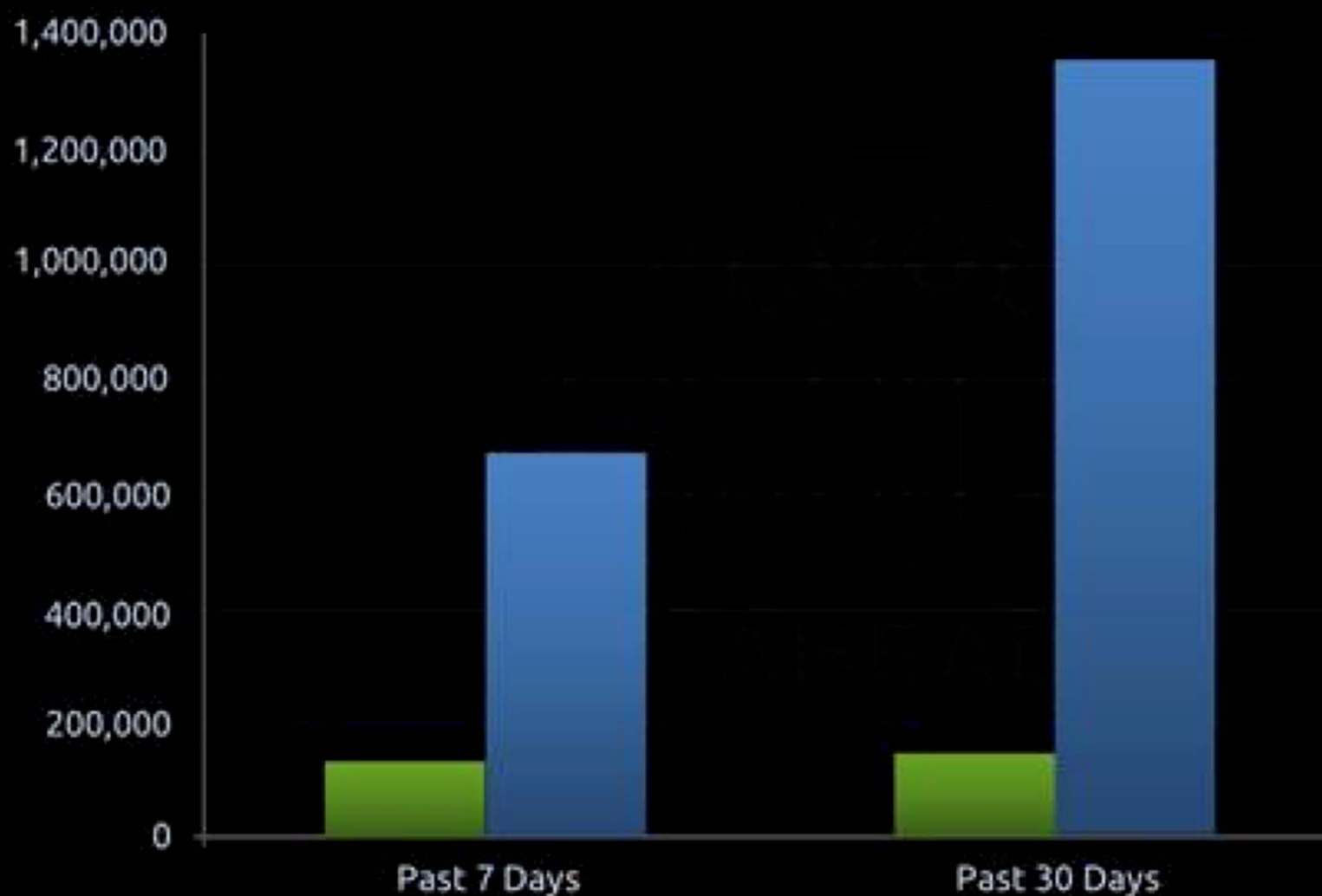
GOAL:

BRAND PROMISE  
OF CONSISTENT  
EXPERIENCE  
ACROSS SUTTER

## People using your EMR

Count of unique users collected from 12 organizations

- Hyperspace, Haiku, Canto, etc.
- Patients



# Digital Arbitrage

Arbitrage ('a:bitrɪdʒ, a:bɪ'tra:ʒ)

*the practice of taking advantage of a price difference between two or more markets: striking a combination of matching deals that capitalize upon the imbalance*

Digital Arbitrage (Chan)

*Leveraging the power and self-interest of the end user and digital solutions to accomplish the task for an even better outcome*





1 2 3 4 5

### Patient Resources

- › Medicare Benefits
- › Doctor Fees
- › Billing, Forms, Medical Records & Contacting Us

### Search Our Calendar of Classes & Events

### Upcoming Lectures

### For New Patients

- › Choosing a PAMF Doctor
- › Quality Care at PAMF

### Learn more about our:

- › Electronic Health Record
- › Care for All Patients
- › Notice of Privacy Practices & Other Policies
- › How we support local communities

### Highlighted Services/Departments:

- › Lasik Eye Services
- › Research Institute

### My Health Online

### Current Users

- › My Health Online Login
- › Need help with your account - contact us.

### New Users

- › Login with Access Code
- › Sign up/How to enroll
- › Frequently Asked Questions



Go Mobile! My

### Special Notices

**PAFMG Pre-Med Scholarship:** Applications Open for 2018

- › Holiday Schedule
- › Health Advisories



### MEDICARE BENEFITS

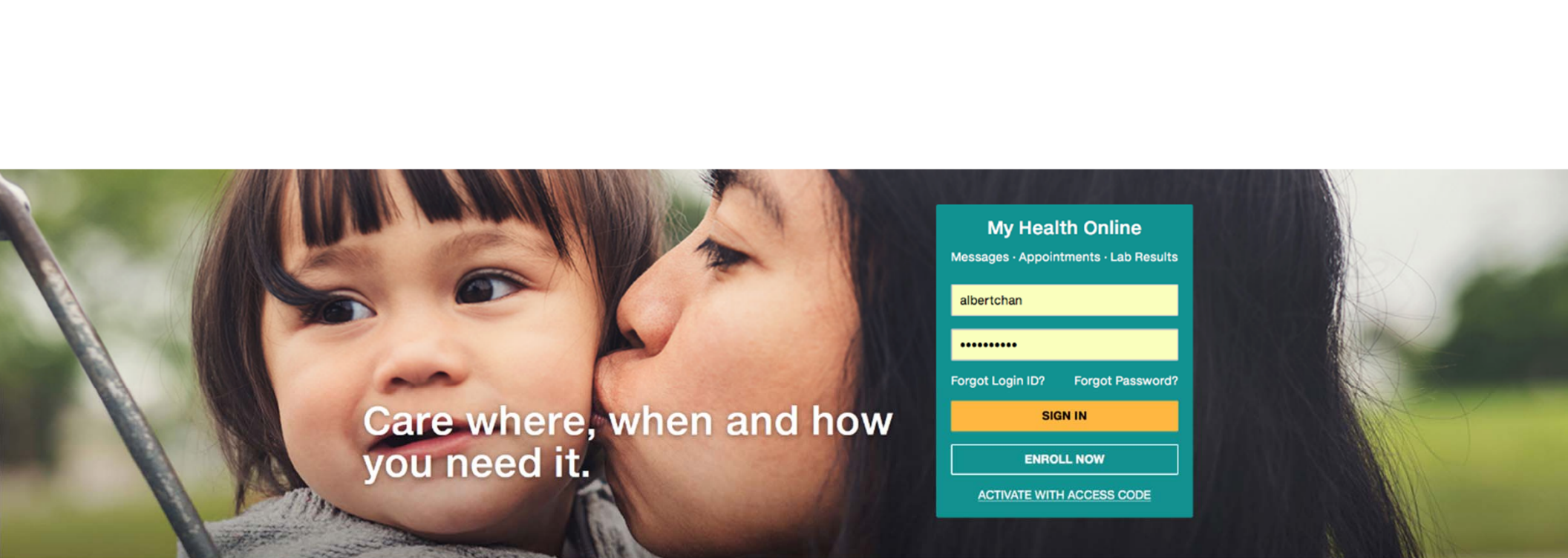
Find the right Medicare plan for you.

[Urgent Care Wait Times](#)

[Contact Us](#)

[Participating Health Plans](#)

Join the conversation:



Care where, when and how  
you need it.

### My Health Online

Messages · Appointments · Lab Results

albertchan

.....

Forgot Login ID?

Forgot Password?

SIGN IN

ENROLL NOW

[ACTIVATE WITH ACCESS CODE](#)



#### Find a Doctor Near You

Choose the doctor who's right for  
you and your family.

FIND A DOCTOR



#### Schedule an Appointment

It's easy with My Health Online  
for Sutter patients.

SCHEDULE NOW



#### Find a Location Close By

Wherever you are, access the  
best care for your needs.

FIND A LOCATION



#### Walk-In Care

Convenient care for common  
illnesses and health needs.

FIND WALK-IN CARE



#### Urgent Care

For care that's needed now, but  
isn't an emergency.

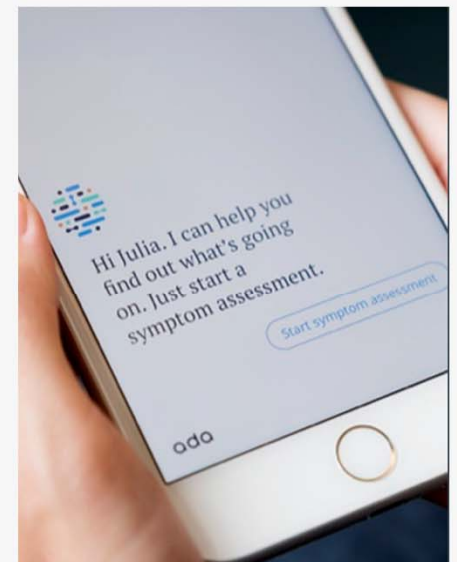
FIND URGENT CARE



#### Video Visits

Connect with a clinician on your  
phone, tablet or desktop.

LOG IN AND SCHEDULE



# Voice Assistant / AI Technologies



8  
weeks from POC to prod

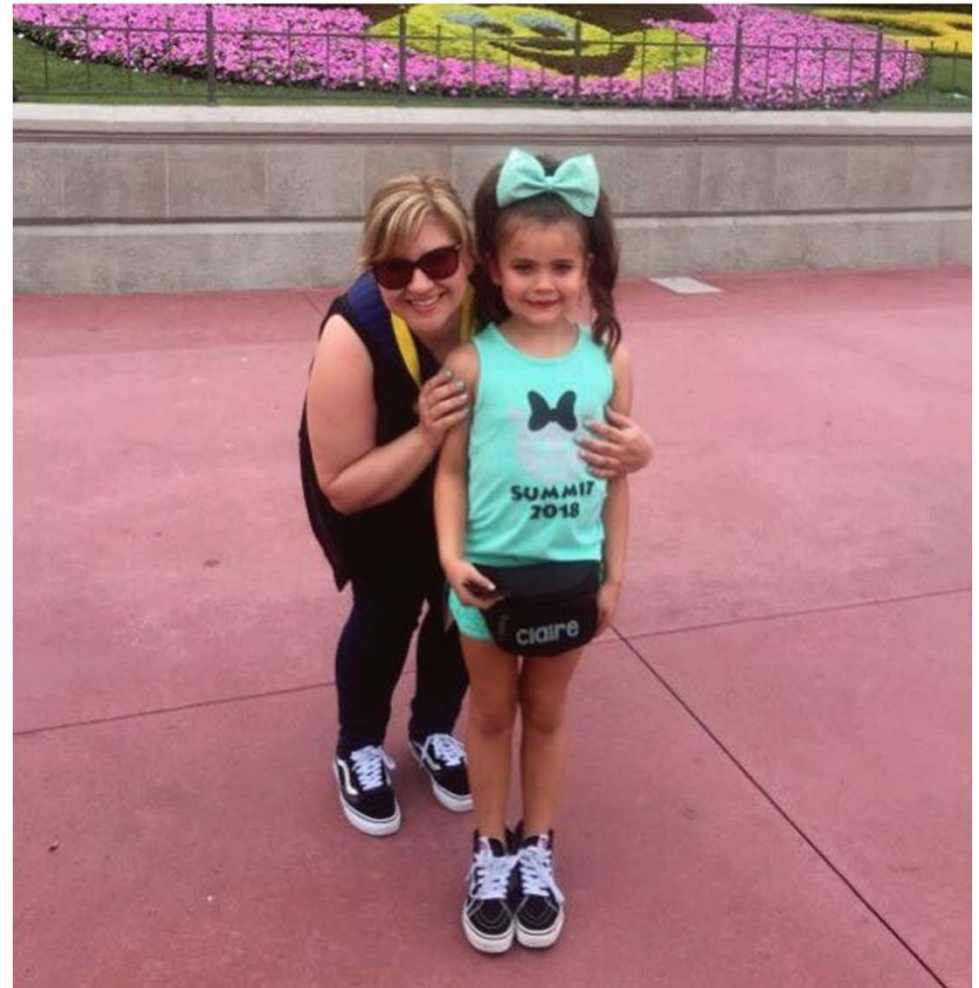
—  
2  
phases complete

—  
2  
major AI platforms



## Patient-Centric Scheduling Initiative – Sutter Standards

- **Portability** of care delivery across Sutter Health
- **Expanded schedulable same day visits**
- Enable call center staff to communicate normal test results to patients, **reducing multiple handoffs**
- Consistent clinical escalation for Sutter Health patients during scheduling for **high reliability organization**
- Empower clinicians with easier ways to electronically indicate **additional same day schedulable capacity**, giving them additional schedule customizability



# Make an Appointment

START OVER



Reason for  
visit [Edit](#)  
Office Visit



Locations [Edit](#)  
SAN CARLOS  
FAMLYMED



Providers [Edit](#)  
Any provider



Time



Verify and  
Schedule

## What time works for you?

Dates

7/11/2018



8/8/2018



Times

All available times

Filter times



**Office visit for a non-urgent problem** - Use this option for a non-urgent medical concern you may have or if you need to schedule a return or follow up appointment for an existing non-urgent problem.

### Friday July 13, 2018

Pauline Siao, MD



8:00 AM

10:40 AM

11:40 AM

3:40 PM

4:00 PM

### Tuesday July 17, 2018

Kenneth Lin, MD



7:10 AM







9:50 AM

Not seeing what you  
want? [Send an  
appointment request  
message instead.](#)

# Make an Appointment

## Schedule with a provider you've seen before

Choose a provider who matches your specific needs.

 Albert Chan, MD Primary Care Provider Family Medicine	 Brad Alan Hinrichs, MD Otolaryngology
 Kay E Drengler, DO Family Medicine	 Lynn Schimmel, NP Nurse Practitioner
 MyChart Zztest, MD Internal Medicine	 Steven R Lane, MD Family Medicine

OR

## Tell us why you're coming in

Choose a specific reason for scheduling an appointment.

<b>Office Visit</b> A general visit for non-urgent health problems. Your provider will prescribe treatment as needed.	<b>Annual Physical</b> A preventive health exam to evaluate your overall health and order tests as needed.
<b>Specialty Follow-up Visit</b> Follow-up appointments with your specialist for ongoing or existing conditions.	<b>OB Return Visit</b> An OB return visit for patients that are currently pregnant and have established care with an Obstetrician.
<b>Mammography Screening</b> A routine screening mammogram. Please call for diagnostic mammograms or if experiencing symptoms.	

**Same-day or Urgent Appointments:** Please note same day appointments may not be available on your clinician's schedule. If your appointment is urgent in nature, please call your care center directly to handle your request appropriately.

### Minor Patients:

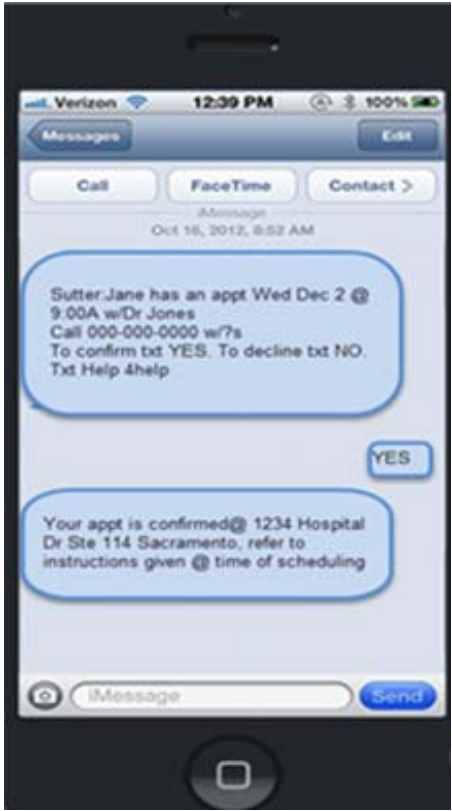
If you are under 18 years of age you may need to have your parent or guardian present at your doctor appointment, except appointments for these services:

- Contraceptive services
- Testing, treatment and prevention of STDs
- Pregnancy testing
- Abortion services
- Prenatal care
- Mental health services
- Abuse (physical, mental, emotional)

[More info](#)

Tailored patient scheduling experience based on previous behavior

SMS  
Appointment  
Text  
Reminders



SCHEDULED		NOW AVAILABLE	
JUN 26 2018	Tuesday 8:00 AM	JUN 14 2018	Thursday 9:20 AM
Return Office Visit Welby, Marcus... Alhambra Suite...		Return Office Visit Welby, Marcus... Alhambra Suite...	
KEEP		ACCEPT	

Fast Pass

# Automatic Offering of Earlier Appointments Made Available by Cancellation

- *Over 52,439 Fast Pass offers have been sent to patients, with SMS nearly double the success rate of Email offers (11.2% vs 7%)*

44,591

E-mail Fast Pass Offers

—

7,848

SMS Fast Pass Offers

—

Patients get in

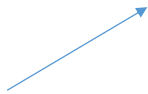
20.3 Days

earlier using Fast Pass  
(Average)



If you were in charge of the washrooms at Changi Airport and needed to reduce cleaning costs, what would you do?

Would you believe a simple intervention would reduce spillage by 80% and reduce cleaning costs by 8%?



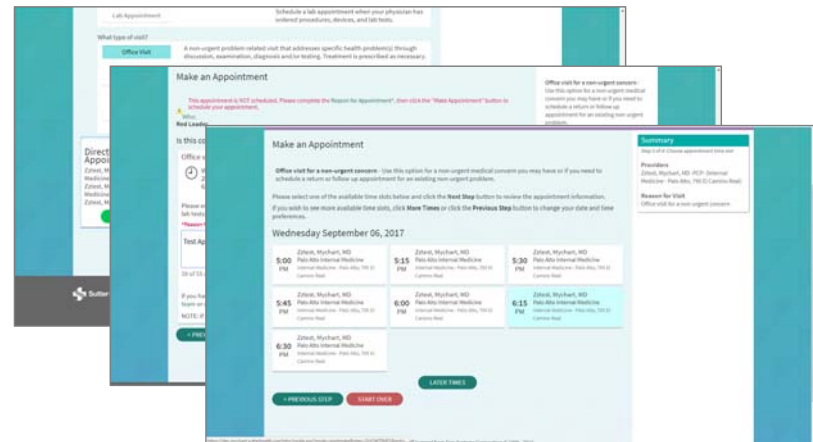
# Streamlined Sutter Health's online appointing flow to ensure patients can easily complete the process



## Minimize drop-off during scheduling

### Channel: Online appointing process

- Enhanced choice architecture
- Modified defaults and number of steps
- Created quick wins
- Introduced common language



# Behavioral economics solutions targeted multiple patient populations to drive portal use and schedule online



## Nudge the unengaged

Channel: Targeted email

*Exclusivity, Status, Social Proof*

**2.6x**

increase in  
open rates

**4.9x**

increase in  
online  
scheduling



## Close gaps in care

Channel: Tickler & portal message

*Scarcity, Defaults, Authority*

**41%**

Increase in  
online  
scheduling



*The Power of Knowing*

*[www.opennotes.org](http://www.opennotes.org)*

- 70-72% of patients across the three sites reported taking better care of themselves
- 77-85% reported better understanding of their health and medical conditions
- 76-83% reported better remembering the plan for their care
- 70-72% of patients across the three sites reported taking better care of themselves
- 77-85% reported better understanding of their health and medical conditions
- 76-83% reported better remembering the plan for their care

The power of  
simplification and  
integration



My Health Online

or hospital bills with  
just a few easy clicks.

2016  
US\$109M



2017  
US\$150M



2018  
>US\$220M

Sutter Health

CAMBIA A ESPAÑOL WELCOME LOG OUT

MARTHA Messages Health Record Appointments Customer Service Resources NEED HELP? Chat NOW

My Health Online > Estimate for BRAIN MRI W & WO CONTRAST

### Estimate for BRAIN MRI W & WO CONTRAST

Your Estimated Portion

**\$247**

10% Coinsurance \$247

Maximum Out-of-Pocket \$1,500

Estimate Details

\$2,461

\$2,494 Low Estimated Fees High \$2,504

Total Fees	\$2,461
Physician Fees	\$2,461
Insurance Pays	-\$2,214
You Pay	\$247

Your Insurance  
BLUE SHI

Location  
PAMF ALAMEDA DIVISION

Your Estimated Portion  
\$247

Coverage Information  
BLUE SHI

Service Location  
PAMF ALAMEDA DIVISION

**Disclaimer**

Please note that the cost displayed on the estimate is calculated based on the benefits received from your insurance carrier on the date you created the estimate. These amounts may change prior to your scheduled appointment.

I acknowledge that this is just an estimate of what I would pay and does not represent a guarantee. The actual price I pay may be higher or lower than this estimate.

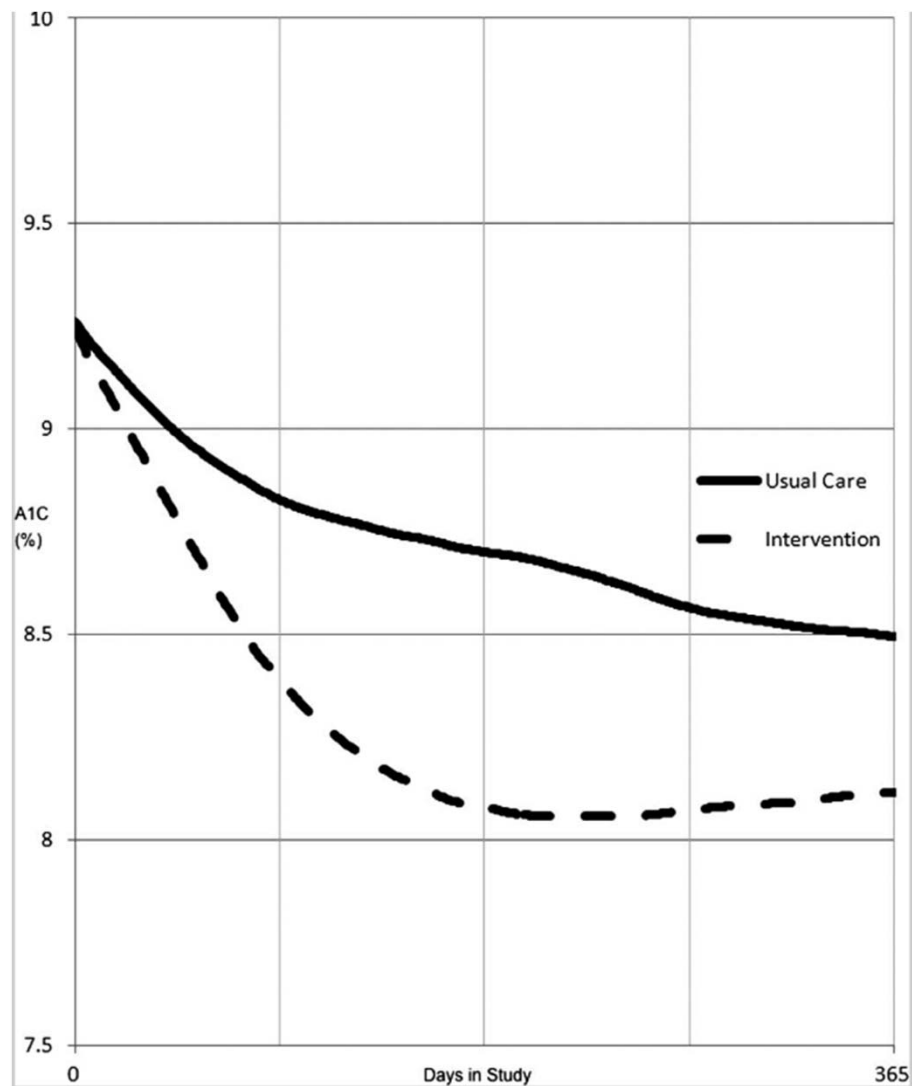
☐ Yes, I accept

SAVE DELETE

SELECT A DIFFERENT SERVICE

*“I’d like to know what my healthcare costs will be beforehand, so I know what I can expect to pay.”*

*~ A Sutter Patient*



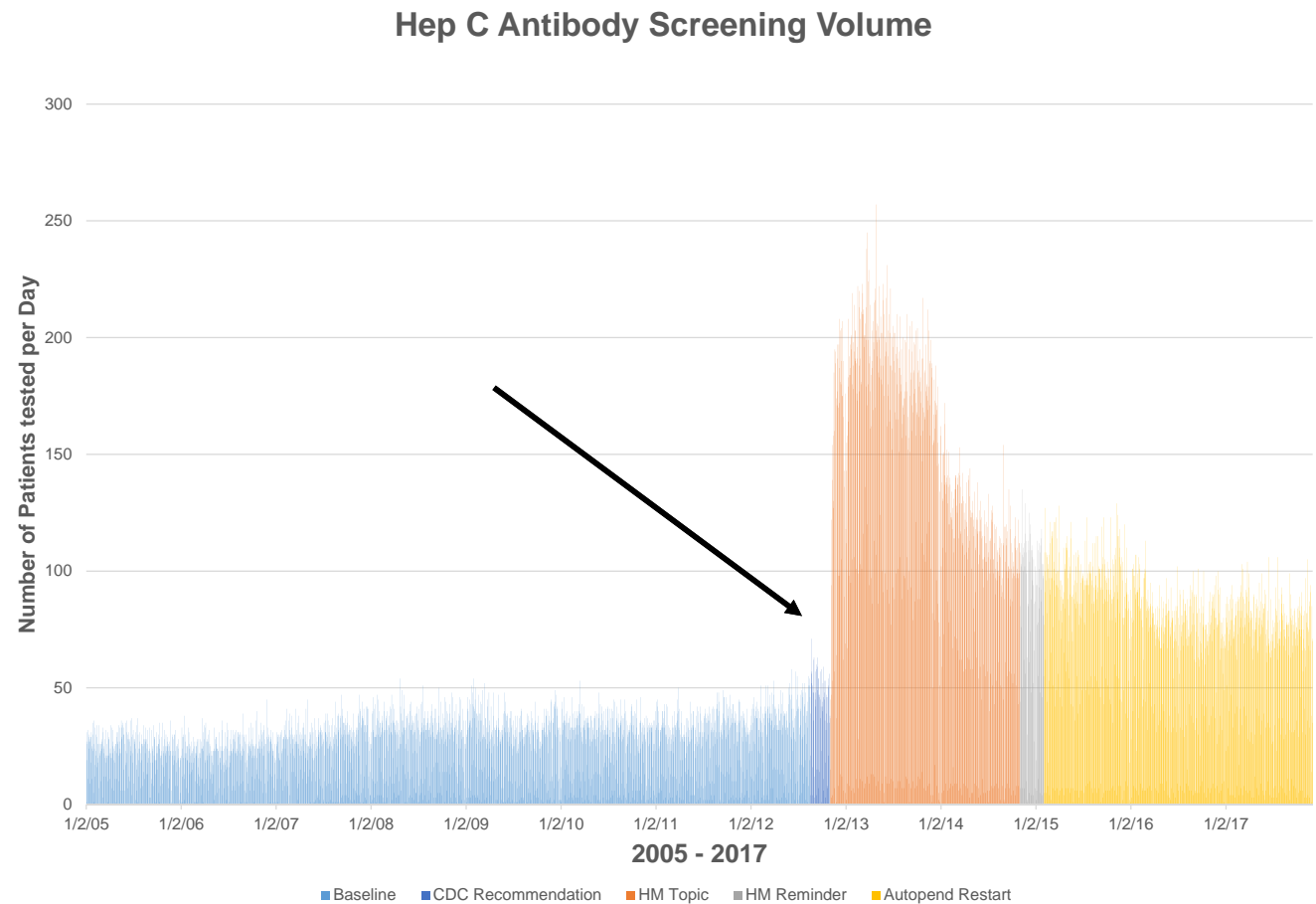
Improvement of  
diabetes control at  
6 months



+



A simple alert to patients can quickly and affordably improve screening rates





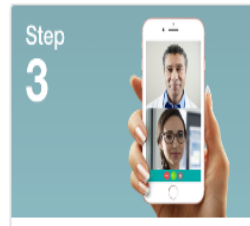
# Video Visits

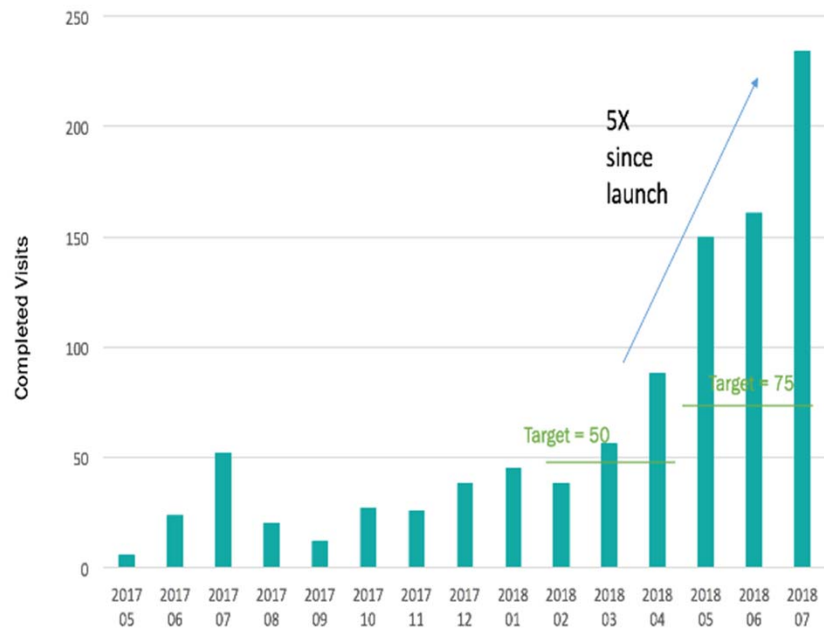
- Healthcare from anywhere
- Same-day appointments
- 8 a.m. to 8 p.m. every day

[BOOK TODAY](#)

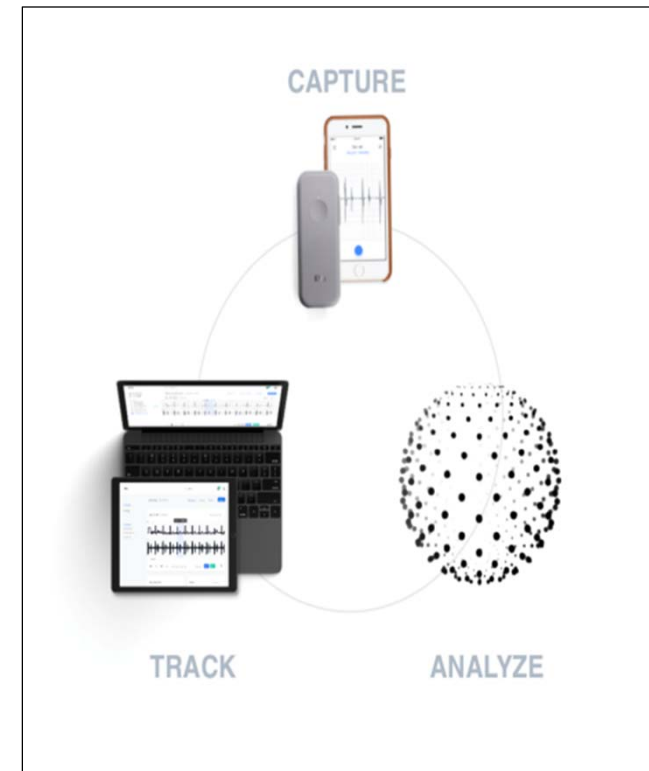
\*Video Visits are available for Sutter patients in California who have My Health Online. [Enroll Now](#)

- Available to all Sutter Health patients
  - 12 hours a day x 7 days a week
  - Scheduled same day (virtually on demand)
  - 5x volume increases since launch
- 28/03/2018





Same Day Video Visit Service  
3/28/2018 Enterprise Launch



Telecardiology  
First patient 7/16/2018

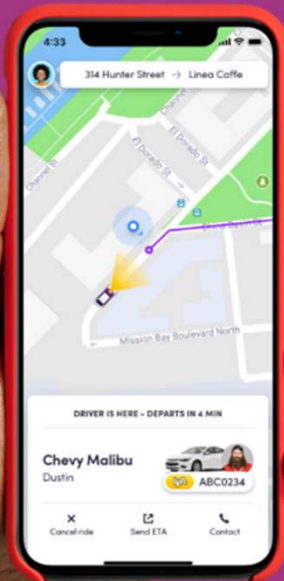
# Coordinated Virtual Care for Patients

Technology enabled care across the continuum

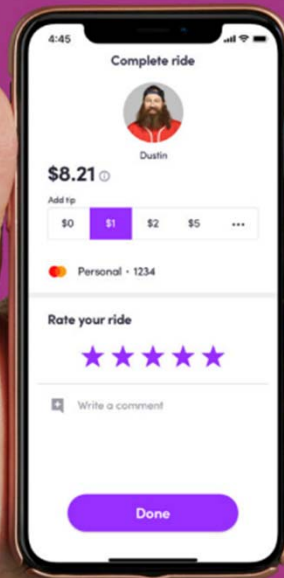


\* Currently under design

Get a ride  
in minutes

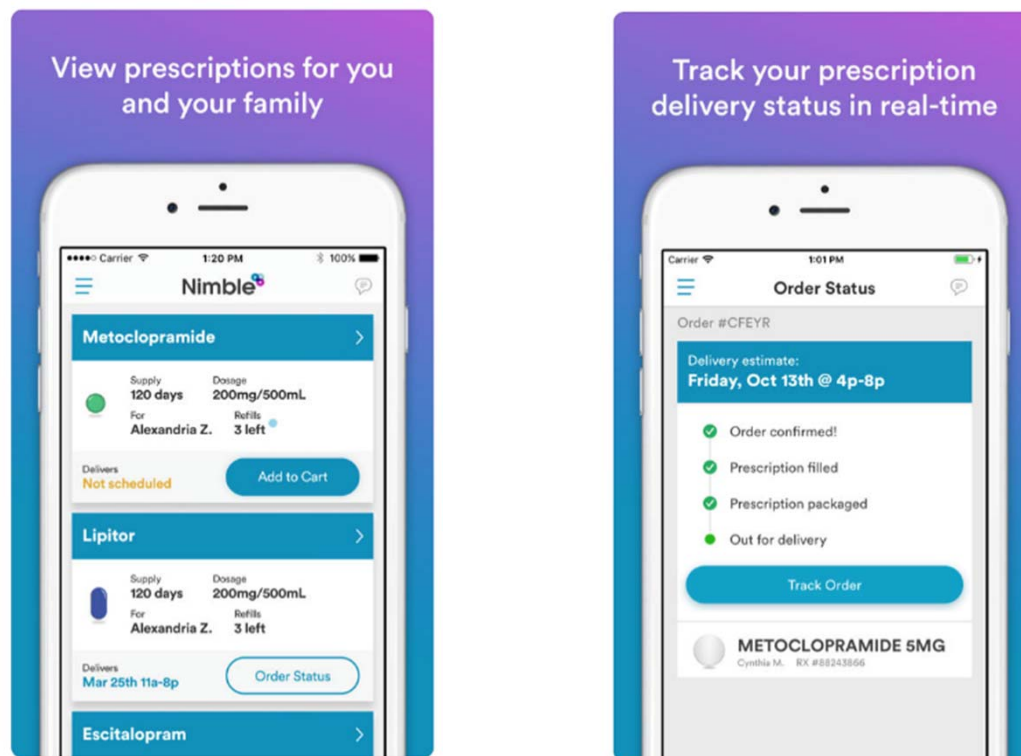


Pay in the app



- Use case for emergency departments:
  - 25% reduction in transportation cost
  - Wait time 30 min down to 3 min

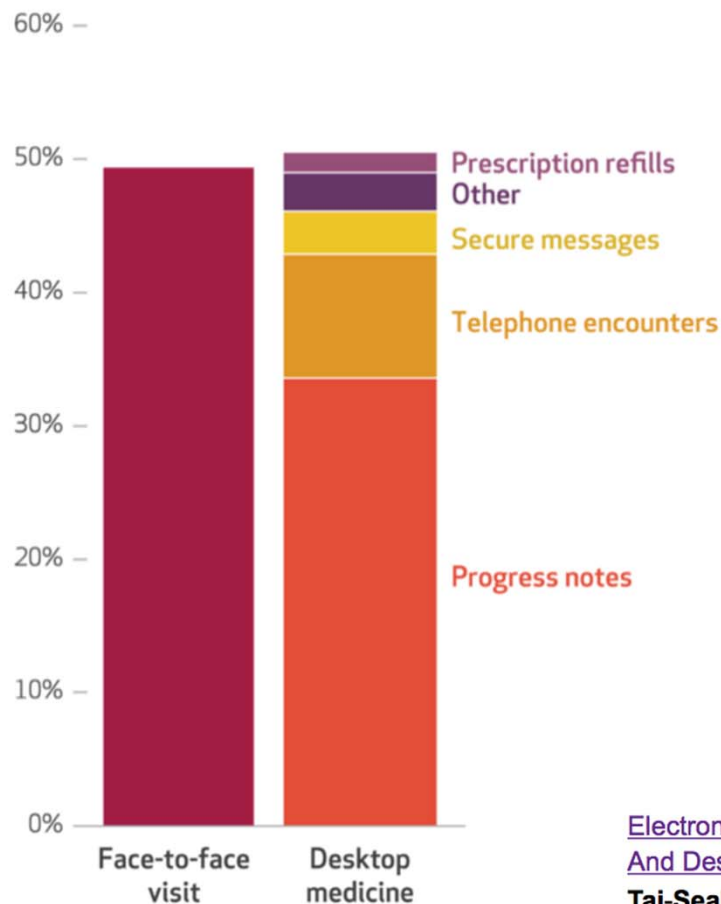
# Pharmacy delivery to the home



- Avoid the queue at the pharmacy
- Concierge like experience

*No good deed goes  
unpunished*

The unintended consequences of digital health  
adoption



For every 3.08 hours spent face-to-face in with patients

Our clinicians spend 3.17 hours on desktop medicine

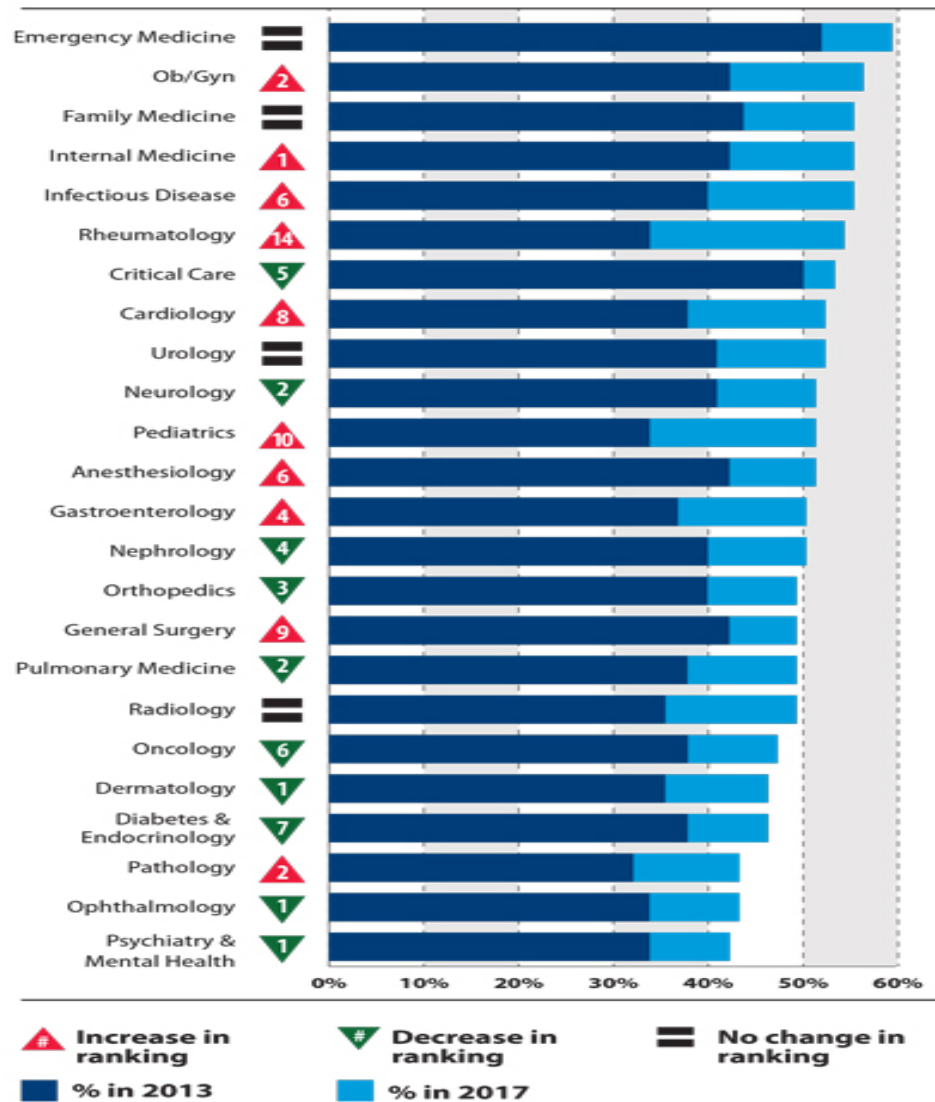
[Electronic Health Record Logs Indicate That Physicians Split Time Evenly Between Seeing Patients And Desktop Medicine.](#)

**Tai-Seale M**, Olson CW, Li J, **Chan AS**, Morikawa C, Durbin M, Wang W, Luft HS. Health Aff (Millwood). 2017 Apr 1;36(4):655-662. doi: 10.1377/hlthaff.2016.0811.

PMID: 28373331 **Free PMC Article**

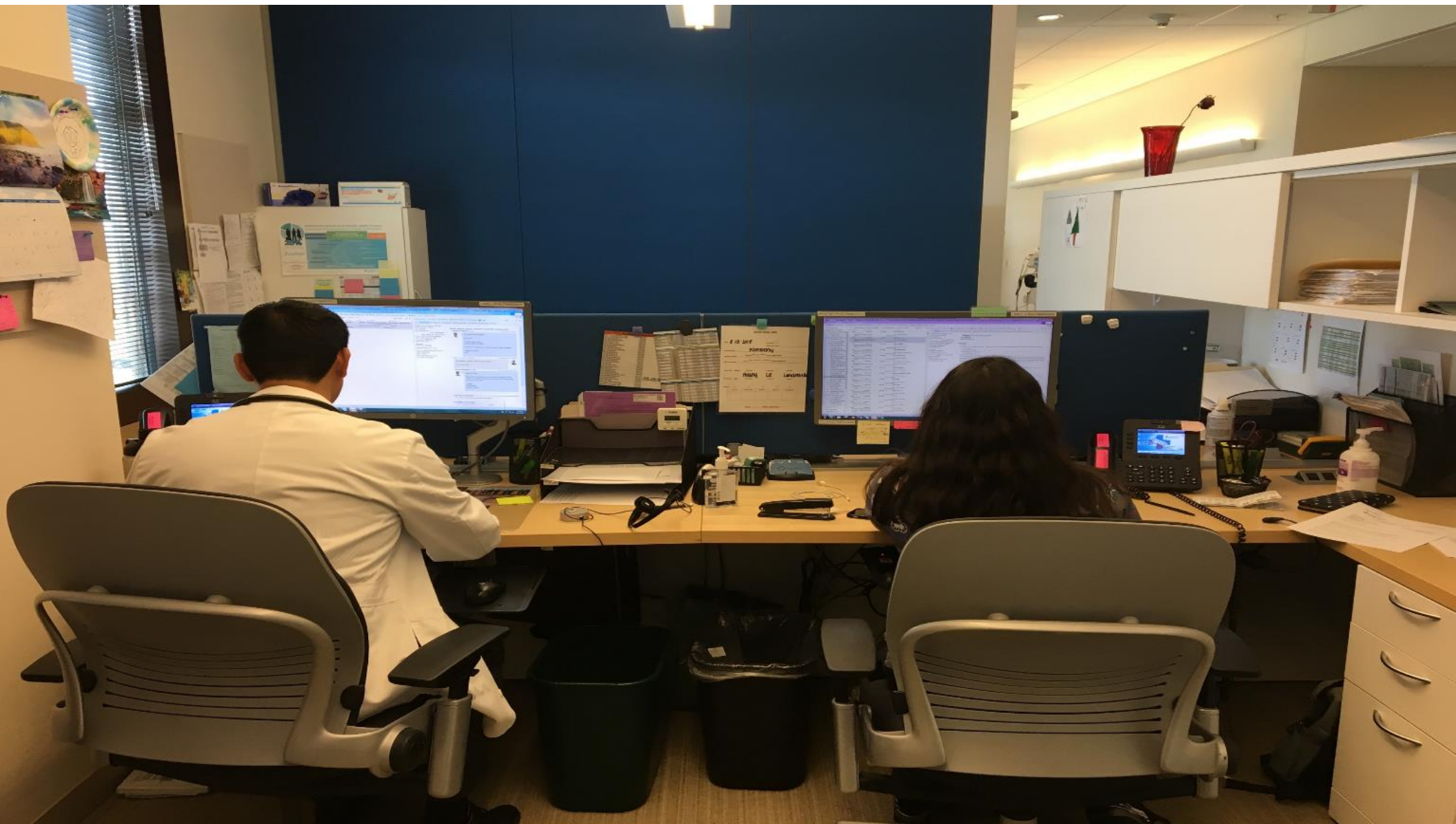
[View full article](#)

## Changes in burnout by specialty 2013–2017



Physician  
burnout

IT related work  
stated as one of  
the factors





# AUGMEDIX

## Reducing clinician burnout from chart documentation & in-basket

### Connecting clinicians to remote scribes to assist with chart documentation

Gould Medical Foundation, Palo Alto Medical Foundation, and Sutter Medical Foundation

2014- April 2018

### Connecting clinicians with remote agents who assist with non-clinical in-basket tasks and messages

Palo Alto Medical Foundation - Internal Medicine  
January 2018 - Present



Detailed chart review and real time clinical decision support designed to close care gaps and improve patient outcomes



Partnering with Augmedix & Google to deploy AI tools and improve clinician and scribe workflows



 AUGMEDIX

**280,000**  
Office visits completed

**96%**  
Patient acceptance

**1.5 hrs**  
Time saved per doctor per day

**104**  
physicians

**6000**  
Messages cleared

# \$1B suit filed against Sutter Health over data breach

By [Bernie Monegain](#) | November 23, 2011 | 10:57 AM



The theft of a computer during a break-in in October has spurred a \$1B class action lawsuit against Sutter Health, according to a report published today by the Sacramento Bee. The computer contained data on more than 4 million patients.

The suit was filed Nov. 21 in Sacramento Superior Court.

In a news release posted online by the Sacramento-based health system on Nov. 16, Sutter officials detailed the findings of its investigation into the theft and offered an apology.

"Sutter Health holds the confidentiality and trust of our patients in the highest regard, and we deeply regret that this incident has occurred," said Sutter Health President and CEO Pat Fry. "The Sutter Health Data Security Office was in the process of encrypting computers throughout our system when the theft occurred, and we have accelerated these efforts."

carequality

399 Hospitals  
9,562 Clinics  
Across 40 States

## Providers Live on Carequality



We are all leaders in digital  
transformation





Achieve digital literacy

## Kotter's 8 Steps



Adopt a change model

Stanford

Bulletin  
ExploreCourses

2014-20152015-20162016-20172017-20182018-2019

BIOMEDIN 226: Digital Health Practicum in a Health Care Delivery System

Browse  
by subject...

Schedule  
view...

1 - 1 of 1 results for: **BIOMEDIN 226: Digital Health Practicum in a Health Care Delivery**

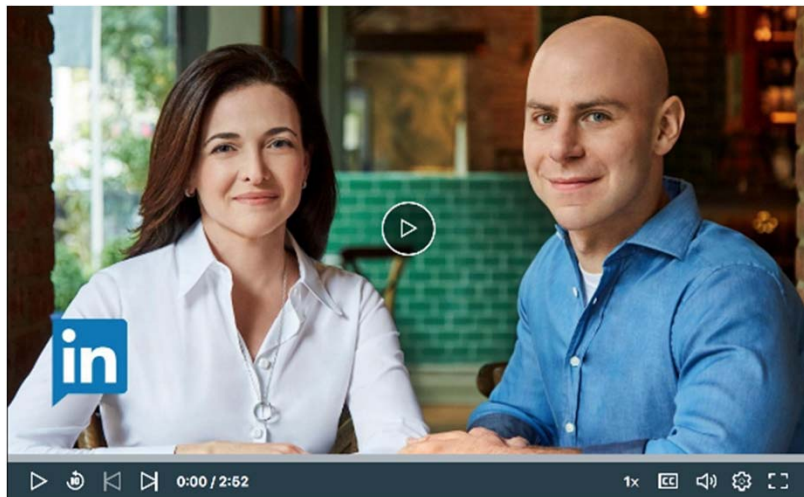
**BIOMEDIN 226: Digital Health Practicum in a Health Care Delivery System**

Practical experience implementing clinical informatics solutions with a focus on digital health in one of the largest health care delivery systems in the United States. Individual meetings with senior clinical informatics leaders to discuss elements of successful projects. Implementation opportunities include supporting the use of electronic health records, engagement of patients and providers via a personal health record, use of informatics to support patient service centers, and improvement of patient access to clinical data. Consent of course instructors required at least one quarter prior to student enrollment in course.

Terms: Aut, Win, Spr, Sum | Units: 2-3 | Grading: Medical Option (Med-Ltr-CR/NC)  
Instructors: Chan, A. (PI) ; Musen, M. (PI) ; Chan, A. (SI)  
[Schedule for BIOMEDIN 226](#)

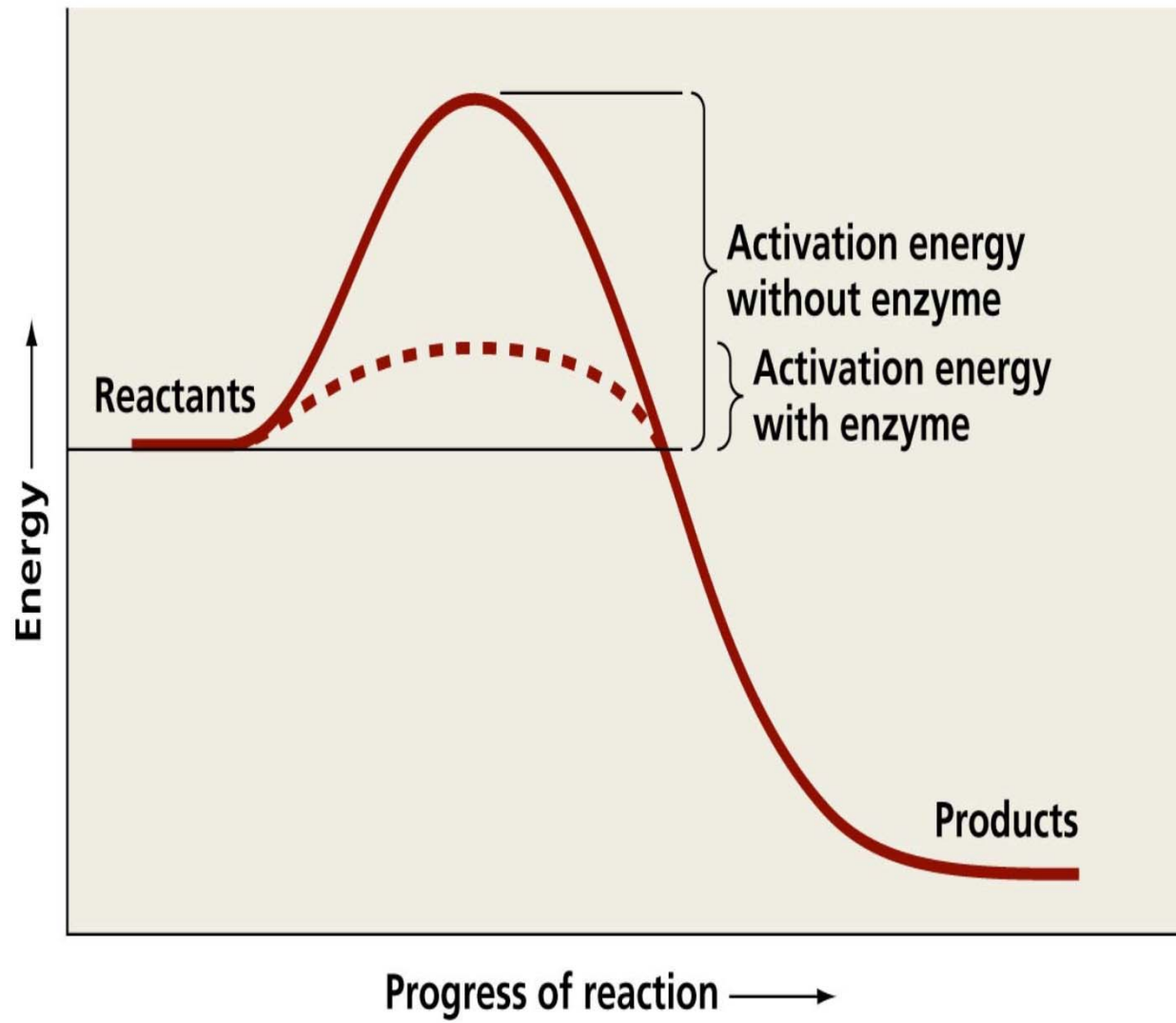


Cultivate a team of  
leaders



Build resiliency for  
change

[OptionB Video](#)



# Questions?

Albert S. Chan, MD, MS

Office of Patient Experience

[Albert.s.chan@sutterhealth.org](mailto:Albert.s.chan@sutterhealth.org)