mHEALTH SUMMIT
TECHNOLOGY + BUSINESS + RESEARCH + POLICY
ANYTIMEANYWHERE:
Engaging Providers and Patients

Establishing Effective TeleHealth Technical Teams

11/9/2015

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Now part of the HIMSS Connected Health conference

Conflict of Interest

- Lonnie Buchanan
- Has no real or apparent conflicts of interest to report.

Learning Objectives

- Evaluate historic examples of innovation, examining and relating them to modern mHealth and TeleHealth challenges.
- Enrich understanding of the role of mHealth and TeleHealth in transforming healthcare, particularly in context of population health.
- Be conscious of how the big picture of TeleHealth translates to the impact of each individual patient affected.

Establishing Effective TeleHealth Technical Teams

A Lesson from History

Establishing an Effective Modern TeleHealth Technical Team Based on Lessons Learned from the Past…

- A look at using lessons learned from history to prepare the innovators of the future.
- This presentation will focus on key items realized by evaluating certain historical figures and experiences from the past and translating them into effective learning points to help technical leaders and teams focus on establishing successful telehealth and telemedicine programs.
- Based on this we will examine three figures and the qualities they possessed which changed the course of history.

Are there really new innovators?

By 2017, 50% of IoT solutions (typically a product combined with a service) will originate in startups less than 3 years old.

-Maverick Research: Makers and Startups Are the Ones Shaping the Internet of Things, Pete Basiliere, Jim Tully, 03 September 2014, G00264116.

You can always teach new skills. You can't teach someone to have a personality or passion.

- Richard Branson, Founder at Virgin Group

Great Teams Require Great Leadership

Learning Crucial Aspects of Successful Leadership in the Changing World of TeleHealth

Alexander III of Macedon
(AKA… Alexander the Great)

I am not afraid of an army of lions led by a sheep; I am afraid of an army of sheep led by a lion. - Alexander the Great

Alexander's Three Key Points of Greatness

I am dying from the treatment of too many physicians. - Alexander the Great

So What Made Him So Great?

Key Point #1 - Understood His Objective (People)

- **Trained in philosophy by Aristotle**
- **Practical experience under his father**
- **Part of the team and able to recognize his people**

So What Made Him So Great?

Key Point #2 - Unconventional Solutions

- **Able to address the impossible**
- **Untied the Gordian Knot**
- **Alexandrian Solution…**

  Cheating or Thinking outside of the box ?

So What Made Him So Great?

Key Point #3 – Got it Done!

- **Perfects and expands on what they know and use**
- **Defeated the Persians**

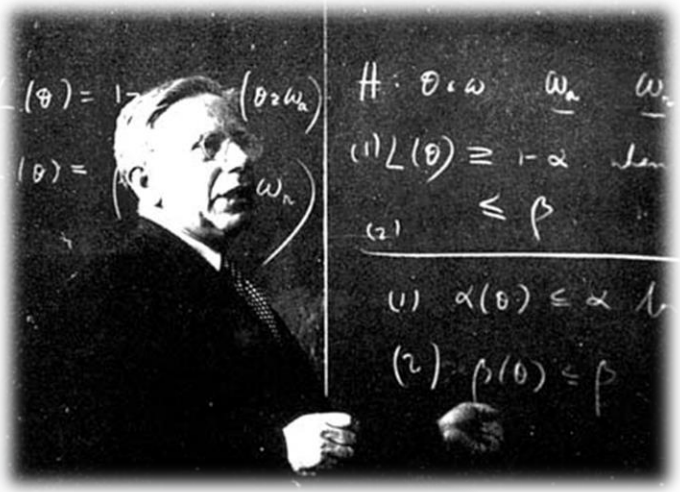
Great Teams Require Great Leadership

Great Teams Require Great People

Recognizing Elements that are in Plain View

Understanding the Obvious - Who was Abraham Wald?

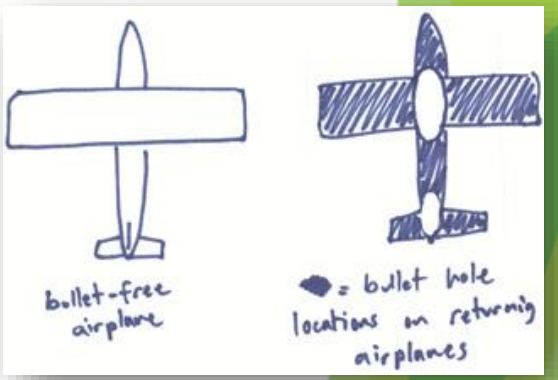
A Statistician for the U.S. Government During World War II

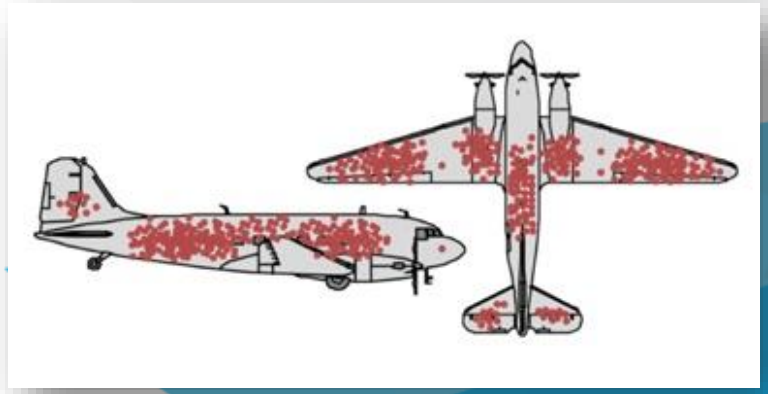


- **Analyzed returning bombers for “bullet” wounds**

Why? - The Selection Effect

- Two Options for Explanation:
  - 1. Planes were never hit in the untouched areas (Unlikely)
  - 2. Or planes could withstand strikes in those areas
- **Conclusion: Those that fell most likely suffered attacks in the areas where the others where not hit.**
- **He recommended that the Navy reinforce areas where the planes had *NO* damage**





Great Teams Require Great People

Great Teams Require Great Ideas

Creating Great Things …Even When the Rest of World Thinks You're Crazy
or
Understanding the Technology, Even in Unconventional Situations

Changing the world, one person at a time…

Implementing technology that makes sense even when the rest of the world does not agree.

Our Story Begins at Coney Island in 1903…

Changes in the Way We Live

- Advances in living conditions
- Advances in sanitation and the understanding it played in disease control

Changes in How we Treat Diseases and Conditions

- Advances in treatment, drugs and vaccinations
- Advances in sanitation and the understanding it played in disease control
- Creation of sanatoriums to house sick patients
- Creation of dispensaries and clinics to treat the sick

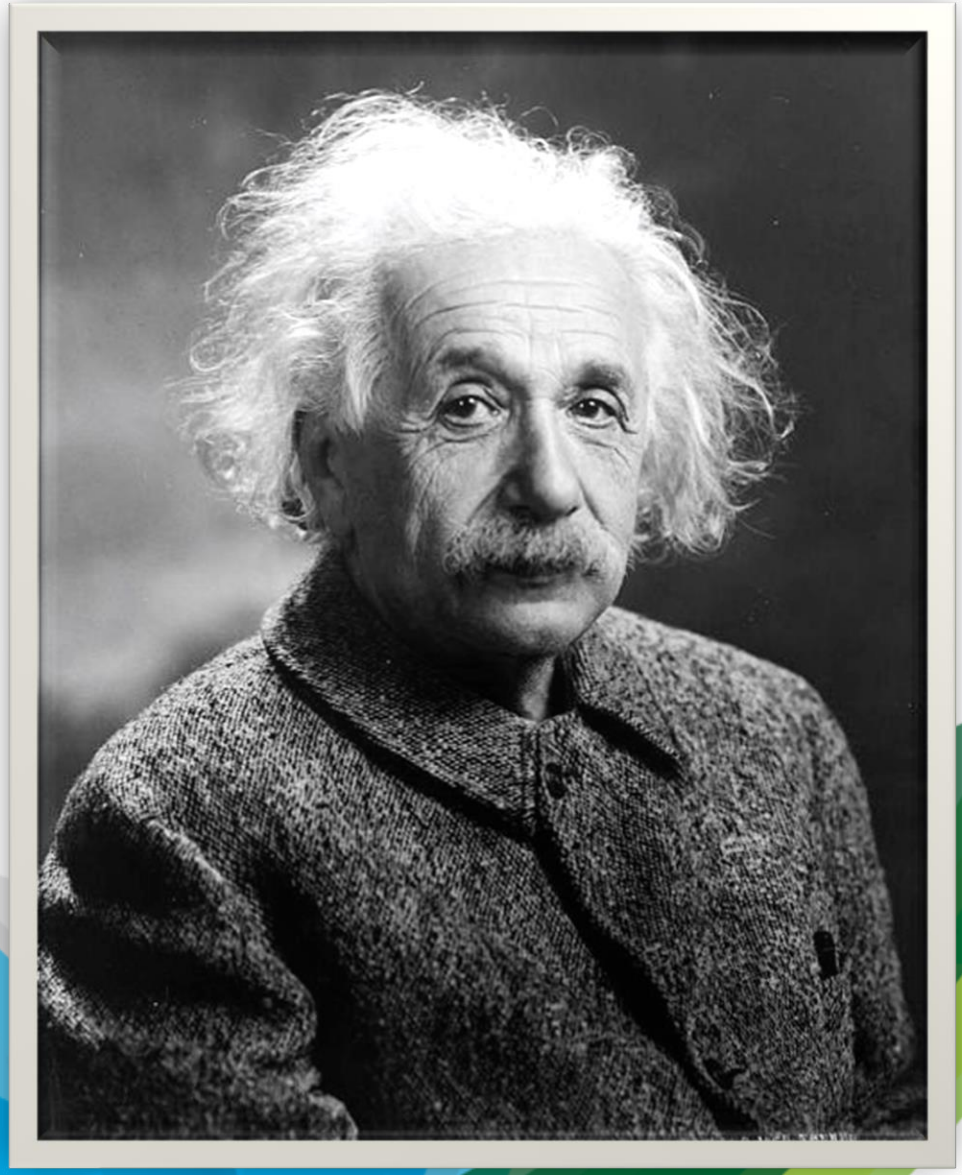
Changes in How We Use Technology

- Advances in technology and science
- Use of x-rays
- And…

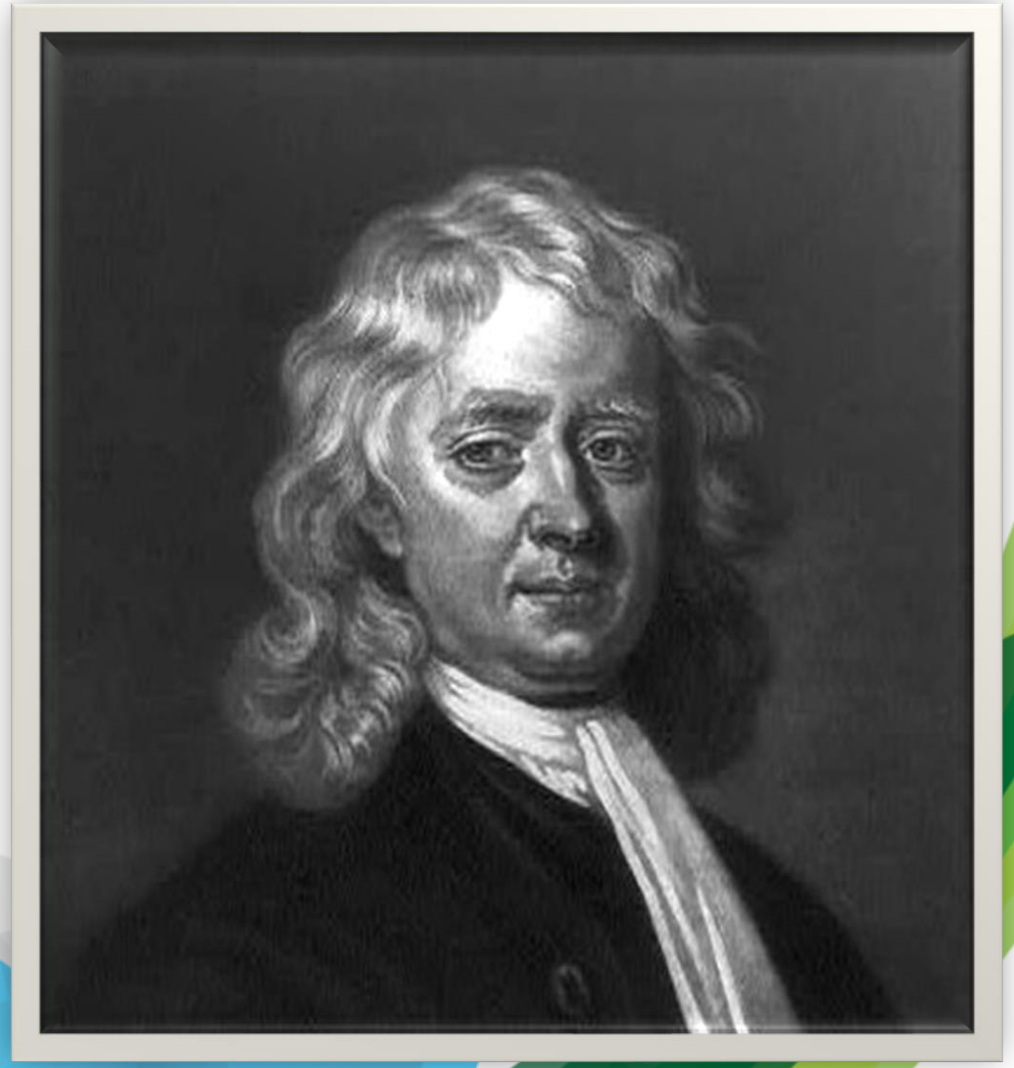
Baby Incubators

Premature Babies You May Know…

Albert Einstein



Sir Isaac Newton



and Beth Allen

Martin Couney

Beth Allen

Great Teams Require Great Ideas

- Creating Great Things …Even When the Rest of World Thinks You're Crazy
  - Understanding the Technology, Even in Unconventional Situations

But Most Important…

What is the common element?

Great Teams Require Great Leadership

Great Teams Require Great People

Great Teams Require Great Ideas

Desire

Where Does this Desire Lead to?

Next Phase of Healthcare…

Why TeleHealth?

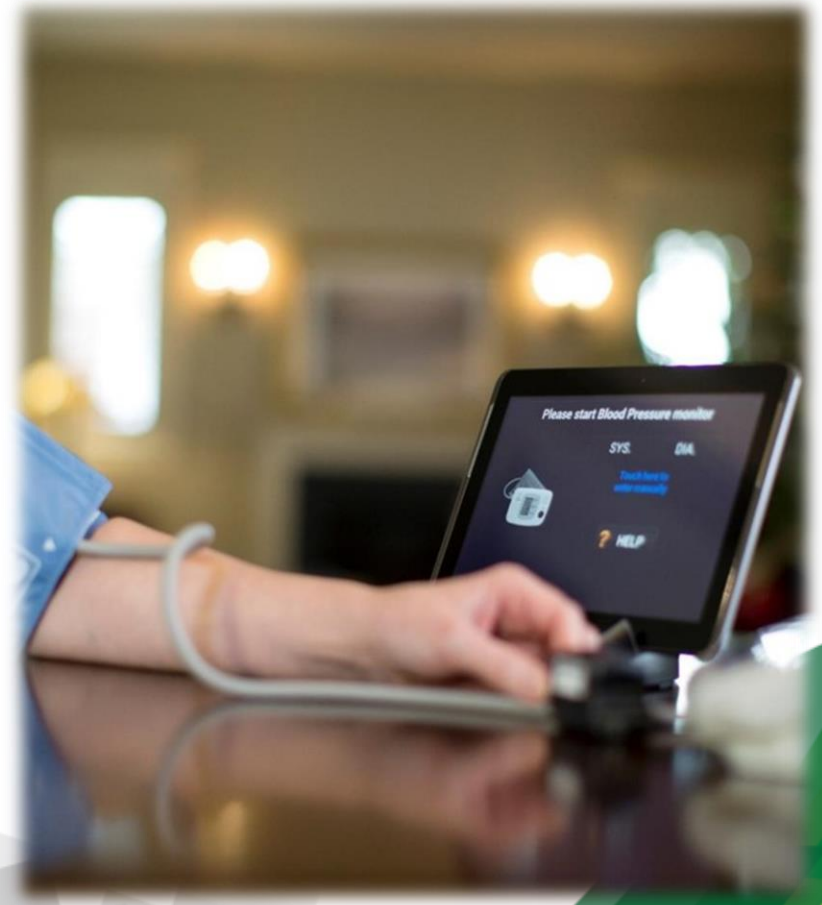
By 2018, 40% of primary care encounters in the U.S. will be delivered virtually.

Predicts 2015: Healthcare Delivery Organizations Will Stand on IT to Climb Bigger Mountains , 02 December 2014, G00270789,
Analysts: Vi Shaffer, Thomas J. Handler, M.D., Laura Craft, Melanie A. Meyer, Barry Runyon, Zafar Chaudry, M.D

Craniofacial Clinics

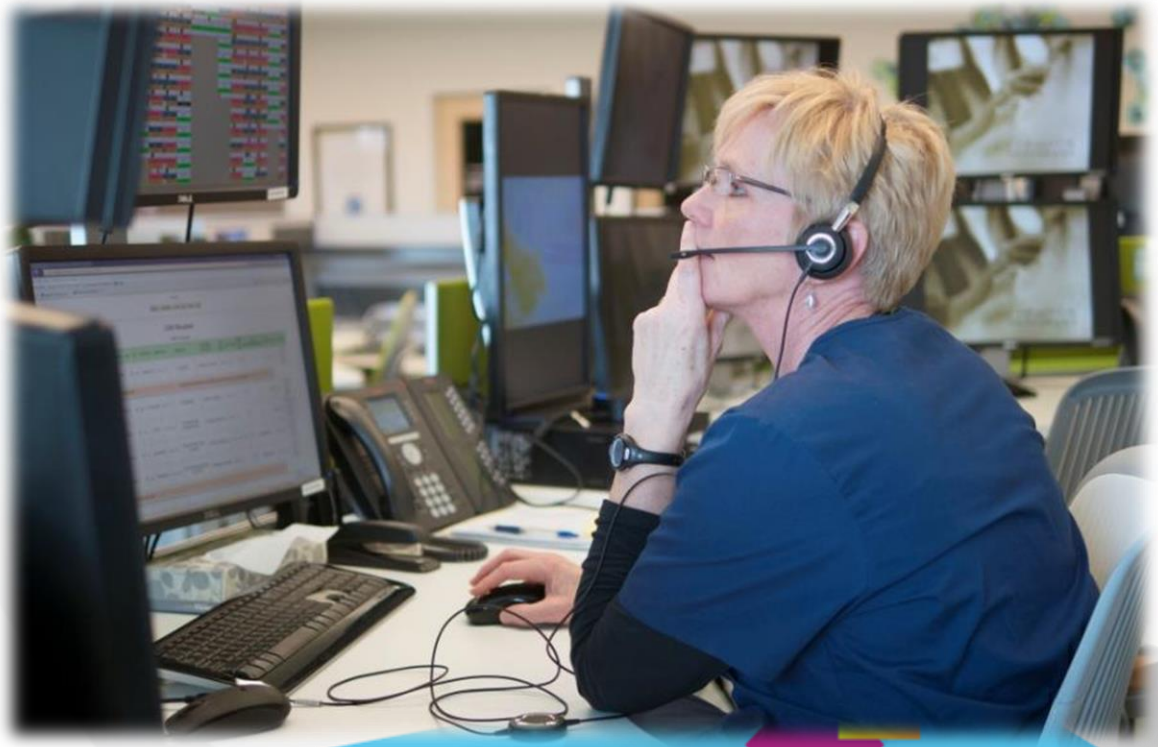
Stroke

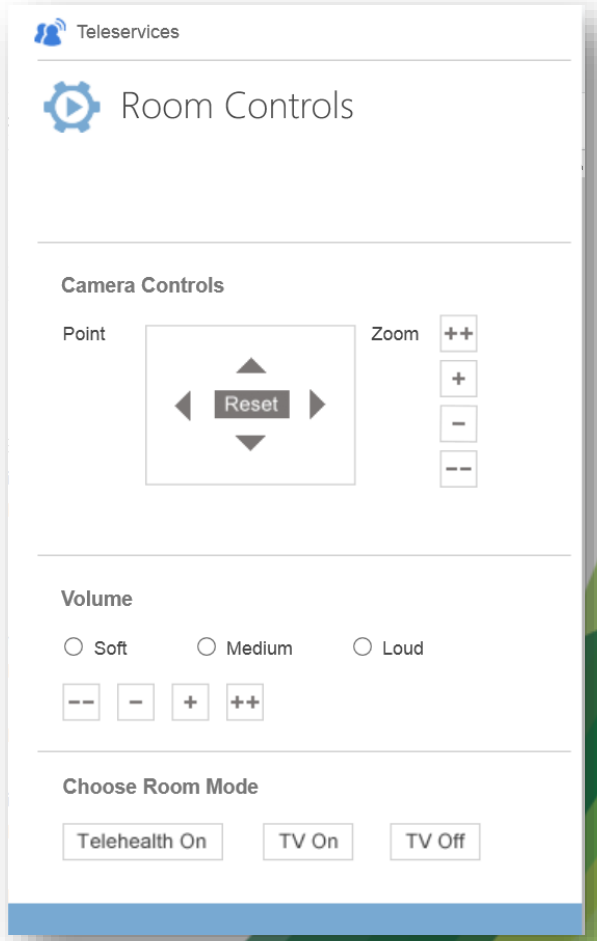
Remote Patient Monitoring



In Room Equipment

Provider Experience





Extending Access

Strengthening Teamwork

Improving Care

Intermountain TeleHealth Services

Microsoft Award and Baby Board

So Who is the Next Einstein or Newton?

What do I do next week?

Move and Move Some More

Even if you are on the right track, you'll get run over if you just sit there. — Will Rogers

Questions

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Intermountain Healthcare

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