

David Willis of the Advisory Board shared his perspective on the changing healthcare environment with Summit leaders. COVID has exposed weaknesses in the existing system. Will this rapid rate of change encourage transformation or return to what was?

Leaders attending Summit explored the opportunities for growing their personal leadership and their role within their organizations. Together they recognized the need for resilience, to capture and share their stories and the challenges contributing to mental health needs.

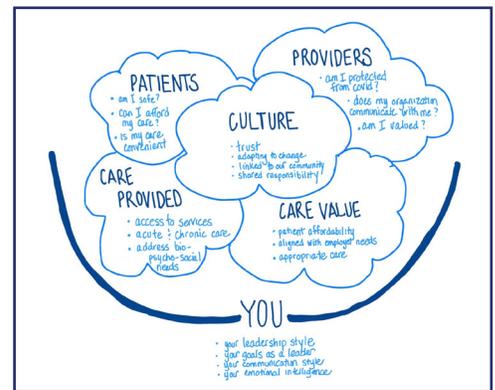
### Seemingly everything now up in the air

All manner of established thinking under reconsideration

How will COVID-19 impact...

...the <b>demographic makeup</b> of the US—and future demand?	...the purchaser landscape and the nation's <b>payer mix</b> ?	...the <b>competitive landscape</b> efforts to "disrupt" the industry?	...expectations about U.S. health care <b>capacity</b> ?
... <b>site-of-care</b> shifts, including to virtual channels?	...perception of <b>government's</b> role in health care?	... <b>public perception</b> of industry stakeholders?	...the structure of the U.S. health care <b>supply chain</b> ?
...demand for <b>behavioral</b> health services?	... <b>employers'</b> health benefits strategies?	...future fundraising and <b>philanthropy</b> efforts?	...the future of the <b>clinical workforce</b> ?
...the U.S.' approach to post-acute and <b>long-term care</b> ?	...the future of <b>value-based</b> care and risk-based payment?	...perceptions of the <b>value of</b> systemness and scale?	...the pharma, device, and tech <b>innovation pipelines</b> ?

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### Group Insights

Consider:

- morale
- access to testing/safety
- workforce development
- the team/teamness
- our patients
- patient experience
- trusted engagement
- efficiency

Communicate...

- listen
- 2-way
- intentional
- messaging

Then...

- ! be resilient < personal organizational
- ! recognize your leaders
- ! capture & share your stories
- ! recognize mental health needs economic - race - family

*We all came through this TOGETHER!*

### Opportunities for Leadership

All manner of established thinking under reconsideration

How will you impact...  
What skills will you need?

Overall population health	Morale, trust, engagement and safety of staff	High quality healthcare delivered through virtual platforms	Value based care in a fee for service world
Patient experience and satisfaction	Workforce development needs	Improved long term care treatment	Total cost of care and patient out of pocket costs
Rebuilding trust of patients and families	Just in time staffing	Availability of behavioral health services	Providing high quality and efficient care
Timely care for patients with chronic disease	Teamness and operational efficiency	Use of technology to improve health	Cultural alignment of organization

Adapted by IPMA

Recognize those with you on this journey.  
No one climbs alone.