



Future Proofing Healthcare

Standing still is not an option.

Forces of change are in motion...

**Customer at the center of
the healthcare system...**

Shift from responding to illness to sustaining well-being...

Br

Business change

Ha

**Forge
partnerships**

Sr

**Appeal to
consumers**

1

Data Sharing

When data transparency become standard practice, consumer trust and willingness to share data will increase.

2

Interoperable Data

Data will transform radically and enable deep, actionable analysis in real-time.

3

Access

Thanks to a radically transformed health system, traditional barriers to healthcare access, such as geography and lack of resources will decline.

4

Empowered Consumer

Consumers are no longer passive participants in the healthcare system.

5

Behavior Change

Consumers are already using technology to manage health and change behaviors.

6

Scientific Breakthrough

Cell and gene therapy drugs are gaining ground, and 2040 personalized-affordable-medicine will be affordable.

Step 1

Develop a dynamic strategic workforce plan 3-5 year time horizon.

Step 2

Establish governance and leadership and bring critical stakeholders on the journey.

Step 3

Become a data driven organization.

Step 4

Manage change using leadership practices.

Step 5

Nurture organizational culture.

Step 6

Update your workforce & recruiting strategy.

**AI initiatives can help achieve
broader strategic priorities...**

**Improving consumer
"stickiness" ...**

**Help improve
employee engagement...**

Terence Mills

CEO AI.io



@terence_mills



terence@ai-io.io

A six-time CEO, Terence Mills is the CEO of AI.io, an industry leading data science and engineering company that envisions, conceptualizes, and delivers AI solutions in healthcare, travel, and entertainment. Terence is also a recognized and prestigious member of the Forbes Technology Council and a monthly Forbes.com contributor on the topic of AI. Terence has been recognized as one of the top 50 AI influencers on Twitter in 2018 and 2019. As a sought-after AI thought leader, Terence participates as a keynote speaker to educate and assist business leaders and entrepreneurs about how to harness the power of AI and blockchain to solve business problems.

At AI.io, Terence is helping to propel advances in productivity by creating of the future of work and changing how people live their lives in ways they could only have imagined. In January of 2019, AI.io announced the launch of Halo Travel, powered by Priceline Partner Network. Halo Travel is the first intelligent, voice-activated, and personalized chat bot for travel that combines virtual payments with the capability to book flight and hotel reservations all via voice. Later this year, AI.io will be delivering innovative AI solutions in healthcare that will seek to improve the quality of care by solving some of the boldest problems in the \$3.65 trillion U.S. healthcare coding and payments industry.

Credit

Endnotes

1. SlideShare, “Some impressionistic takeaway from the book of Salim Ismail, Michael S. Malone, and Yuri van Geest, Exponential organizations: Why new organizations are ten times better, faster, and cheaper than yours (and what to do about it),” book summary, May 18, 2017.
2. Jeff Schwartz et al, The Future is here, Deloitte, April 2018.
3. David Betts and Leslie Korenda, Inside the patient journey: Three key touch points for consumer engagement strategies: Findings from the Deloitte 2018 Health Care Consumer Survey, Deloitte Insights, September 25, 2018.
4. Deloitte, 2018 Deloitte millennial survey, 2018.
5. Andrew Postlewaite and Dan Silverman, Non-cognitive skills, social success, and labor market outcomes, University of Pennsylvania, March 21, 2006.
6. Jeff Schwartz et al, “Reframing the future of work.” MIT Sloan Management Review, February 20, 2019.
7. Terence Mills, Top Healthcare Trends of 2019, Forbes, May 2019.
8. Deloitte Insights, Six Assumptions for Measuring Healthcare Disruption, December 2019.