PANEL 1 | Rebuilding During the Pandemic

Geoff and John discussed how healthcare providers are rebuilding the health system and welcoming back patients for elective and preventative care in the midst of the pandemic.

Geoff Martin, *CEO*
GE Healthcare Consulting

John Beaman, *Chief Business Officer*
Adventist Health

KEY QUOTES

"We live in a global economy and need to have healthcare in a position to adapt and respond."

"[Customers] have said we've leaped five, ten years forward in the way we're thinking about care and how we make care affordable."

"Some of what we've seen here in the short-term is the glimpse of what is with us for the long-term in healthcare."

"With COVID-19 we've seen a glimpse of the future, where hospitals will treat the sickest of the sick, with others cared for in the home environment."

MAJOR INSIGHTS

- Adventist Health saw a **20% reduction in hospital utilization**, **20% increase in health equity**, and **25% less surgical volume**, but increased ability to handle routine labor in a safer environment.

- **80% of Beaman's patients** went to virtual clinics during COVID-19, while previously only 20% visited the clinic virtually.

PANEL 2 | Is AI the Answer?

Jeff and John discussed the importance of integrating AI into health systems, sharing first-hand experience about how this technology can serve as the "center of gravity" for entire organizations, improving efficiency, enabling collaboration, and improving patient care – which have all proved to be particularly crucial during COVID-19.

Jeff Terry, *CEO of GE Clinical Command Centers*

John Couris, *CEO of Tampa General Hospital*

"At the opening in August, a hurricane was approaching and we were talking about how useful CareComm would be in the hurricane. I don't remember us talking about a pandemic, but I think it's also been a useful tool in COVID-19."

"CareComm's not the center of gravity for our artificial intelligence platform; it's the center of gravity for the entire system, and that goes beyond IT. It's truly the center of gravity for what we do.

"[Jeff] said to me, 'What CareComm will do is shine a bright light in the dark corners of your health system so you can see where the opportunities are.' And, that's what this has done."

MAJOR INSIGHTS

- Since installing CareComm, Tampa General Hospital has taken out **$40M worth of inefficiencies in their system**. They have taken **20K excess days** out of their system and reduced the average length of stay by a full day.

- Without CareComm, Tampa General would likely have **10 extra patients in the hospital** at a given time during Coronavirus. Now, they can send people home when hospital stay is unnecessary.

PANEL 3 | Building the Intelligence-Based Health System

Everett and Dave talked about the implications of the rise in telemedicine and virtual care in response to COVID-19, how this technology can best serve both patients and caregivers moving forward, and how the industry is advocating to maintain the freedom to choose the best delivery of care enabled during the pandemic.

Everett Cunningham, *CEO*
GE Healthcare in US & Canada

Dave Ryan, *General Manager*
Global Health & Life Sciences at Intel

KEY QUOTES

"Our customers are asking, how can you make our machines more productive, how can we interface with patients using innovative technology?"

"The technology has to be simple. We always have to remember who's on the other end of that technology: it's the patient."

"The amount of data that's available worldwide just can't possibly be understood by a single individual, so the use of more powerful algorithms and deep learning to really mine and understand that data can bring the power and knowledge of all possible research...and help physicians make their decisions at the productivity and the speed they need to service the population."

MAJOR INSIGHTS

- Patient engagement at Intel went from 10-100 a day to 1000-10k.

- Rapid deployment of telehealth/digital infrastructure in the past six months has been on a larger scale than in the past 20 years.

- More than 40% of systems indicated the top tech agenda is telehealth and virtual care.