



Using Disruptive Technologies to efficiently deliver Long-Term Services and Supports

Prasad Thottempudi
Deloitte Consulting

Trinidad Grange-Kyner
Deloitte Consulting



What are disruptive technologies?



Disruptive innovation building blocks

A foundation identified by people, improved by technology



Foundation for improvement



The “any person” innovator



Easily Accessible Technology



Disruptive Innovation

Disruptive innovations drastically alter business models, create entirely new industries, and support consumer empowerment



Case study: Netflix

Netflix uses disruptive innovations to improve the customer experience

NETFLIX

1997



Home Video Rental



2007



2011



Video-on-Demand



Netflix Original Series

Netflix – A History of Disruptions



Case study: Netflix

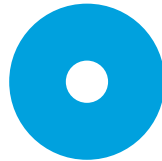
Disruptive innovation is about using an effective combination of new and existing technologies and service models

Embracing New Technologies

Embracing New Service Models

Building on Existing Capabilities

Initial
Disruption
[1997]



Rise of DVD usage
Expansion of Internet Access



Internet Storefront
Subscription pricing model



Used an existing USPS
delivery model

Secondary
Disruption
[2007]



Improvements in network
technology



Switch to streaming content
Multi-platform delivery approach



Utilize existing customer base
and catalog of content



Case study: Netflix

Netflix utilizes analytics and adaptive algorithms to improve its recommendations and manage content

- Netflix sought a better way to not only bring movies to its users, but also become a part of the viewing experience (i.e., recommendations)
- It can leverage the data collected to personalize recommendations for its subscribers
- It pioneered its data-based approach to help determine what kind of content was in high demand and, therefore, produce original content



Analytics & Adaptive Algorithms in Long Term Care

Use of Predictive Analytics to improve Individual Service Planning

Similar to Netflix, State Agencies can continuously refine their delivery models based on the success of individual outcomes

- Introducing Predictive Analytics on top of the existing data sets could allow case managers to better predict the optimal array of services for individuals
- Adaptive algorithms can help provide better insights from the systems about vulnerable individuals needing attention

Service Planning

Supports Coordinator

Current Services Delivered (Actual)

- 3169 - Transportation
- 3798 – Community Supports
- 3287 – Supplemental Adult Supports

Automated Suggestions

Commonly Paired Services (Predicted)

- 3168 – Supported Employment
- 3164 – Adult Day Supports

Manual Intervention

Anomaly Services (Fraud Prevention)

- 3182 – Emergency Stabilization Residence
- 3731 – Respite – Adult – In Recipient's home

Service Delivery



Case study: Uber

Disrupting taxi industry by creating an on-demand and transparent service platform

Uber introduced a transportation service that offers the following benefits:

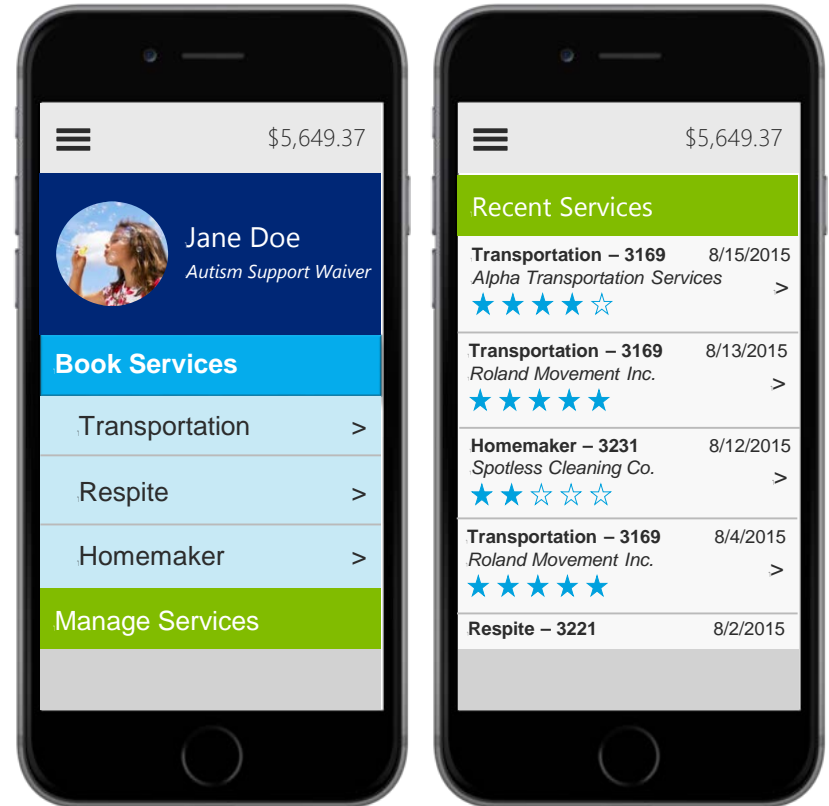
- On-demand access
- Easy to use functionality
- Use of a rating system to create self regulation
- Relatively inexpensive cost for use
- Disruption of the taxi industry and private transportation providers



On-Demand Services in Long Term Care

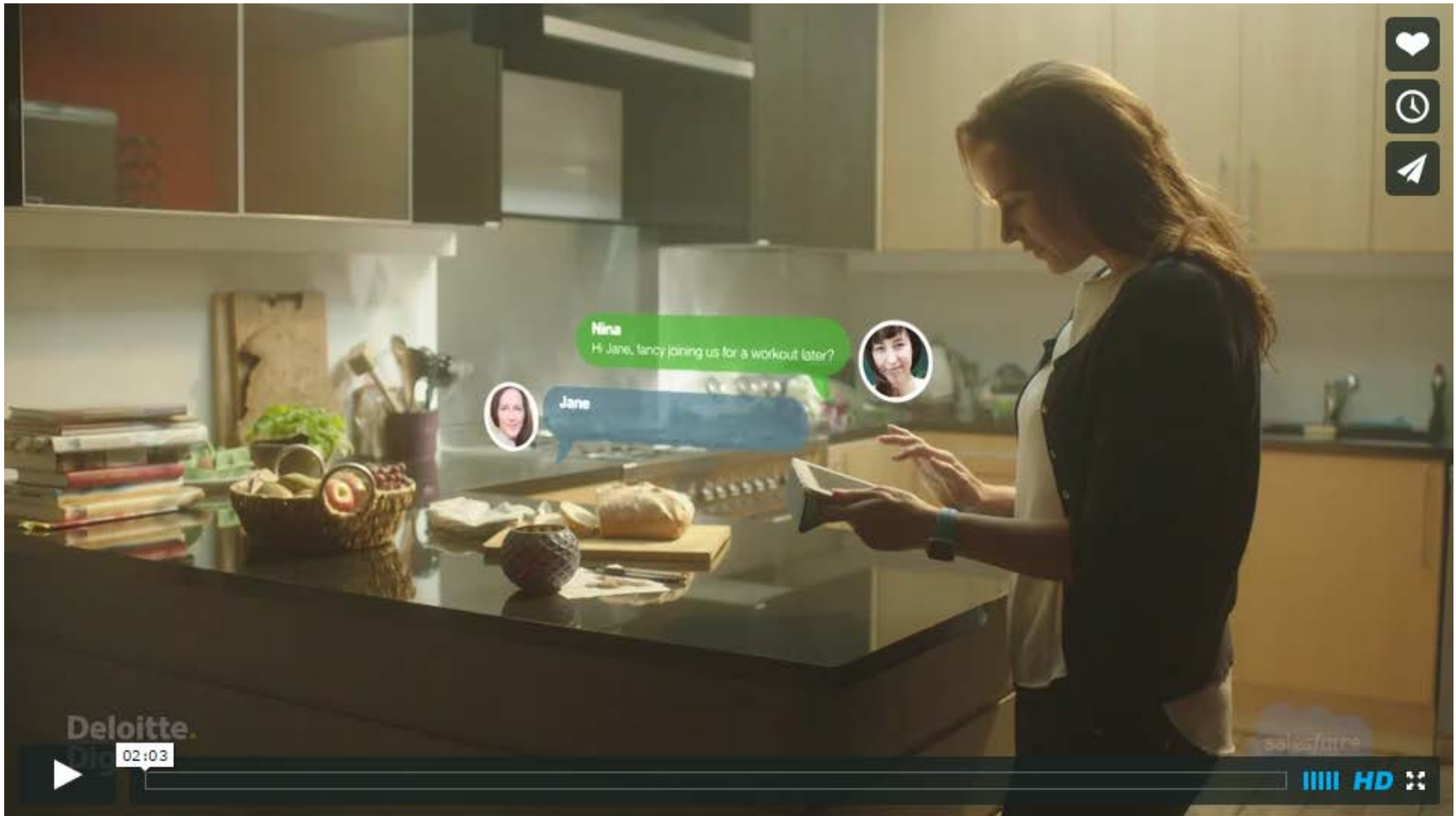
On-demand service platforms have the potential to expedite service delivery and increase data transparency

- Existing structures and processes make service planning inflexible and regimented
- Service providers may have unfilled capacity
- Service recipients may have unmet needs
- On-demand service platforms can provide services when individuals actually need them.
- Using this platform increases transparency in service delivery



Case study: Personalized Care

Offering personalized care to patients using a combination of online tools and connected devices



Personalized & Community-enabled solutions

Using connected devices and online tools can provide better self-directed care solutions for the elderly

Our patient is John Murphy....

- John is a 72-year-old man receiving Long Term Supports & Services
- Although he has a number of medical challenges, John chooses to live in his home rather than an assisted living facility.
- John's entire support network can monitor his care remotely via connected devices and platforms.
- Thanks to technology, John can retain his independence while still having access to the necessary supports and services to optimize his care.



Personalized & Community-enabled solutions

Improved Care for John



Case Worker

Coordinated services through on-demand and subscription models means case workers can help maintain John's independence

John's Family



Daily alerts and monitoring gives a peace of mind to far-off relatives

Insurance and Payers

Keeping John in his home is more affordable for payers than live-in services at a nursing facility



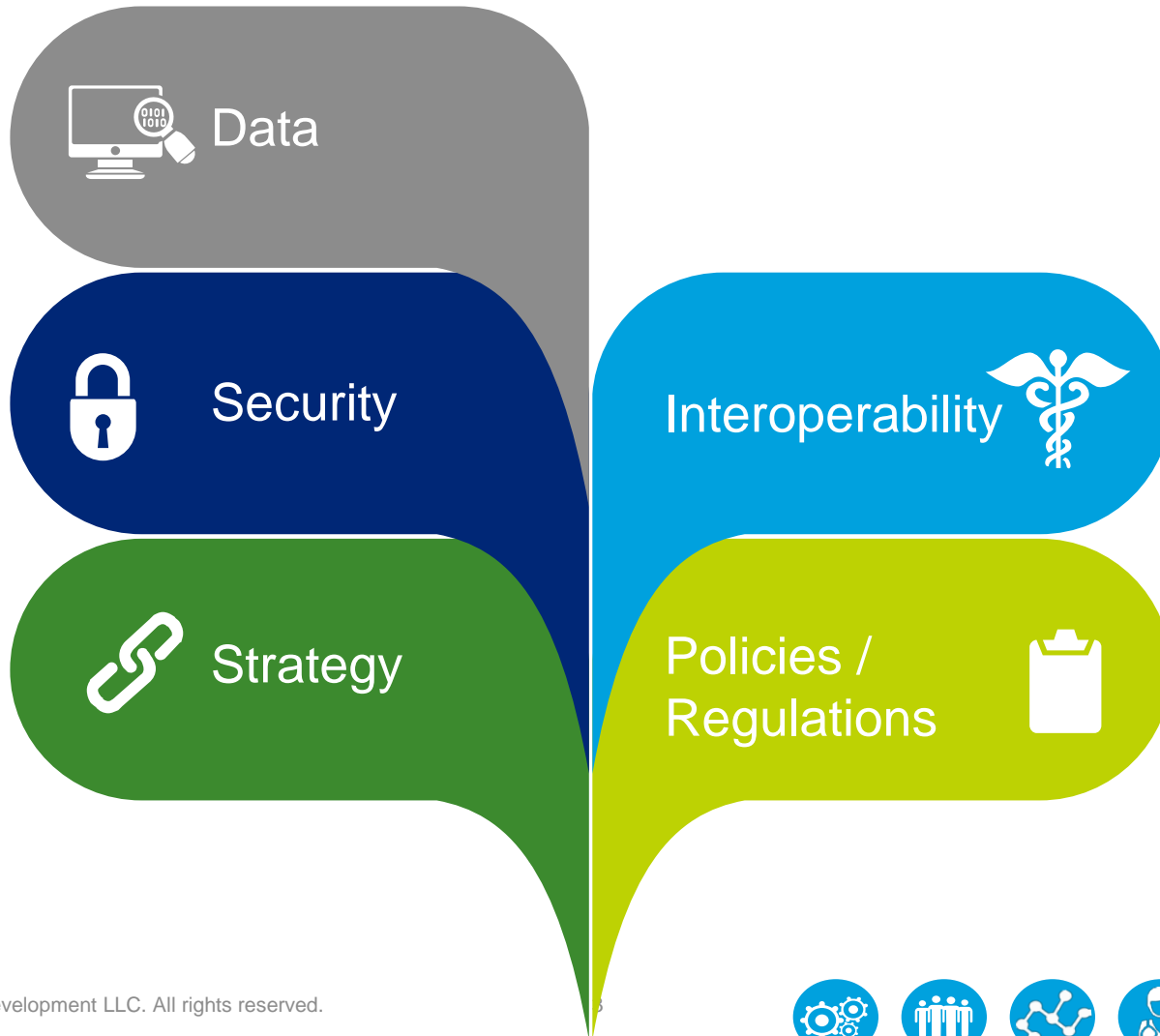
John's Physicians

Constant monitoring means more informed diagnoses and treatments



Key Challenges / Considerations

Addressing barriers to adoption



Questions?



Want to Discuss More?



Prasad Thottempudi

Sr. Manager

Deloitte Consulting

pthottempudi@deloitte.com



Trinidad Grange-Kyner

Manager

Deloitte Consulting

tgrangekyner@deloitte.com



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