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

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What are disruptive technologies?
Disruptive innovation building blocks
A foundation identified by people, improved by technology

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
Case study: Netflix

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

**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.
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.

**Current Services Delivered (Actual)**
- 3169 - Transportation
- 3798 – Community Supports
- 3287 – Supplemental Adult Supports

**Commonly Paired Services (Predicted)**
- 3168 – Supported Employment
- 3164 – Adult Day Supports

**Anomaly Services (Fraud Prevention)**
- 3182 – Emergency Stabilization Residence
- 3731 – Respite – Adult – In Recipient’s home
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

- Data
- Security
- Strategy
- Interoperability
- Policies / Regulations
Questions?
Want to Discuss More?

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