Please note that the views expressed by the conference speakers do not necessarily reflect the views of the American Hospital Association.
Introduction: My Why
Problems to Solve

Patients

• Experience
• Access
• Price
• Engagement

Providers

• Provider/patient relationship
• Growth
• Improve patient outcomes
• Understand new business model

Facility

• Meet consumer needs
• Improve outcomes
• Long-term sustainment & independence
• Competitive
Digital Solutions

*Use of AHA Digital Pulse - Helpful Tool to ID Roadmap*
Website

- Chat Feature
- Symptom Checker
- 3D Virtual Tours
- Video/Education/Seminars
- Testimonials
- Provider Directory
- News
- Connected to Social Media
- Contact Us

www.Riverwoodhealthcare.org
Digital Communication

Facebook
- News
- Stories
- Ads
- Videos/Seminars
Digital Communication

Karen Tate
Josh the knee whisperer!!! Your awesome!!!

Harley Simonson
The best. He makes you feel safe. I adore him.

Cheryl Latterell
He is awesome

Carla Zugel
Excellent Team!!!

Connie Hills
Josh is great!
Digital Care

Virtual Video Visits
- Primary Care, Specialty Care, Behavioral Health, Therapy, Diabetic Care, Nutrition
  - Our process/procedure led to fast launch
    - Communication
    - Patient Experience

Remote Monitoring
- Primary Care, Behavioral Health, Specialty/Surgery, OB
  - Improve health outcomes
  - Increases real time data collection & measurements
  - Increase real time education & care management from home
  - Our process, analysis & next steps

*AHA Digital Pulse, Nexus Innovation, AHA/AVIA - Helpful Resources in our Process.
## Tips for Success

<table>
<thead>
<tr>
<th>Key</th>
<th>Tip</th>
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<tbody>
<tr>
<td><strong>Problem</strong></td>
<td>Identify the problem first</td>
</tr>
<tr>
<td><strong>Plan</strong></td>
<td>Capitalize on project management</td>
</tr>
<tr>
<td><strong>Huddle</strong></td>
<td>Plan structured, daily huddles</td>
</tr>
<tr>
<td><strong>Educate</strong></td>
<td>Educate stakeholders on problems, trends &amp; solutions</td>
</tr>
<tr>
<td><strong>Champion</strong></td>
<td>Appoint a physician champion</td>
</tr>
<tr>
<td><strong>Collaborate</strong></td>
<td>Use &amp; form partnerships</td>
</tr>
<tr>
<td><strong>Future</strong></td>
<td>Consider the future of healthcare delivery</td>
</tr>
</tbody>
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Most Significant Steps

1. Collaborate
   - AHA Digital Pulse Tool
   - AHA Nexus Innovation
   - Partnership with Vendors
   - Communication with Other Organizations

2. Think big.
   Start small.
   Move quick.

3. Choose
   Opportunity
   Victory
   Innovation
   Determination
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