Morning Keynote Address

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DIGITAL TECHNOLOGY & MENTAL HEALTH

MIT Sloan: Innovating Health Systems, Digital Health Transformations

November 29, 2017

Don Mordecai, MD
National Leader, Mental Health & Wellness, Kaiser Permanente
Digital Healthcare—Issues to Ponder

Replicate or Facilitate?

Predictive, Not Reactive

Big Brother or big brother
Kaiser Permanente

- $64.6 B operating revenue
- 11.8 M members
- 200,000 employees
- 20,000+ physicians
- 4M+ mental health visits
- 39 hospitals
- 670+ medical offices

Regions:
- Northwest
- California
- Hawaii
- Colorado
- Mid-Atlantic States
- Georgia

States:
- Washington
- Colorado
- Georgia
- Hawaii

Financials:
- 11.8 M members
- 200,000 employees
- 20,000+ physicians
- 4M+ mental health visits

Other:
- Kaiser Permanente

Locations:
- Washington
- Colorado
- Georgia
- Hawaii

Healthcare Facilities:
- 39 hospitals
- 670+ medical offices
YOU’D NEVER SAY, “IT’S JUST CANCER, GET OVER IT.”

SO WHY DO SOME SAY THAT ABOUT DEPRESSION?

Sources: National Alliance on Mental Illness (NAMI); Mental Health America
Haven’t seen you around. U okay?

Source: https://youtu.be/Eh0EZ2LD_vk
App Overload?

Mental Health

[App icons]

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The Trifecta

OUTCOMES

UPTAKE

ENGAGEMENT
Recovery Record

Your recovery journey companion

Evidence-based skills for healthy coping

Therapy work is now accepting, fun, motivating!

Sources: Recovery Record on Apple App Store
Answers in Human Centered Design?
The Road Ahead
Then

Gettting Personal

Now

Personalized, Predictive Care

- Passive Monitoring
  (e.g., social media, cell phones, etc.)
- Genetics
- Electronic Medical Records (EMR)
- Patient Reported Outcomes (PRO)

+ ??
Predictive Analytics and Preventing Self Harm

SUICIDE ATTEMPT WITHIN 90 DAYS OF A MENTAL HEALTH OUTPATIENT VISIT

Without predictive risk analytics/risk stratification

With predictive risk analytics/risk stratification

Risk Spread Across the entire population, therefore resources directed to everyone

Concentration of risk to best assess how to direct resources

1 in 150

1 in 350

1 in 50

1 in 25

1 in 10
Where’s Waldo?
Which Will It Be?

Big Brother

or

big brother?
BIG BROTHER
big brother
Summing Up

Replicate or Facilitate?
Predictive, Not Reactive
Big Brother or big brother

Source: Ready Paint Fire