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WHY TELEHEALTH IS NOT ABOUT TECHNOLOGY?

Most people's off-the-cuff associations with telehealth include technology terms such as video, camera, remote communication, or even robots. But telehealth is not about the technology. Telehealth is healthcare – delivering care at a distance.

When organizations make telehealth about the technology, for example by putting IT in charge of telehealth, this high-potential solution for many of today's healthcare problems fails every time.

This presentation explores that telehealth really is about people (patients and providers), about processes, about health outcomes, and, yes, about the technology enabling the care at a distance. It will include an overview of dozens of the most common telehealth applications, the numerous benefits of telehealth, and pragmatic guidance how to design executive and operational support telehealth so that telehealth can achieve its full potential.

Biography

Christian Milaster is a German engineer and Founder of the Ingenium Consulting Group, Inc. He is passionate about enabling the delivery of extraordinary care with a focus on creating effective and efficient Digital Health Transitions. Following his passion, Mr. Milaster partners with forward-thinking healthcare leaders to prepare their organizations for the future of healthcare delivery. Mr. Milaster's expertise stems from a 30-year career, including 17 years in healthcare, at employers including IBM Global Services and the Mayo Clinic, and numerous digital health consulting engagements ranging from strategy development and business planning to the design and implementation of new healthcare services. He has designed and builds sustainable healthcare delivery services that delight patients and improve outcomes, while exciting care providers. His communication methods and implementation skills have emboldened healthcare leaders to effectively execute visionary healthcare delivery strategies.

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