



BUILDING A FOUNDATION FOR FUTURE-FOCUSED HEALTH

...TODAY

Thomas Jefferson University & Jefferson Health | jefferson.edu

Neil Gomes (MBA, M.Ed., ABD) | Neil.Gomes@jefferson.edu

Vice President, Tech. Innovation & Consumer Experience

Thomas Jefferson University & Jefferson Health

9 Hospitals | 24 Outpatient and Urgent Care Centers

23,000+ Employees including 4,000+ Physicians and 3,000+ Nurses

1.9 Million Outpatient Visits | 363,000 ED Visits | 96,000 Inpatient Admissions

Moody's A-1 Rated Urban Medical Research Center with \$4.1B in Revenue

\$106.3M in Public/Private Research Funding

3,228 Full and Part-Time Faculty | 3,908 Students

Colleges of Medicine, Nursing, Population Health, Pharmacy, Health Professions, & Graduate Studies

First and only College of Population Health

Institute of Emerging Health Professions

Founded in 1824: Approx. 200-year Legacy



A close-up portrait of Stephen K. Klasko, MD, MBA, a middle-aged man with glasses, wearing a dark suit jacket and a light-colored shirt. He is looking slightly to the right of the camera with a neutral expression. The background is a blurred office or classroom setting with large windows.

Stephen K Klasko, MD, MBA

President and CEO

Thomas Jefferson University
Jefferson Health System

“We are reimagining health care, health education and discovery to create unparalleled value for our students, patients, employees and the communities we serve. What could be more exciting than that?”

HEALTH IS ALL WE DO



TECHNOLOGY INNOVATION & CONSUMER EXPERIENCE

Digital Consumer Experience | *Design is How IT Works*

Innovative Technology Solutions & Platforms | *Agile or Nothing*

Innovative Education | *Enable Learning*

Training, Documentation & Support | *Deliver Closed-loop Consumer Experiences*





OUR SOLUTIONS ARE...

Consumer-centric

Innovation-driven

Mobile-enabled

Cloudable



myJeffHealth + Journey to Jeff
CONSUMER-CENTRIC

JeffConnect

CONSUMER-CENTRIC

If You Can't Get to Your Doctor,
See One of Ours – Online, Anytime, Anywhere



JeffConnect™ is Here

The Faster, Easier Way to See a Doctor – *Virtually!*

- Accessible on smartphone, tablet, laptop or desktop
- Use in your home, hotel room, car or wherever you are in PA, NJ and DE
- Available 7 days a week: 8:30 a.m. to 8:30 p.m. through September 20;
24 hours a day as of September 21

Download the **free JeffConnect™** app today:



 **Jefferson Health.**

Jefferson.edu/JeffConnect

HOME OF SIDNEY KIMMEL MEDICAL COLLEGE

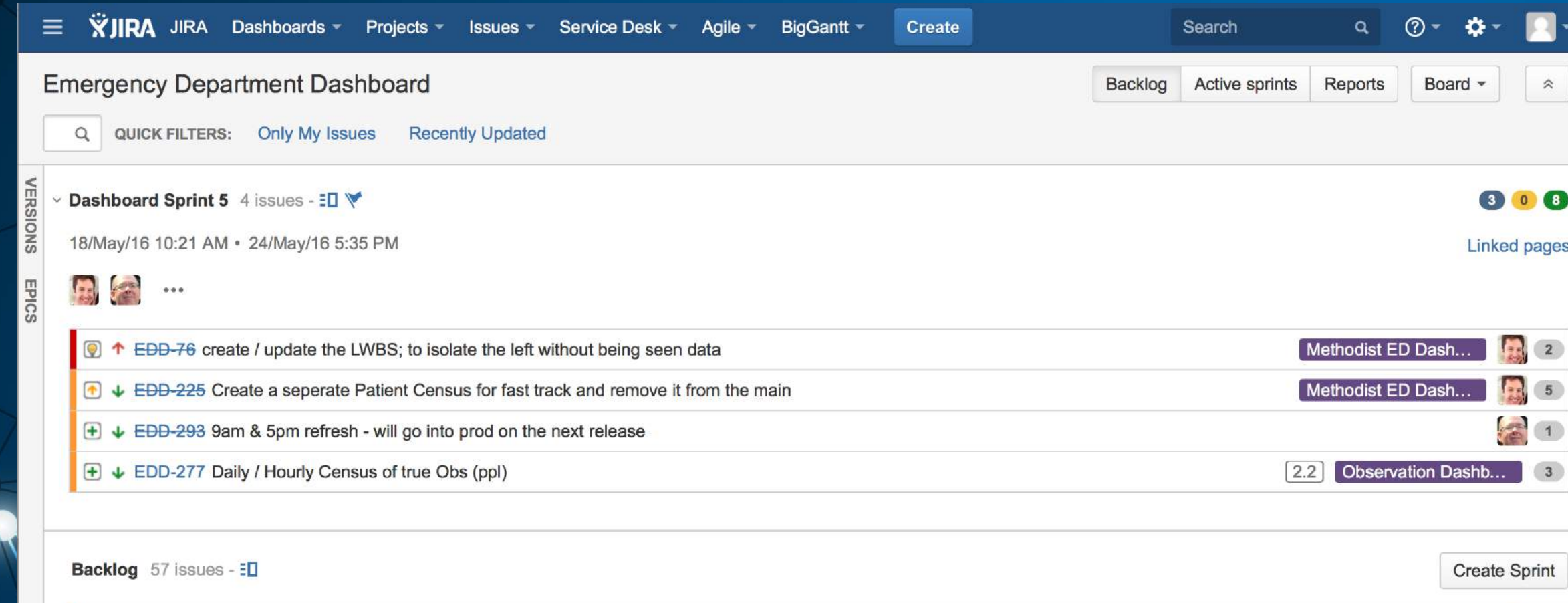
ED Dashboards

Emergency Department Real-time Data Visualization

Last summer we developed a clinical process enhancement dashboard and app for the Emergency Department. In a month, we were able to increase patient throughput, reduce wait times, decrease the left-without-being-seen rate, and greatly enhance patient satisfaction scores.



Imagined, Designed, and Created by CDICE @ Information Services & Technology



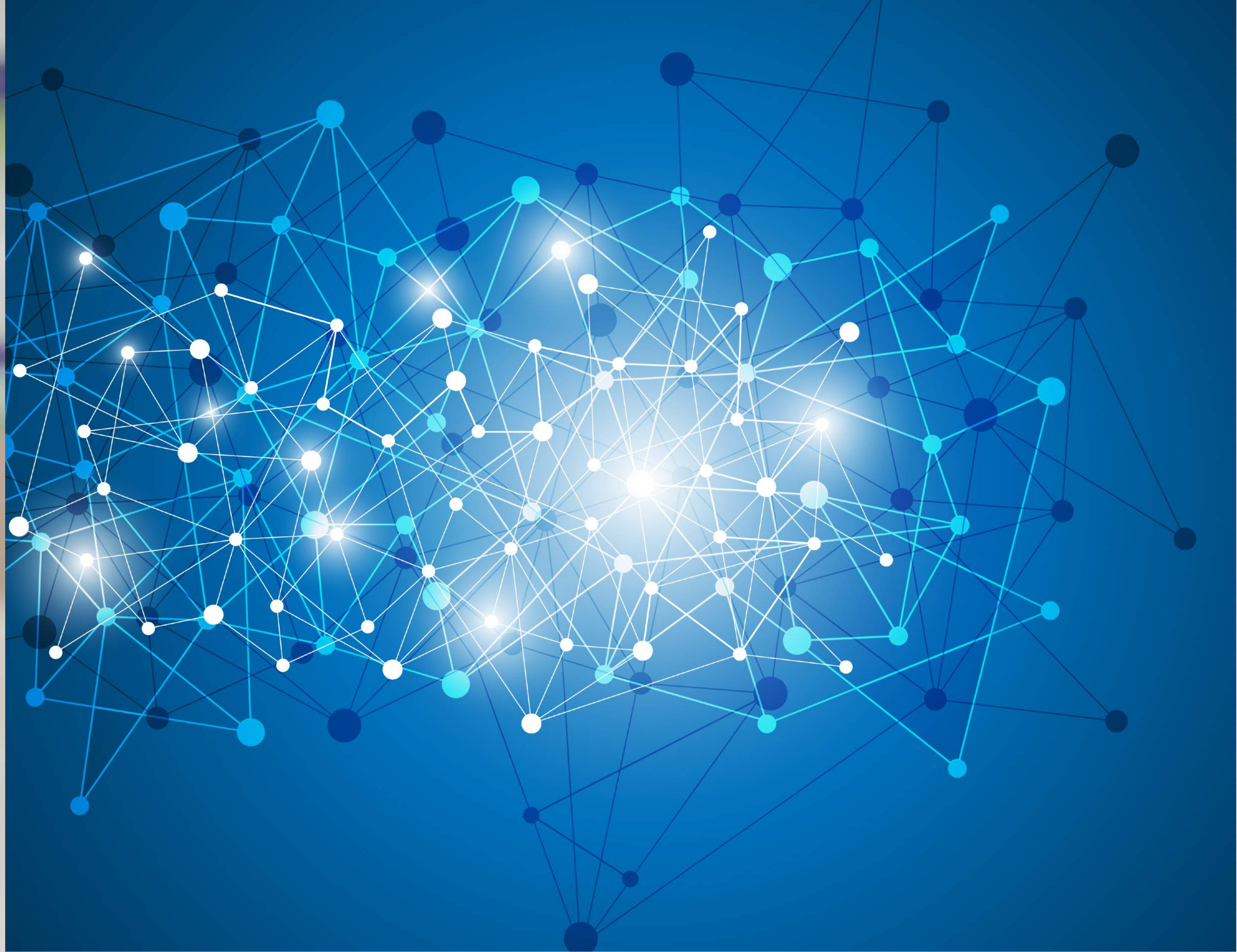
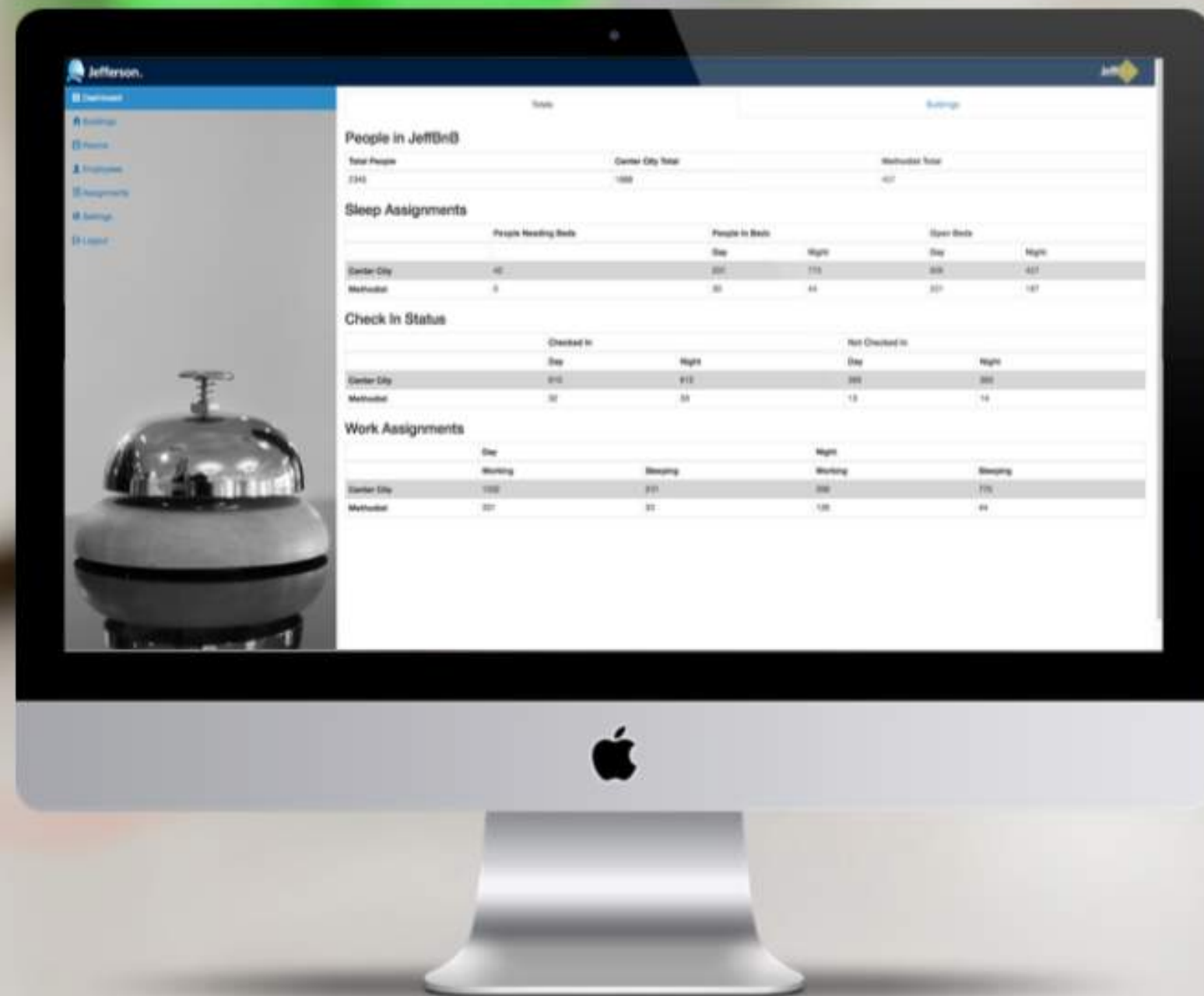
ED 2.0 & ED Scrum

INNOVATION-DRIVEN

JeffBnB

When the Pope came to town, we had to house nearly 2000 staff at Jefferson. Developed in less than a month, the JeffBnB app automated room and bed assignments via conditional logic, taking into account group and personal preferences, diet, gender, and geography.

The app was also used for staff check-in, text messaging and other communication with the staff throughout their stay.



JeffBnB

INNOVATION-DRIVEN



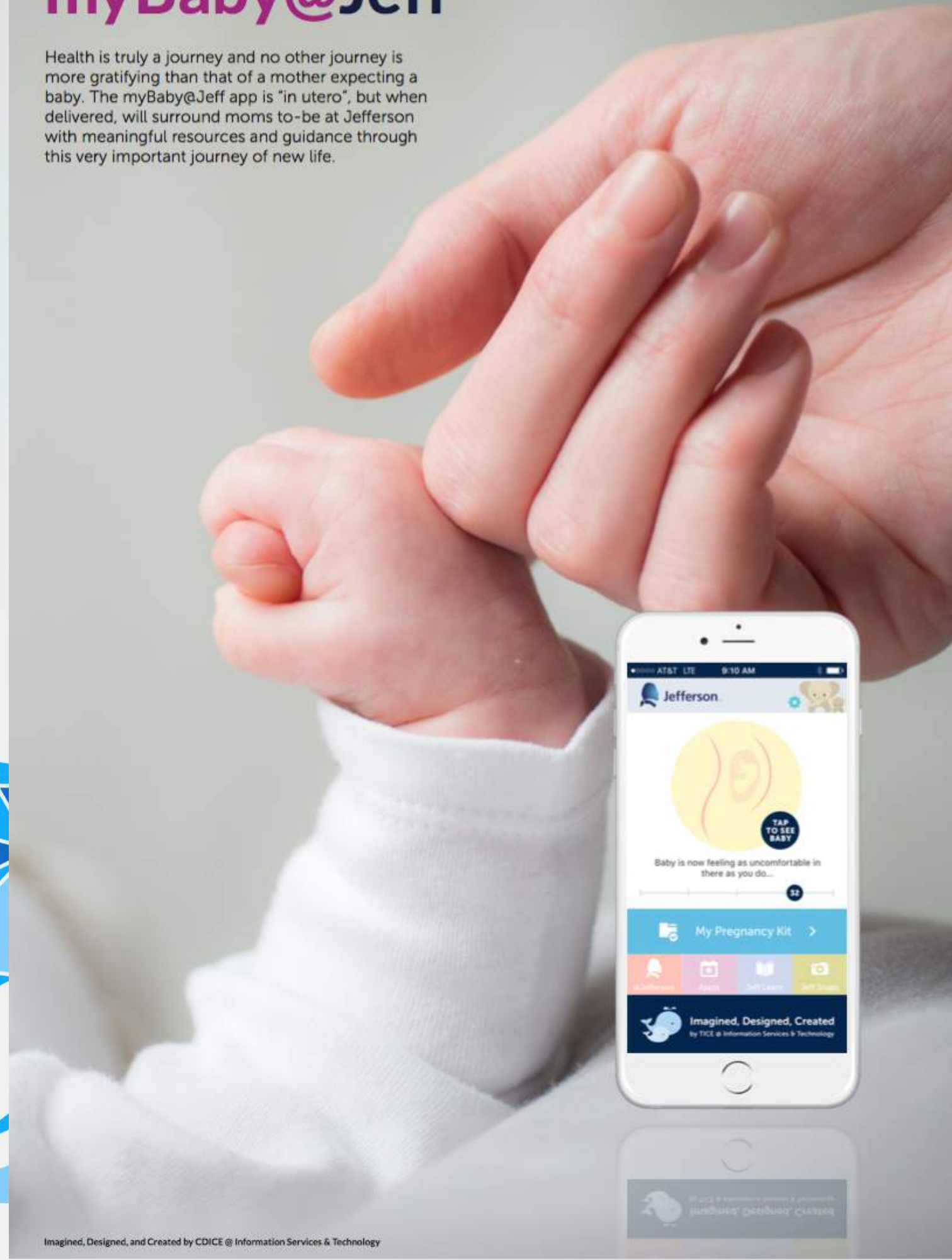
myBaby@Jeff

MOBILE-ENABLED

Jefferson
UNIVERSITY OF SOUTHERN CALIFORNIA

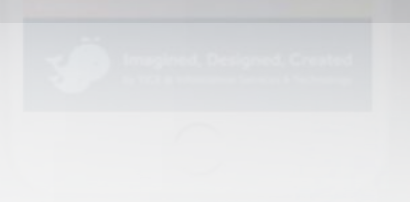
myBaby@Jeff

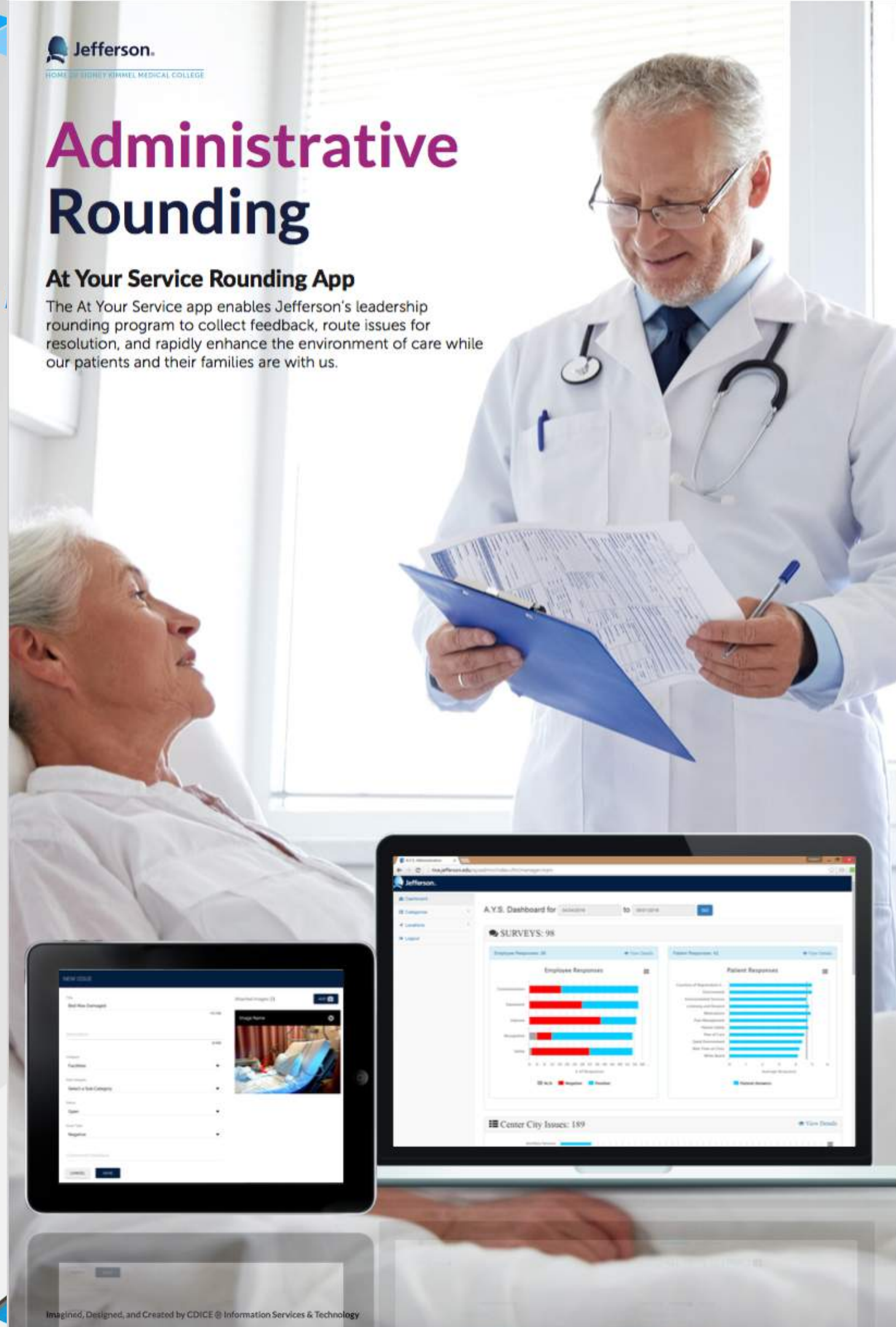
Health is truly a journey and no other journey is more gratifying than that of a mother expecting a baby. The myBaby@Jeff app is "in utero", but when delivered, will surround moms-to-be at Jefferson with meaningful resources and guidance through this very important journey of new life.



Imagined, Designed, and Created by CDICE @ Information Services & Technology

Imagined, Designed, and Created by CDICE @ Information Services & Technology

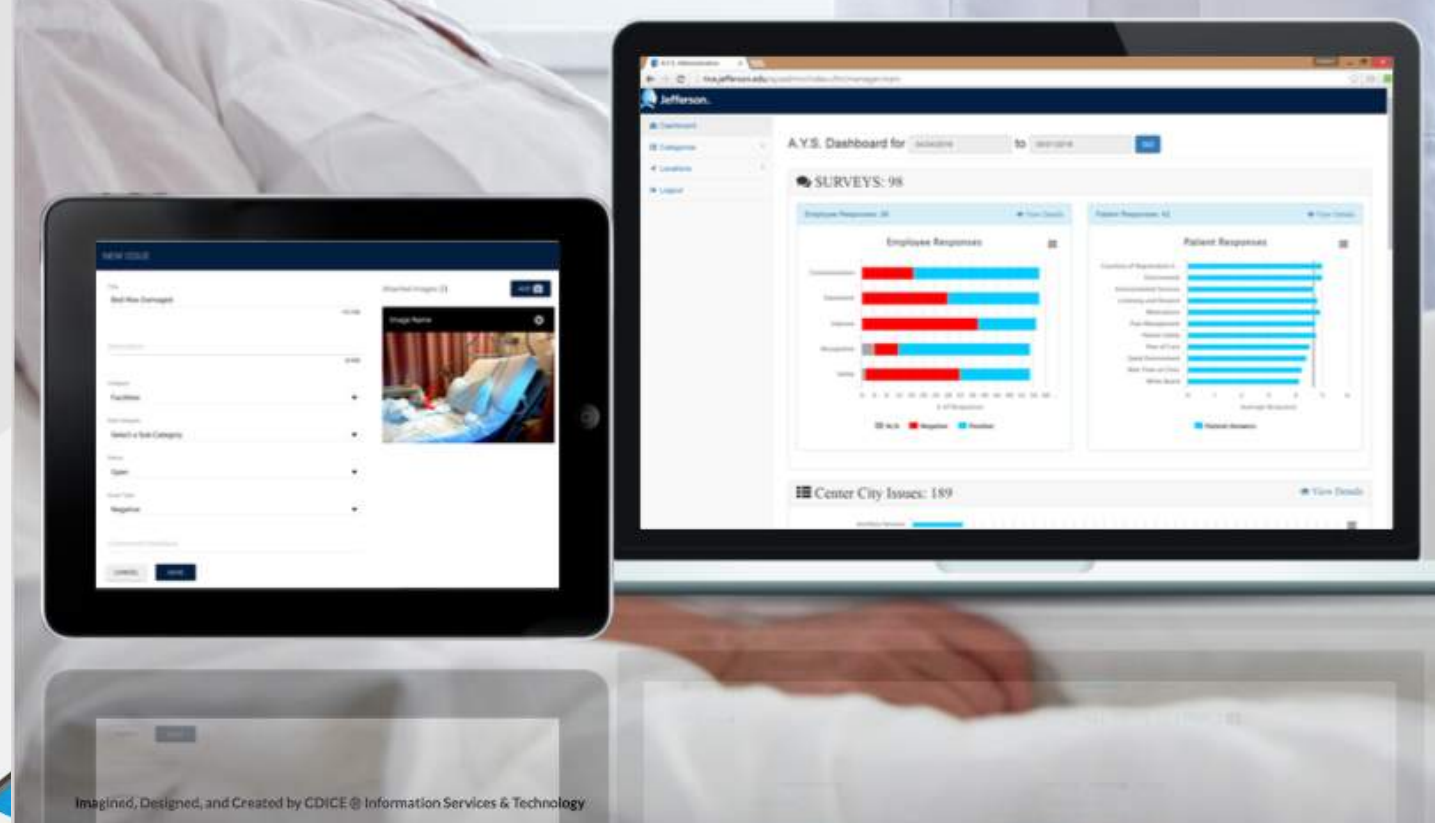




Administrative Rounding

At Your Service Rounding App

The At Your Service app enables Jefferson's leadership rounding program to collect feedback, route issues for resolution, and rapidly enhance the environment of care while our patients and their families are with us.



NEW ISSUE

Title: **Bed Was Damaged** 15/100

Description: 0/300

Category: **Facilities**

Sub-Category: **Select a Sub-Category**

Status: **Open**

Issue Type: **Negative**

Attached Images (2) ADD

Image Name:

Comments/Feedback

CANCEL SAVE

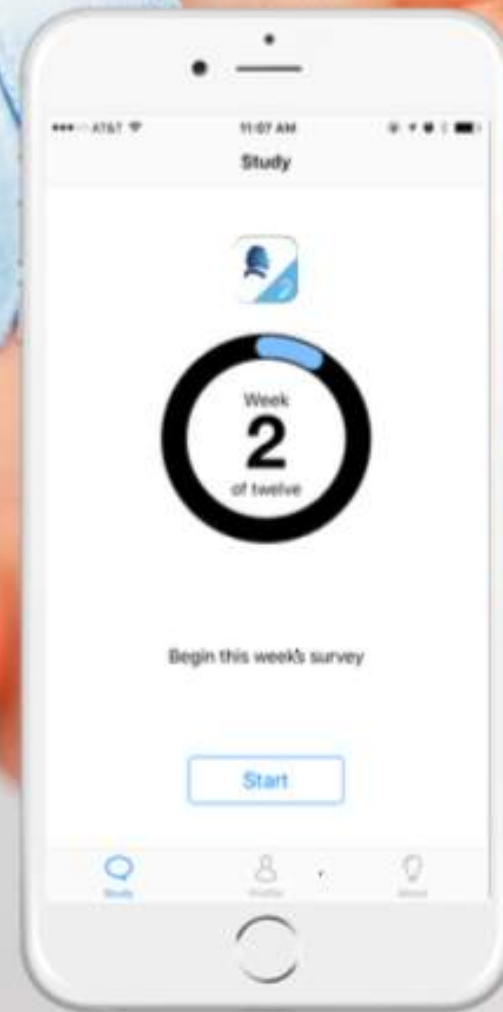
- LINENS NEED CHANGING**
 3 C/NC Information Systems/BioMed Patrick Pena
 Status: Open Entered: 25 days ago (1/25/16 1:19 PM)
- TRASH NOT EMPTIED**
 3 C/NC Environmental Services Patrick Pena
 Status: Open Entered: 23 days ago (1/27/16 4:00 PM)
- BROKEN DOOR LOCK**
 3 C/NC Security Patrick Pena
 Status: Open Entered: 23 days ago (1/27/16 4:00 PM)

At Your Service
MOBILE-ENABLED

ResearchKit

Strength Through Insight

Strength Through Insight, one of only 14 Apple ResearchKit apps world-wide was developed at Jefferson to enable intuitive, engaging, and interactive longitudinal patient research and data collection.



Strength Through Insights

CLOUDABLE



What Got You Here... Will Not Get You There

new ideas | outside-in thinking | thinking without the box

immersive development

validate the problem or find the real one

then devise a solution

build... test... iterate... rebuild...



Jefferson[™]

HEALTH IS ALL WE DO



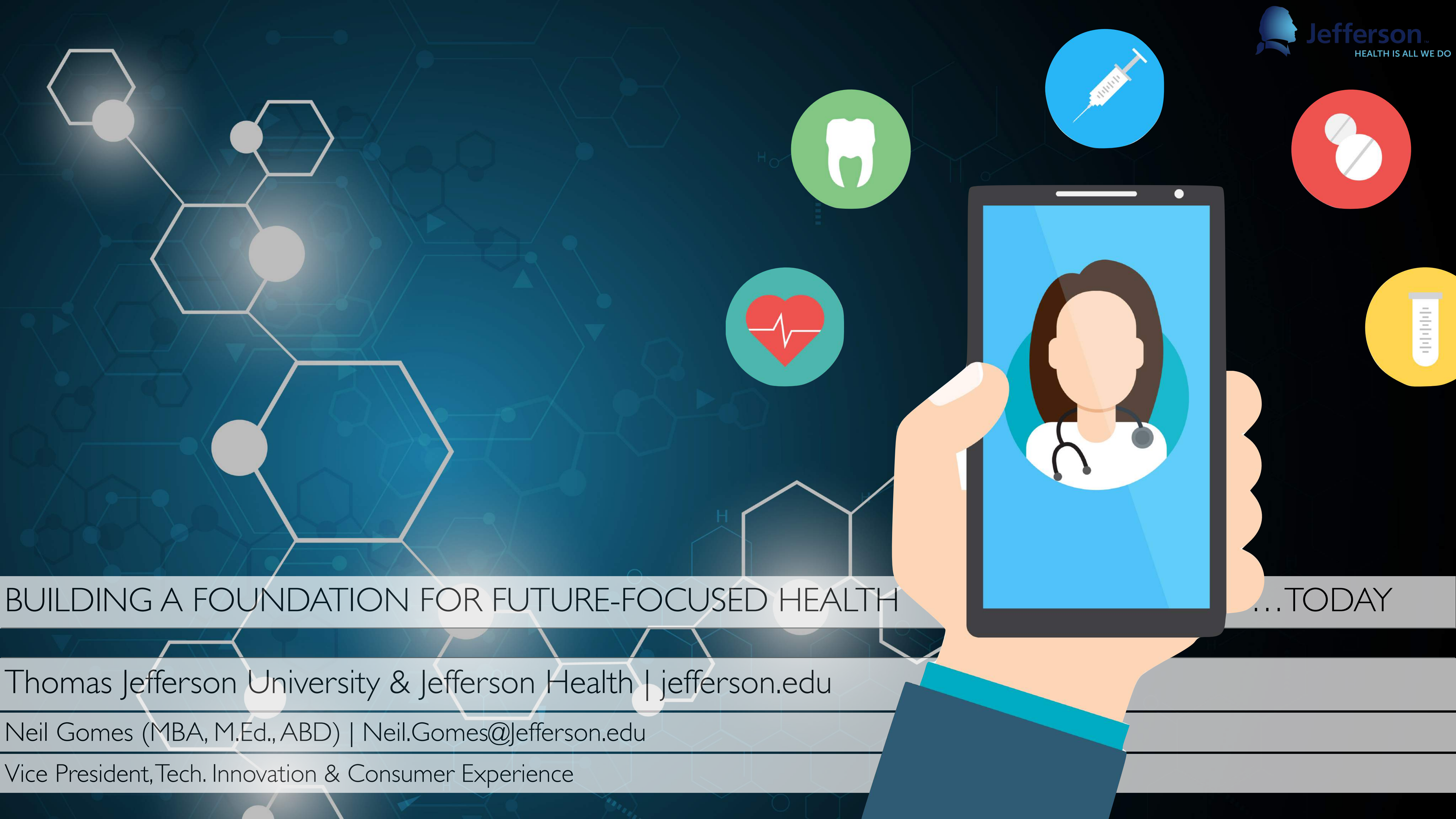
IT as Change Agent

information as a catalyst for change
technology as a driver for change
scrum as a framework for change



Never Forget

we do it for our patients and our students



BUILDING A FOUNDATION FOR FUTURE-FOCUSED HEALTH

...TODAY

Thomas Jefferson University & Jefferson Health | jefferson.edu

Neil Gomes (MBA, M.Ed., ABD) | Neil.Gomes@jefferson.edu

Vice President, Tech. Innovation & Consumer Experience