Technology Assisted Integration Strategies

Compassion

Technology

Donald J. Parker,
President and CEO
The business challenge for healthcare/behavioral health
Carrier Clinic’s journey is the future of compassion and brain disease

Building on our century of compassionate care, shaping the future of behavioral health.
Science of Compassion
Compassionate Care Index™
Key Drivers - Early Results

- Sensitive to emotional needs (56%)
- Courtesy of staff (50%)
- Friendliness/courtesy (47%)
- Staff work together to care (40%)
- Helpfulness of contact (31%)
Why is there a case for compassion?

“Telecommunication outpaces communication”
- Charles Sheeler, 1926
What does a decade of shallow communication do to our mind and soul?
Building a compassionate campus
Honoring our history and environment
Compassionate Care Index drives change
Optimized hiring
Teaching compassion
Creating compassion contagion
Compassion Fatigue Prevention
Shaping the future of behavioral health
Pre-Prohibition brain disease

It was thought that hours in a steam bath might help relieve symptoms.
Introducing willfulness
Nancy Reagan’s “Just Say NO”
90 years of low or no science

Let’s agree that behavioral health has been less scientifically driven than medical health.
What is the impact of no or low science?

How many of us have embraced the science around helping our clients improve?
Kick Starting Science
Patrick Kennedy’s One Mind
Research institutes, drug and device manufacturers, and hospitals meet and identify research innovations

Helping our clients improve is good for families, society, and business. It is also good for Social Workers.
Keeping pace with the science means speeding up the bench to patient timeframe
Dr. Husseini Manji
National Academy of Sciences’
Institute of Medicine (IOM)
Janssen Pharmaceuticals, Inc.
Spencer Gifts
Intergalactic HQ
Clinical trials in critical areas
Harvard’s Unloneliness Project

Jeremy Nobel
The Boarding Home Option
Where else is relapsing a given?
Treatment mall and personalized medicine

Drumming
Music Composition/Production
Essential Oils for Pain Management/Diffusion
Yoga
Tai Chi
Qui Gong
Mindfulness
Horticultural Therapy
Expressive Arts
Drama Therapy
Genetic Testing

What does our metabolism tell us?
Acoustical stimulation reduces elevated behavior

East meets West aka
East/West Smash-up
A chair that plugs into the seven chakras
Headphones that stimulate the Vagus nerve

Leading to a 50% reduction in elevated behavior
GPS App that alerts when a client approaches programmed trigger locations
TENS Unit for the Brain
Clinical trial with PENN Medicine focusing on the Atrophication of the Hypothalamus
Six Vital signs
Creating a Homeostatic Picture

Clinical Trial with Princeton Bioengineering and MIT
Telepsychiatry and Facial Expression Recognition Software
“Lambent”

Machine Learning

Linguistic Analysis

Clinical Pathways
Best Practices
Personalized Medicine
Business Model Innovation
Top five attributes patients want from healthcare providers – Advisory Board

- Convenience
- Access to providers
- Extreme value
- Reputation
- Quality of care
We have to rethink how we deliver care
What can be learned from Wawa?
It’s not a Moon shot
It is a race to the bottom of our brain stems

What is your role?
Where is your comfort level?