

The Culture behind the Numbers

Kerri Patterson

Director of Technology
Optum Health
Clinical Decision Support

Kerri's Opinion ONLY



Culture
values in the
Heart
of Health Care

Presenter



KERRI PATTERSON

*Director of Technology,
OptumCare Technology*

Kerri Patterson is a Director of Technology for OptumCare Technology supporting Care Delivery Organizations in Decision Support, as well as a Technology Development Program Coach, UHG Clinical Guild Coordinator and Raleigh Office Leadership.

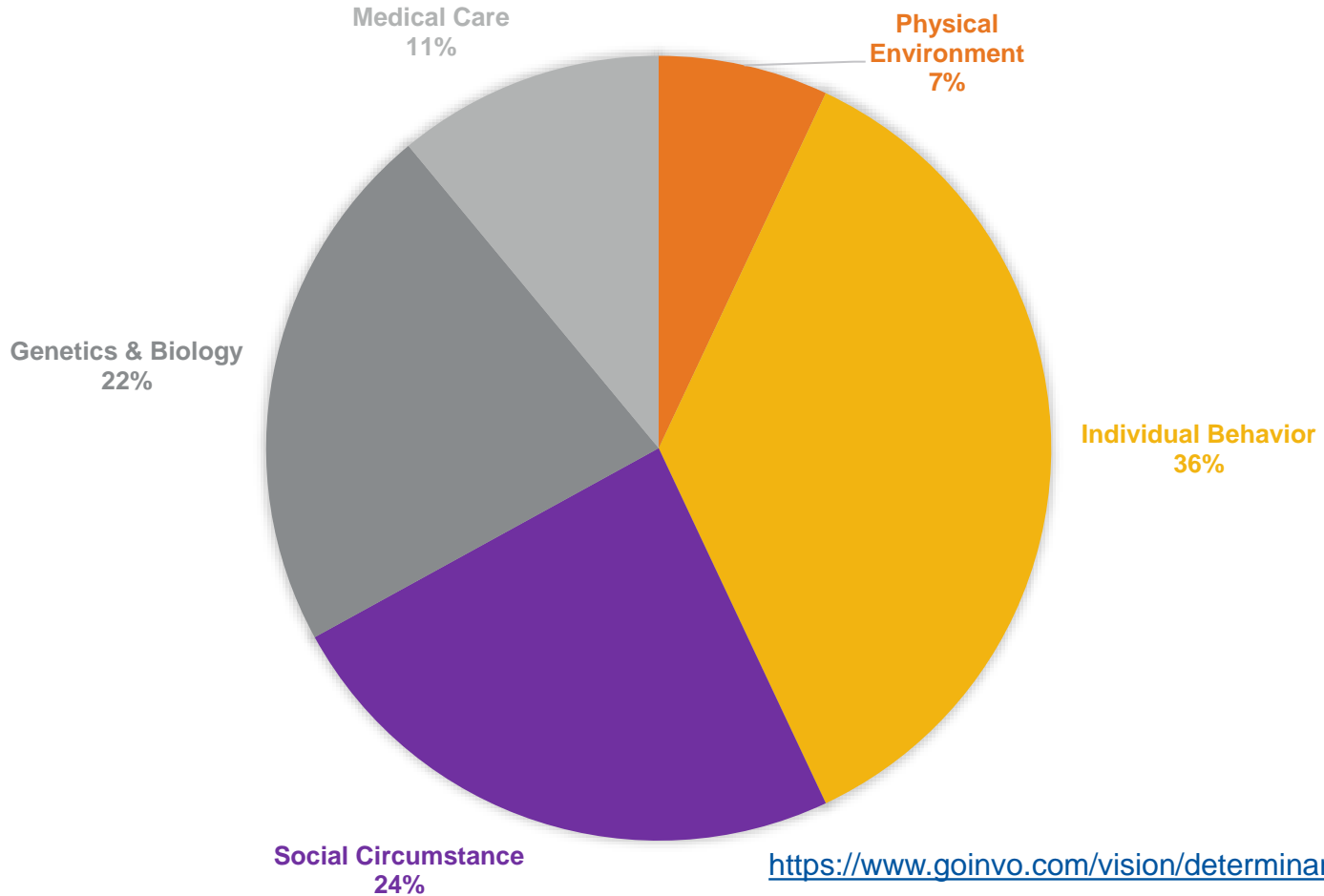
Prior to Optum, Kerri participated in the Women's Startup Initiative for the Triangle which included starting two companies. In her experience with Startups, she was invited to private sessions with the Cooley Legal Firm in the Financial District of NYC discussing all angles of "the deal" for Startups. She was also featured on CNBC Squawk Alley and CNBC Nightly Business Report for Startups.

Prior to Startups, she worked at Allscripts EMRs transforming the Program Management Office into Value stream management for Scaled Agile Cross-functional Teams. At Ericsson, she was with the TDMA Mobile Phones Division. That in turn led to working at Cisco working with the development of IP on Base Stations enabling iPhones to work. Her last years at Cisco were in the Global Government Group where she led the efforts of establishing a development center including procedures and processes for ITAR and Classified projects. During this time, she was part of the dev. team that enabled internet access to anywhere man can go.



Data and analytics are
powerful prescriptions
that can impact some of the
biggest health care problems

DETERMINATES OF HEALTH



“To get a sense of how fast businesses are adopting machine learning, IDC predicts that artificial intelligence (AI) spending (which encompasses machine learning) will grow to \$52.2 billion by 2021. This represents a rather astounding compound annual growth rate (CAGR) of 46.2% within the 2016 to 2021 forecast period. This means that spending is increasing by nearly half again each year for five years.”

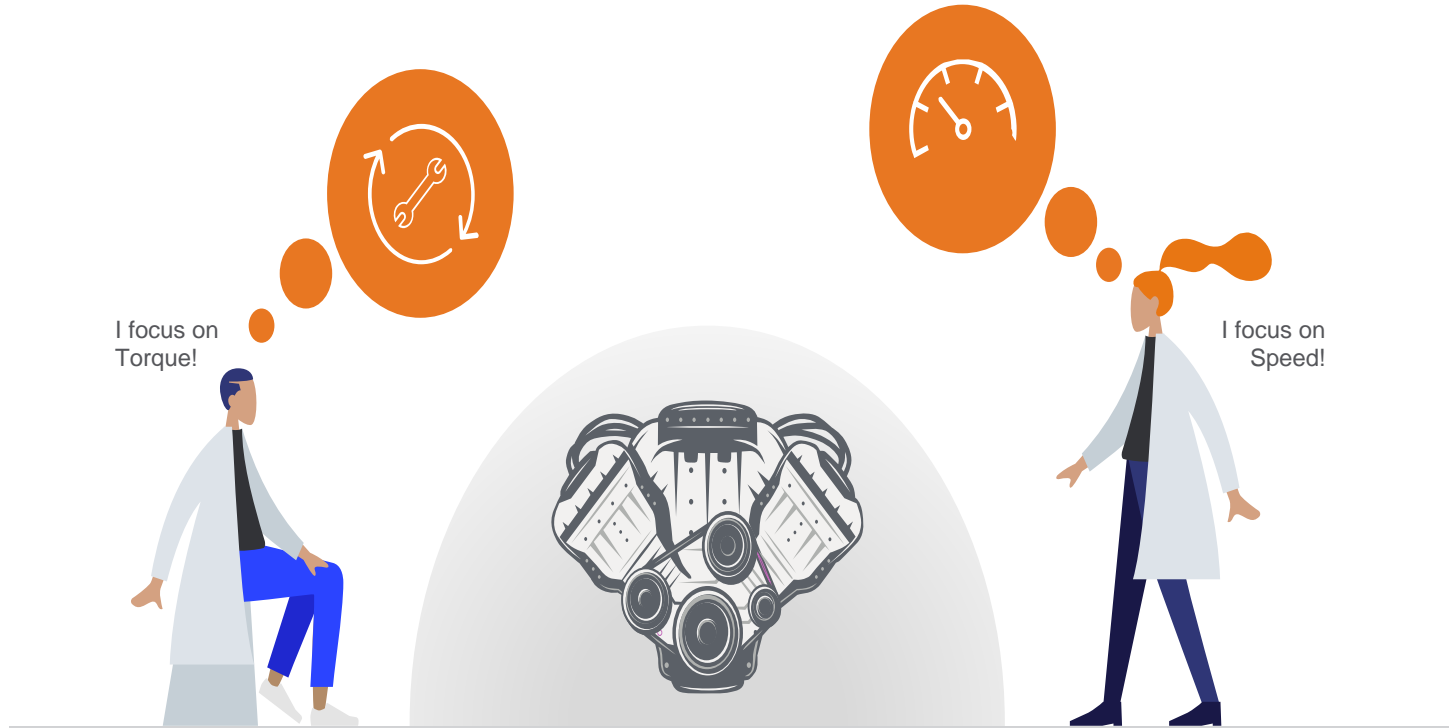
Machine Learning at Enterprise Scale

How Real Practitioners Handle Six Common Challenges

By: Piero Cinquegrana & Matheen Raza



Summary section of how scientist and engineers look at the problem differently but together they are able to bring the right solution.

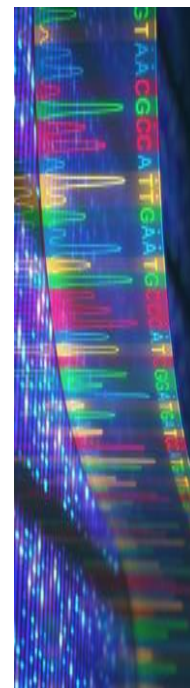
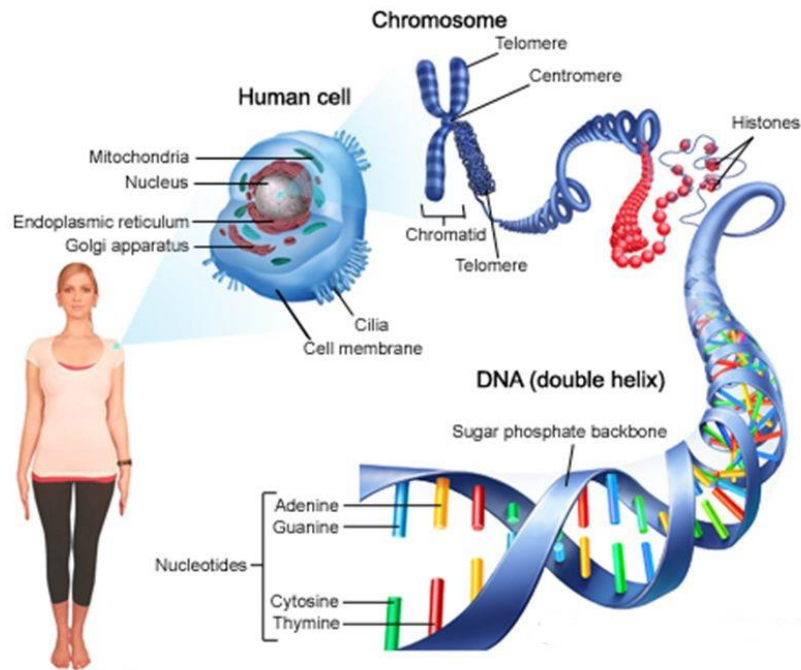


I focus on
Torque!

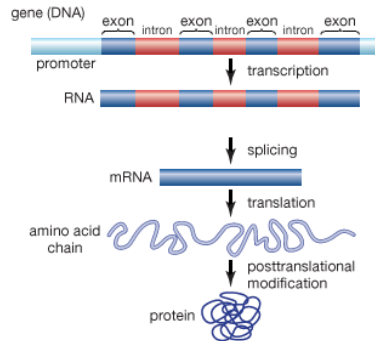
I focus on
Speed!

Summary section of results of the
models/value find is based on the team or
pursuit of the Business

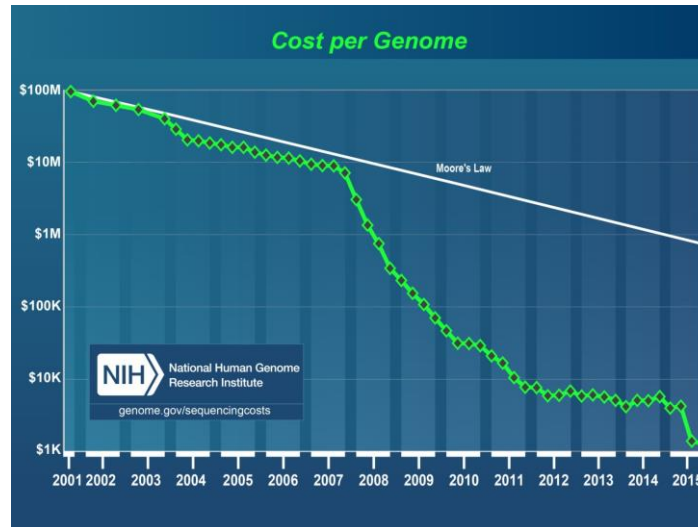
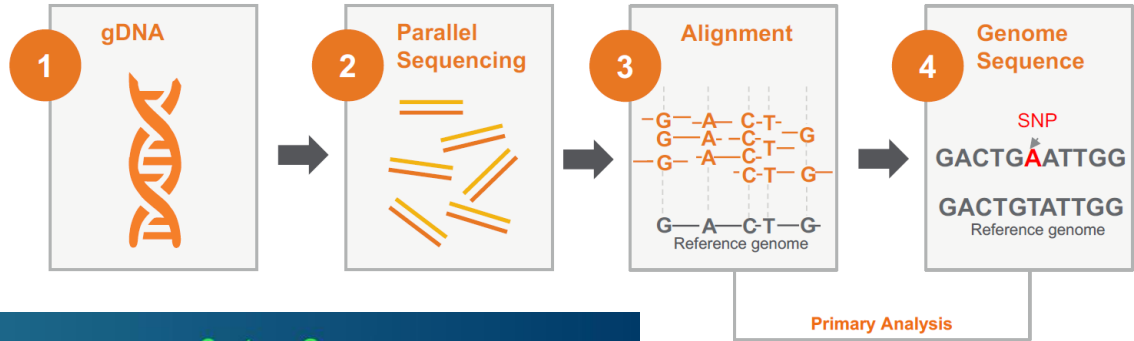
Genomics



Problems solved with Genomics

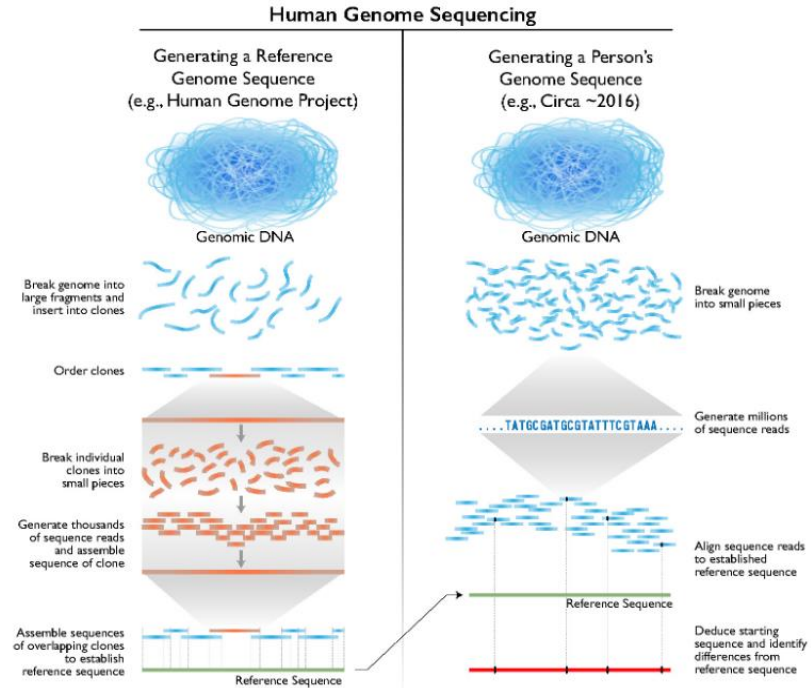


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<https://www.genome.gov/about-genomics/fact-sheets/Sequencing-Human-Genome-cost>

Thoughts in AI/ML Genomics

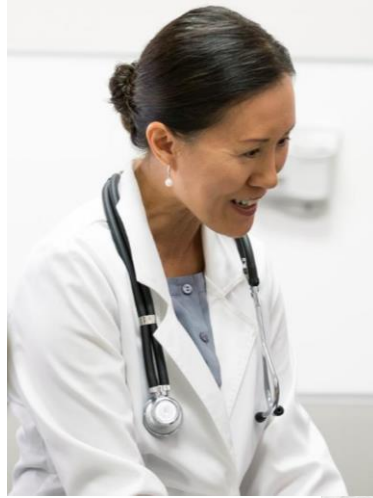


<https://www.genome.gov/about-genomics/fact-sheets/Sequencing-Human-Genome-cost>
<https://www.genome.gov/about-genomics/fact-sheets/Comparative-Genomics-Fact-Sheet>
<http://sitn.hms.harvard.edu/flash/2017/science-genetics-reshaping-race-debate-21st-century/>

Health Care is personal

Meet the Beck Family...

Imagine with me...



Our Values

INTEGRITY

COMPASSION

RELATIONSHIPS

INNOVATION

PERFORMANCE

Compassion

Walk in the shoes of people we serve and those with whom we work.

We believe:

In order to achieve the full potential of our enterprise in its purpose to help people live healthier lives, we must fully understand and align with their needs and realities.

We value compassion:

We will walk in the shoes of people we serve and those with whom we work. We celebrate our role in serving people and society in an area so vitally human as their health. We must be truly compassionate and genuinely understand, feel and identify with their needs.

We behave:

We will actively listen to fully understand and genuinely empathize with people's realities. We will then respond in service and advocacy for each individual, each group or community, and for society as a whole.

<https://www.unitedhealthgroup.com/about/mission-values.html>

HIPAA, Consent and Privacy

HIPAA - Health Insurance Portability and Accountability Act

Consent and Authorization (Basic Rule)

Privacy Notice(s)

<https://www.hipaa.com/>

Our Values

INTEGRITY

COMPASSION

RELATIONSHIPS

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PERFORMANCE

Integrity

Honor commitments. Never compromise ethics.

We believe:

We must be an enterprise that represents the highest level of personal and institutional integrity. With integrity, people and institutions will want to work with us, and our core purpose will not be compromised.

We value integrity:

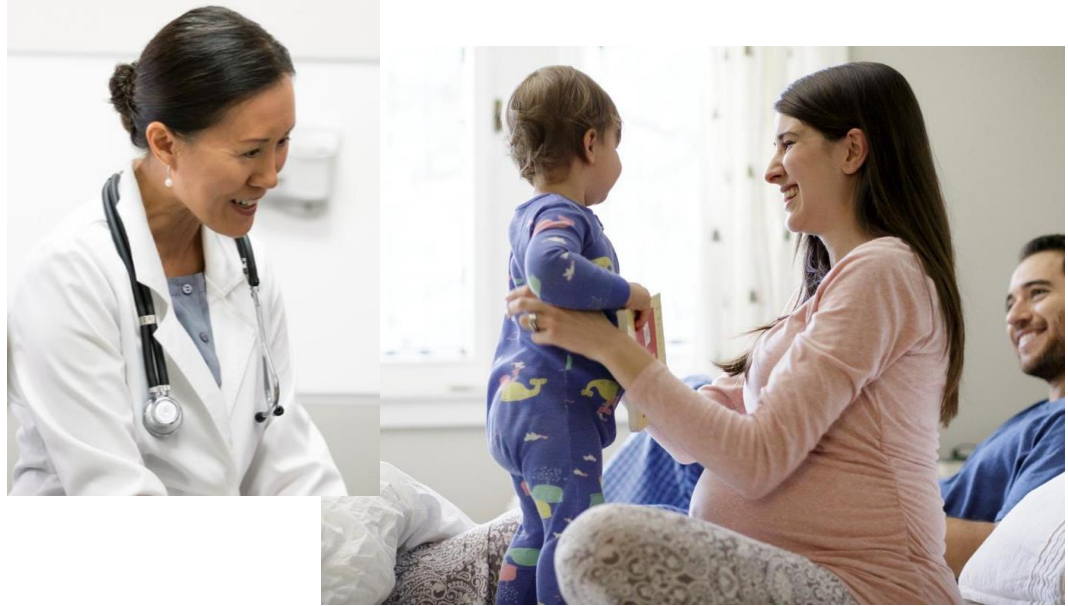
We will honor commitments. We will never compromise ethics. We will be known for living to the highest forms and standards of ethical behavior. We will make honest commitments and consistently honor those commitments.

We behave:

We will speak the truth. We will deliver on our promises. We will have the courage to acknowledge mistakes and do whatever is needed to address them.

<https://www.unitedhealthgroup.com/about/mission-values.html>

Back to our story...



Our Values

INTEGRITY

COMPASSION

RELATIONSHIPS

INNOVATION

PERFORMANCE

Relationships

Build trust through collaboration.

We believe:

In order to achieve the full potential of our enterprise in our efforts to help people by making health care work for everyone, we understand and believe that we can never achieve that goal alone. We must positively engage the efforts and interests of everyone who is touched by and can contribute to that effort.

We value relationships:

We will build trust through collaboration in order to take action and find solutions. We understand that relationships are critical to help people work together, even when their interests are not fully aligned or fulfilled. We realize relationships bind people and organizations through trust. Trust is earned and preserved through truthfulness, integrity, active engagement and collaboration with our colleagues and clients.

We behave:

We will approach all people with respect, humility, confidence and energy. We will confront issues, not people. When we have differences, we will confront them in a direct way, not passively, to resolve the issues that drive those differences. We will actively engage with people and institutions to share information, ideas and resources in order to help others achieve their goals. We will encourage the variety of thoughts and perspectives that reflect the diversity of our markets, customers and workforce.

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Don't let data take you places that you forget to be human



Thank you!

Q & A