



Discussion Guide – Quarter 2 - 2020

The Customer Revolution in Healthcare

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Healthcare accounts for nearly a fifth of the U.S. economy. Everyone agrees that the current system is broken and in desperate need of repair. It should cost less, tackle chronic disease, and promote health. It requires a massive shift in resources from acute services to better care management, behavioral health, and primary care services. The question isn't what to do. It's how to do it. The revolution starts by meeting and supporting consumers' real health needs. It's time for American healthcare to serve the people.



Discussion questions:

1. Do you believe that consumers will make healthcare decisions on their terms, based on accurate data about their individual health?
2. In the future, will doctors, nurses and care organizations be financially incentivized to do right and do good for their patients?
3. Will health insurance plans strive to keep members healthy?
4. What impact will there be on health care if companies leverage consumer-friendly technologies that enhance access, safety, compassion and affordability?
5. In the future, will Americans become healthier as individuals and as a nation? If not, why?
6. How do you see politics and government policies impacting health care?
7. Do you believe consumers will have increased control over their own health care in the future? If not, why?