BREAK OUT SESSION: TECH IN HEALTH	
Date:	Day 2 - 5th April 2018
Time:	10.45 – 11.35
Moderator:	Hasnul Nadzrin Shah, Director – Government and Regulatory Affairs IBM Malaysia
Speakers:	**Christopher Hall**, Head of Health Solutions, Fitbit, APAC **Sainthan Satyamoorthy**, Chief Corporate Solutions Officer, AIA **Pang Yee Beng**, Senior Vice President – Commercial Business, South Asia and Korea, Dell EMC **Jonathan Collard**, VP Government Affairs, Asia Pacific, Johnson & Johnson

The Topic Overview: Workforce mobility and rising healthcare costs that are challenges to most companies. Companies and Governments also face challenges in the short and long terms as populations age and the workforce gains more mobility. Technology and innovation in healthcare are providing solutions that can address these concerns and sprawling talent pools and manage critical areas for both the public and private sector. The moderator also asked the floor to suggest what they want discussed on Tech in Health to set the tone of the discussion and the three issues raised **were Tech in Health as it applies to corporate wellness, convergence of healthcare in treatment and curative and, how to protect sensitive data privacy.**

Key Points from the discussion:

1.   **Cost of healthcare** is a concern to Governments, employers and to the individuals. Technology plays an important role to address this concern and the pace of digital innovation will transform the healthcare system and how people manage their health.

2.   **Preventive measures, including use of technological devices and corporate wellness initiatives, are more effective** than treating people when they are sick and in the long run very much cheaper. Pharmaceutical companies are focusing on technologies to keep people healthy and to engage with them before they get sick.

3.   **Corporate wellness programmes** can **help to increase productivity, avoid cost of healthcare treatment and create a healthy workforce. It** will succeed when made a culture in the workplace.

4.   Data is the new power and in the hands of the right people, with technology, it can provide big data analysis of health patterns and trends that can help in prevention of sickness. There must be a balance between technology that is used and policy on data privacy. **The data will be of no use to the individual if it is kept and not shared, including with healthcare professionals.**

5.   **Insurance companies realise the value of preventive care** and are providing financial incentives to customers to prevent sickness. Health and sickness data are also useful for insurers to provide better rates, guide patients to better outcomes and to give them the right information to make better decisions.

PANEL DISCUSSION PROCEEDING

MODERATOR INTRODUCTION: There is direct correlation between Government policy and corporate competitiveness and the basis of any economic system is productive workforce. Therefore the normal traditional model is when talk about healthcare we see the picture of Government. We live

in a world where cost of healthcare irrespective of who you are in the stakeholders, either the Government or a company which provides healthcare for staff, or an individual, the primary concern is cost. Cost is multi-faceted, involves multiple areas and is about looking to ways to minismise cost and to have access to effective treatment and affordability. And technology plays important role to address concern whether for government, private sector and individuals.

Let's first look into the **key trends occurring** is the technology sector that is impacting healthcare sector and how technology is used to address these concerns. Starting with Jonathan Collard.

COLLARD: If you think about trends especially technology trends you can open up the newspaper and see a new company entering healthcare space, even non-traditional companies. Few month ago, even Amazon announced about entering healthcare. There is going to be new disruption in healthcare.

When you think about trends, we also have to think about how governments and different geography start to condition themselves to prepare for that. You look at the need for regulatory policies, for governments to be ready to adapt and quite frankly take in those new opportunities, is critical moment for healthcare. We are trying to work across key organisations like the Asean communities, to look at conversations for regulatory policies to allow for innovations to come into the markets. **It's a critical trend for us to partner with government and communities to say this is future of healthcare. The pace of digital innovation and big data in healthcare is going to transform what we do.**

What we have done for innovation sampling in the last 100 years I think we are in a process of a really transformational change in healthcare for the next 100 years and it starts with technology and big data.

MODERATOR: Sainthan, how does the financial backbone address those trends?

SAINTHAN: When we look at healthcare cost, there are two parts – the cost of seeking care in which the average cost of claims is going up every year and

insurance utilization rate, the rates of which people are seeking care which are also going up.

It's a combination of the two, two different parts that need to be looked at. There are a lot of technologies coming in to provide better care and better outcomes, also to help people with prevention and how to manage their health. Convergence is where one of the areas where insurers are trying to play a role. If we are paying as insurers ultimately we are paying medical providers, hospitals plus we are engaging with the individuals with their healthcare. **How do we help incentivise the old system, such as can get people's health and sickness data, and use that to provide better rates, guide them to better outcomes, give them the right information to make better decision.**

MODERATOR: There is already a model which enables the citizenry to take control of their health choices and companies play important role to enable this process, in the perspective of employees . How do devices fit into the whole picture because when we talk about managing your health it is about understanding where you are at the point of time? What are you doing from device standpoint to help enable this?

HALL: We focus on designing a great consumer experience, because the very near future is you will be the point of care not the traditional curative care of hospitals. Healthcare is mislabelled and it is more appropriate to call it "sickcare system". **How do we catch them (before they get sick) , technology is one of the tools to help identify those folks before** they get into sickcare system.

You have 70 percent of the company employee base is pretty healthy but you don't catch them they will be in the sick system. If you can develop a great program keep them fit and engaged. A lot of what they experience, diabetes, sleep apnea, hypertension, are largely asymptomatic, which they don't notice .. till it is too late. So we want to catch them early.

MODERATOR: Dell is the healthiest workplace in Malaysia, can you share you model?

PANG YEE BENG: Dell has about 6,000 employees in Malaysia. Health and safety has always been built into the culture of people. In order to drive corporate wellness programme it starts with the individual. **Make it part of culture as there is no shortcuts**. Out of the three sites we have in Malaysia, two are equipped with gym equipment. There were questions from US whether it was going to work. In Penang, the gym is full.

It starts with one person, one idea by one person which manifested. Throughout the year we have employees recreational group activities such as bridge run, marathons, sometimes we put together with our charity programmes and sometimes we invite global leaders from the US to join. That is the momentum we built throughout the year and there is a lot of participation and over time it becomes a culture and we do promote more such activities.

On the roles of technology, for companies like Dell in healthcare, I see there are two different dimensions. First is how do we help to Prevent. We have a role play in cure but in prevention technology play big role. Second is Reach. What about remote areas where there are no healthcare facilities, that is where technology can help.

On prevention, all the gadgets we have today, dual core processer watch we use, phone quad core , PC quad core.. all in all we have 6 CPUs walking, if you get into a hybrid car with 6 CPUs you are a moving data centre. Means a lot of data can be collected from each of us. How do we use data to do the prevention? How do we know person's heartbeat is irregular every morning and if it continues ten years time he could get a stroke or whatever.

All these data is the new power, in the hands of right people technology can provide, with the big data analysis, we are not there yet, but if used correctly, it definite can help in prevention. Exercise is one thing but keeping track of the historical data of your heartbeat and blood pressure etc. is equally important and being able to analyse what can go wrong with you in the future if it continues is key. There is big role for technology from the device to big data analysis, software we use and how medical doctors, train medical experts to use data that can help prevent.

The reach very important. With solutions such as tele presence, you can have iPad at the sick bad, monitoring system with IOT and virtual reality, if there is heartbeat irregularity it will send a message to your loved ones and your doctor. Prevention and reach is key role that technology should focus on.

MODERATOR: Can you share specific examples which technology is already applied?

PANG YEE BENG: What is available today is what we call traditional infrastructure. In order for us to support applications such as tele presence, big data analysis, we need to transform the infrastructure like cloud. If u don't have the infrastructure that is flexible and support these applications you will not be able to leverage the data you got.