



Leadership in the 4X World

HimSS
ARIZONA *Chapter*

Industrial Revolutions Before 4X

First: Farming to Machine Manufacturing

Second: Oil and Electricity

Third: Information Technology/Automation



The Fourth Industrial Revolution (4X)

- The Fourth Industrial Revolution, a term coined by Klaus Schwab describes a world where individuals move between digital domains and offline reality with the use of connected technology to enable and manage their lives.
- The digital era is blurring the lines between physical, digital and biological spheres.
- The 4x world is a distinct era: with velocity, scope and systems impact.



4X Disrupters

- **IoT** / extreme automation to connectivity
- **Big Data** / harness to cut costs or target sales
- **Block Chain** / automate processes securely, protect IP and cut out costly intermediary
- **3D Printing** / new ideas with lower start-up costs
- **AI** / companies can save billions of dollars
- **Robotics** / provide the opportunity for people to do more of what they desire to do in life and work

“One of the biggest trends in the 2018 Consumer Electronics Show is that Everything is Connected and There is No Going Back.”

(Goode, 2018)

Organizational Implications



- Lean
- Flexible
- Distributed Networks
- Global Interconnectivity
- Platforms for Collaboration
- Consumer Expectations
- Cybersecurity
- Disruptive Innovation

Talent Implications

- Organizations will seek people who can create new ideas and innovations
- Talent more than capital
- People with ideas will be the scarcest resource
- Job displacement
- Income inequality
- More contractors who support organizations

"If I were a country leader, my goal would be to monopolize the world's talent."

(Tim Cook,
Apple CEO)

Artificial Intelligence: Healthcare's New Nervous System

- AI and Robotics are transforming healthcare delivery
- AI applications are revolutionizing how the health sector works to reduce spending and improve patient outcomes
- AI in health – machines can perform administrative and clinical healthcare functions
- AI today can truly **augment** human activity



The Healthcare AI Potential in the next Decade

- **\$6.6 billion** investment in healthcare AI by 2021
- Annual savings of **\$150 billion** by 2026
- Within a decade, healthcare landscape will be reshaped
- AI has the potential to unlock the 'iron triangle' (access, affordability, effectiveness)
- Transfer human tasks to machine while enabling patients to self-service where possible
- Are you joining the conversation?



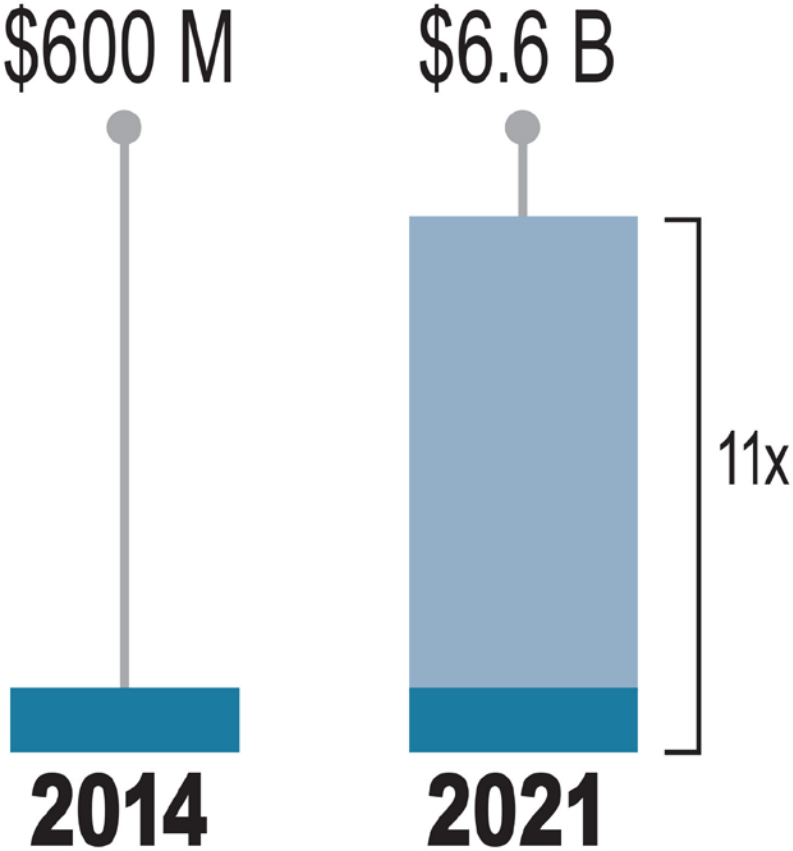
Emerging Trends in Healthcare

- Shortage of doctors and nurses
- Leveraging available health information
- The empowered patient
- Patients are accepting greater accountability for their health
- Patients are welcoming the flexibility technology brings to their care
- Patient privacy and ethics



The AI health market is seeing explosive growth

- Acquisitions of AI startups are rapidly increasing while the health AI market is set to register an explosive CAGR of 40% through 2021



Where AI Might Create More Value in Healthcare

\$269.4b annually in systems and services via:

- Digitization
- Engagement
- Diagnostics



Democratization of AI in Healthcare

- The future of health relies on the notion of AI – the capability of intelligent systems to sense the world, comprehend, act and learn
- The empowerment of every person and every organization with systems of intelligence
- When computers can speak human then every human can speak with computers
- The empowerment of healthcare professionals – through conversations

AI Adoption: The Road Ahead

- Building trust in the algorithms
- Patient reluctance
- Scalability
- How can humans adopt a digital mindset?



4X Leadership

- Life calls on us to collaborate in the 4x world
- Look future-back and outside-in (Dr. Peter Hawkins)
- The invitation to future leaders?
- ‘Look Up, Look Out, Look Within’ (Joy Lubeck)

“What got us here, won’t get us there.”

(Dr. Marshall Goldsmith)



4X Leadership Qualities

- Greater Self-Awareness; What are our learning styles and preferences?
- Shift from fear to hope and positivity (Dr. Rick Hanson)
- From IQ-EQ-C-IQ (Dr. Judith Glaser) to WeQ (Dr. Peter Hawkins)
- Trust and Collaboration
- Connection (with self and with others)



4X Leadership Qualities

- Compassion (for self and for others)
- Curiosity
- Cross cultural communication and understanding
- Courage to be vulnerable
- Gratitude



Stories of Care – The Personal Connection and a Team Effort

- Compassion
- Collaboration
- Connection
- Communication
- Empowerment
- Authenticity
- Leads to healing
- Knowing the patient
- Health Coach Training
- Ask questions



What Are YOUR Stories?





Invitation to be a Stakeholder

- Join the dialogue

“Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.”

(Viktor E. Frankl)

Thank you.



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