TECHNOLOGICAL APPROACH TO PATIENT REIMBURSEMENT & OUTCOMES	
JAY GREENSTEIN, DC  CEO, KAZENOVATE  CHRISPRACTIC FUTUS STRATEGIC PLAN  CHRISPRACTIC TECH CONSORTIUM, CHRISPRACTIC FUTUS STRATEGIC PLAN  CHRISPRACTIC TECH CONSORTIUM CHRISPRACTIC FUTUS STRATEGIC PLAN  CHRISPRACTIC TECH CHRISPRACTIC FUTUS STRATEGIC PLAN  CHRISPRAC	
1	
SOME QUICK ADVICE	
2	
Don't Be Like Larry	

Who Is Larry?	
4	
5	

WHAT IS WRONG WITH LARRY?

Fundamentally	
7	
Larry Is Not Embracing New Technology	
8	
LARRY IS MISSING OPPORTUNITIES	

DOM'T DE LIVE LADDY	
Don't Be Like Larry	
10	
10	
Embrace Technology	
EMBRACE TECHNOLOGI	
11	
AND MUCH CHOOLOUS	
ANDWHEN EMBRACING	
NEW TECHNOLOGY	
12	

Embrace Three Key Ethical Standards...

13



14

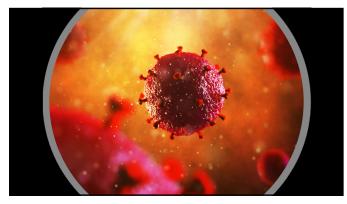


















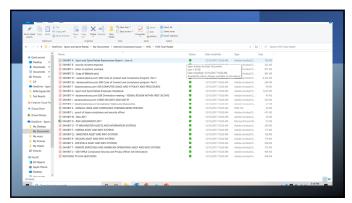


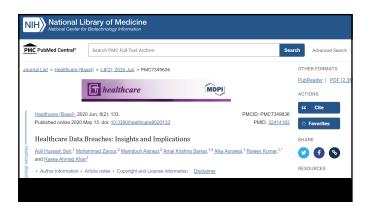


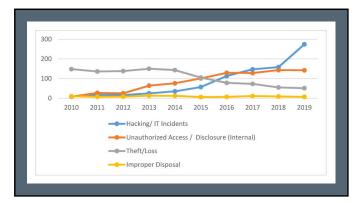


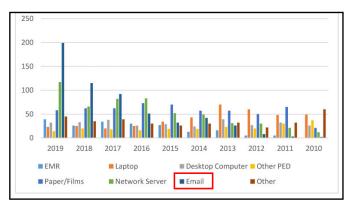


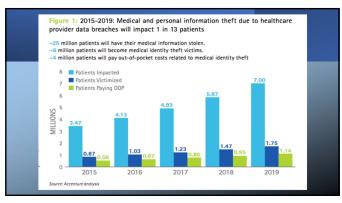


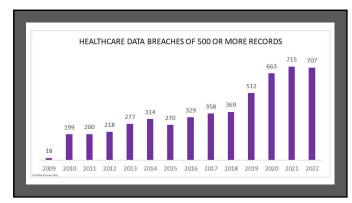


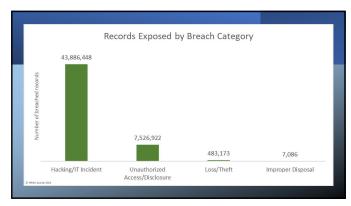


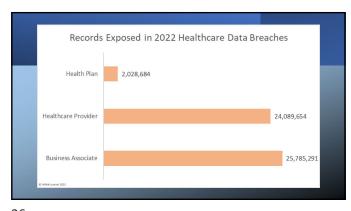


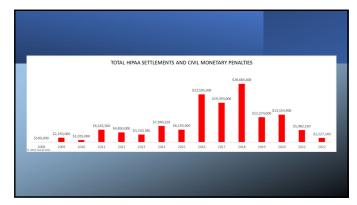












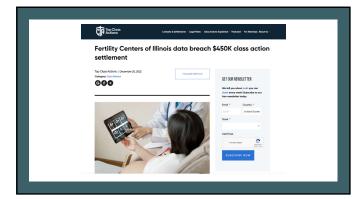








# "...OVER A PERIOD OF FOUR YEARS, GOODRX REPEATEDLY DISCLOSED USERS' SENSITIVE PERSONAL HEALTH INFORMATION ABOUT CHRONIC PHYSICAL OR MENTAL HEALTH CONDITIONS, MEDICAL TREATMENTS AND TREATMENT CHOICES, LIFE EXPECTANCY, DISABILITY STATUS, INFORMATION RELATING TO PARENTAL STATUS, SUBSTANCE ADDICTION, SEXUAL AND REPRODUCTIVE HEALTH, SEXUAL ORIENTATION, AND OTHER HIGHLY SENSITIVE AND PERSONAL INFORMATION WITHOUT THEIR CONSENT."







STEAL EXPENSIVE SERVICES
STEAL EXPENSIVE PRODUCTS/DME
IDENTITY CAN BE SOLD ON BLACK MARKET

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THE INTERTWINING OF MEDICAL RECORDS

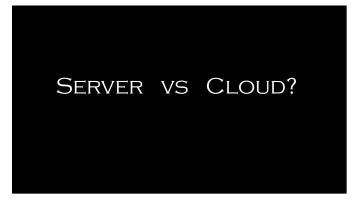
CAN COMPLICATE A PATIENT'S COVERAGE

BASED ON PRE-EXISTING CONDITIONS

47

IDENTITY
THEFT CAN
WREAK HAVOC
ON FAMILIES:
ANNDORIE
CROMAR





### TOP FIVE CAUSES OF DATA BREACH

- Cause #1: OLD, Unpatched Security Vulnerabilities. ...
- Cause #2: Human Error. ...
- Cause #3: Malware. ...
- Cause #4: Insider Misuse....
- Cause #5: Physical Theft of a Data-Carrying Device.



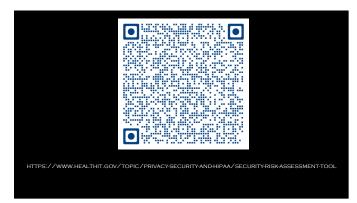
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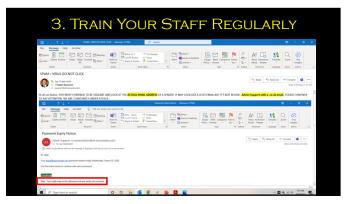












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### ROI

- DIRECT COSTS OF DATA BREACH = \$25,000
- Cost of Comprehensive IT Audit = \$5,000
- ROI = 5x



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#### PATIENT SATISFACTION

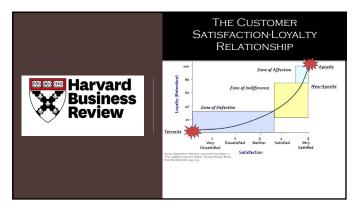
- SEXUAL HEALTH TRAINING?
- ED and vaginal infections

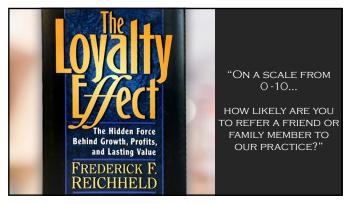
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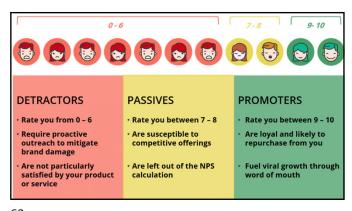
PATIENT SATISFACTION

VS.

PATIENT LOYALTY?







## What is the NUMBER ONE DRIVER OF PATIENT <del>SATISFACTION</del> LOYALTY?

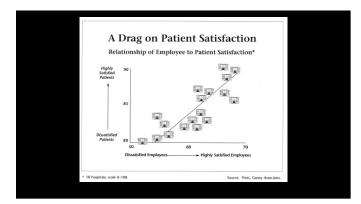
64

ACCORDING TO GALLUP AND PRESS GANEY, WHAT'S THE NUMBER ONE DRIVER OF LOYALTY?

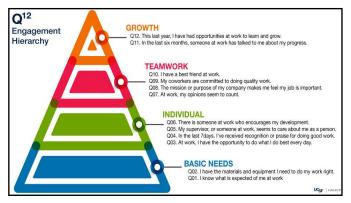
65

#### TOP DRIVERS OF PATIENT SATISFACTION LOYALTY

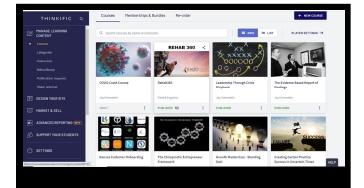
PRESS GANEY:  1. HOW WELL STAFF WORKED TOGETHER TO CARE FOR YOU  2. OVERALL CHEERFULNESS OF THE HOSPITAL  3. RESPONSE TO CONCERNS/COMPLAINTS DURING YOUR STAY	.79 .74 .68
GALLUP:  1. STAFF WORKED TOGETHER AS A TEAM  2. NURSES ANTICIPATED YOUR NEEDS  3. STAFF RESPONDED WITH CARE AND COMPASSION	.64 .64 .62

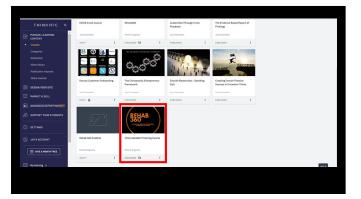


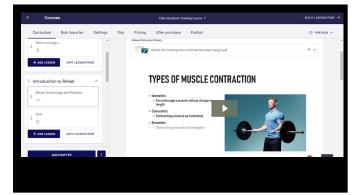


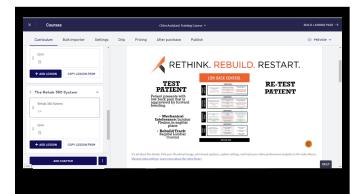


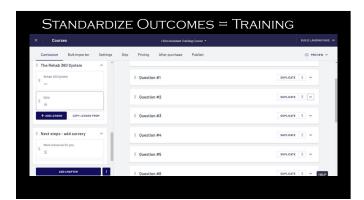










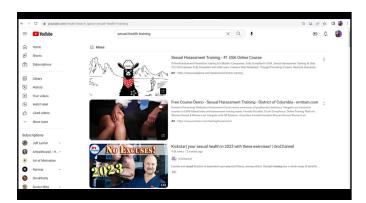


VERY SIMPLE TO UPLOAD CONTENT ON YOUR OWN OR LEVERAGE OTHER PEOPLE'S CONTENT FOR STANDARDIZED STAFF TRAINING

76

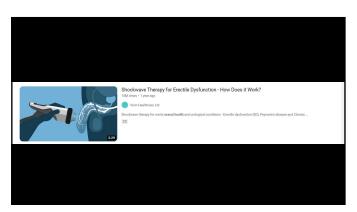


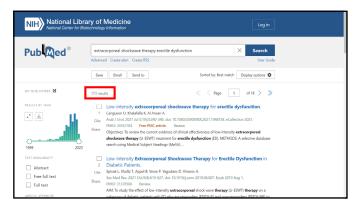
77



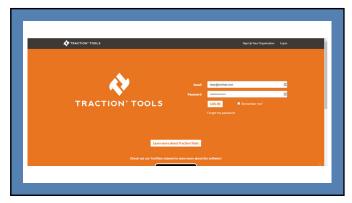




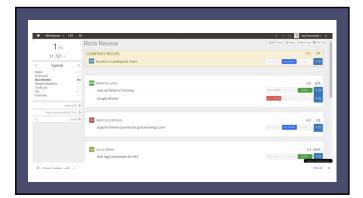


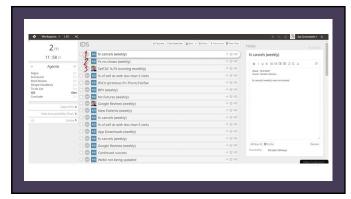


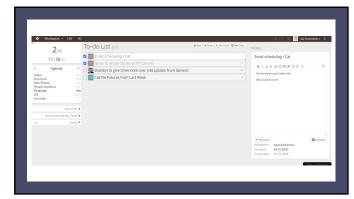




















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#### ROI

- Cost of Thinkific= \$0
- Cost of TractionTools = \$149/ mo > \$1,788
- Annual Value of One More Internal Referral per month = \$12,000
- ROI = ~7X ROI

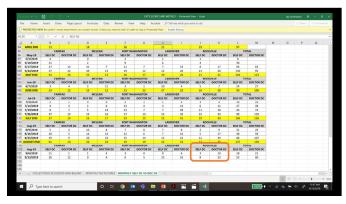
1. https://www.gallup.com/workplace/247391/fixable-problem-costs-businesses-trillion.aspx#:-text-The%20cost%20of%20replacing%20an,to%20%242.6%20million%20per%20y











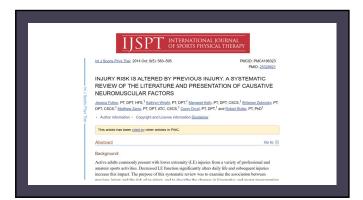








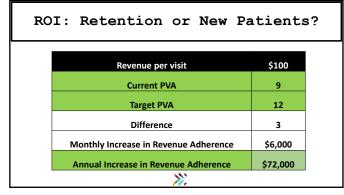








## ROI: Retention or New Patients? Revenue per visit \$100 Current New Patients 20 Target New Patients 23 Difference 3 Monthly Increase in Revenue New Patients \$2,700 Annual Increase in Revenue New Patients \$32,400



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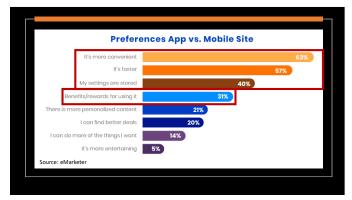




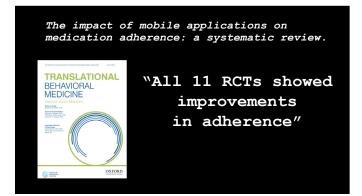
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113	
Krz # rrœ rxg #uneh##rxusdwlhqw#	
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\rxu# dqlf#ss#frq	
114	
TT-4	



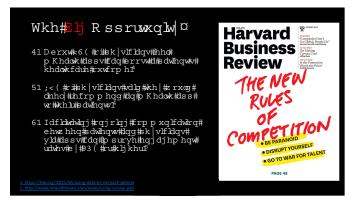










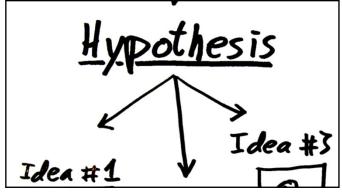












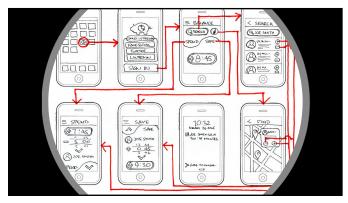
















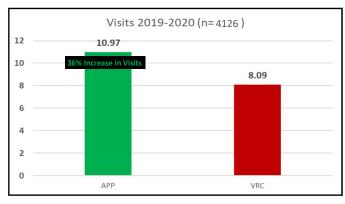


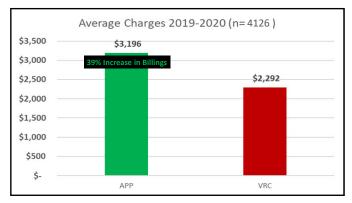


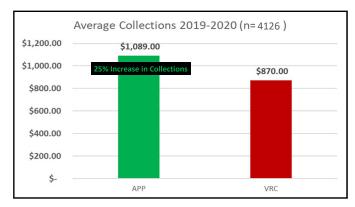


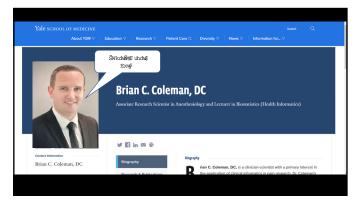


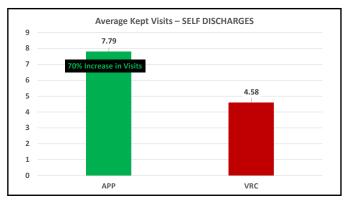


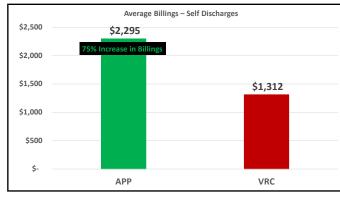


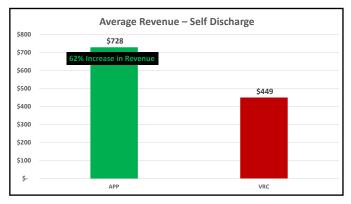




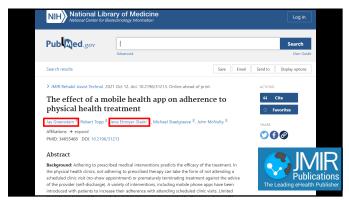






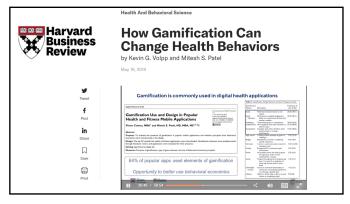














152

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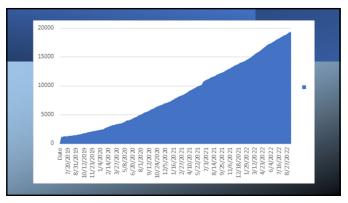
## THE BIG OPPORTUNITY... 1. MEET INCREASED EXPECTATIONS OF A SAFE ENVIRONMENT

- 2. ANTICIPATE CUSTOMER NEEDS AND CREATE REMARKABLE EXPERIENCES
- 3. Raise the Bar For Digital EXCELLENCE







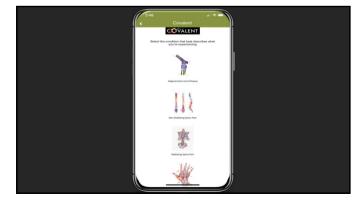




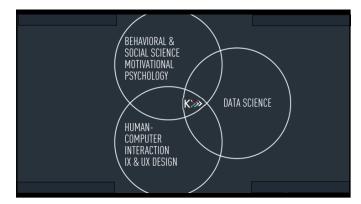














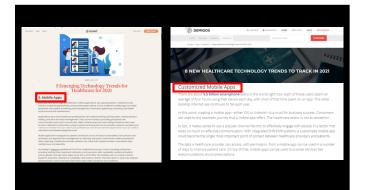


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- 51 Wh{whited|other#99;99
- 61 Uhvsrqg#z lk#|rxu#hp dl#lgguhvv
- 71 \rx#z ko#j hw#dq#np dl#z kk#d#dqn#xr#d#xuyh|
- 81 Iladiq#xuyh|#jlyh#ph#|rxu#ihhgedfn#digg#hna#ph#kaw#sul}h#|rx#zdqw#z#zlg
- 91 Wkhtp ruhtshrsontz kr<br/>#kottontontwkhtwayh | twh | tp ruhtsrrnvtuotj lyhtiz d | \$
- :1 Iq#kh#ppdl#|rx#hfhlyhg|||rx#z lo#kor#kh##dpn#z#J#doglg||sdj||#zkhuh# |rx#Zdq#fkhgxd;#J#phpr#ru#xufkdvh#kh#iss#k#wzgd||O#jlvfrxqwl

\rx#kdyh#æ#lo#g#kh#xuyh|#æ#e lg#kh#sul]h##6 rqf#kruj hwl

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## DIGITAL HEALTH>

- USING APP AS FACILITATOR > COMFORT, TRUST, COMMUNICATION
- HELPING REMOVE BARRIERS AND ENGAGE USING TECH
- RTM/RPM FOR SEXUAL HEALTH/TELEHEALTH









