What we need from our **CLIENTS** is:

- Physical
- Emotional
- Mental
- Social
- Mobility

What data is available to help meet my needs assessment?

- What catalog of faith- and community-based services exist to support her?
- Access
- Transportation
- Income
- Social determinants
- Housing
- Access to services
- Social economic finances

What are the economics of our home delivery programs both sustainable and scalable?

...and are we still thinking the same way we always have?

**Harriet Cooper** (what we need from our **SYSTEMS** is:

All I want is to be able to spend more time in my own bed than in a hospital bed.

- Service oriented: Mobile architecture, communication
- Single point of contact (SPoC)
- Virtual and integrated system
- Automated and integrated dashboard
- Current hospital analytics, back end
- Virtualized hospital analytics, front end

by a process of

- Organic evolution
- Innovative disruption
- Mandates clients
- Funding sources