



HUMANIZING HEALTHCARE

VIDEO TRANSCRIPT

Healthcare is about helping people...
So a focus on **empathy** is critical.

By harnessing the powerful combination of
technology and human ingenuity,
we can provide innovative care
that places people at the very center:

Humanizing Healthcare...
...transforms **access, experience** and
outcomes – for everyone.

People need **access** to care that is
convenient, equitable and affordable:
when, where and how they demand it.
Whether it's one-to-one, virtually, or at home

Every **experience** should be personalized,
differentiated...
...winning hearts, minds – and trust.
The starting point must be peoples' needs...
...with organisations working from there,
not the other way around.

And **outcomes** can be better: technologies like
cloud, analytics and AI can help make diagnosis
and treatments more precise – more holistic

Improving wellbeing, improving lives,
Saving time,
To allow health workers to do what they do
best-
Care.

The leaders in health will be those who lead
with empathy –
...to transform **access, experience** and
outcomes.
...to put people at the heart of all they do.

Together, by **Humanizing Healthcare**.

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