

# Blue Sky Vision Themes

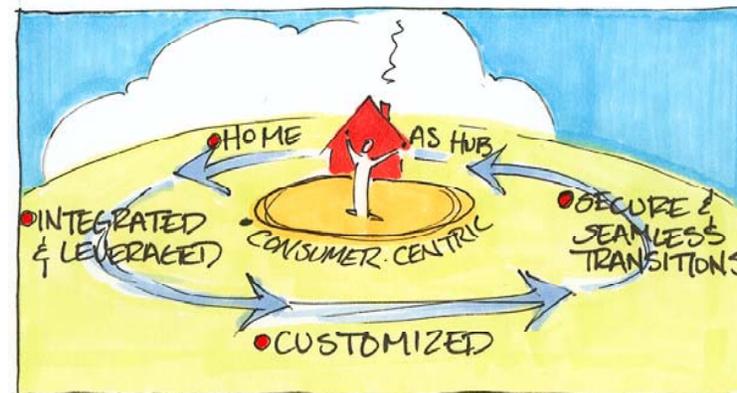
## 2015: care delivery model is consumer-centric

### Home as the Hub

- The home, and other settings, will grow significantly as a locale of choice for some care delivery (diagnostics).
- An individual's care delivery support system has expanded to explicitly include other community and family resources

### Integration and Leveraging

- Medical services are integrated with wellness activities; care delivery processes are integrated with health plan operations
- IT functionality enables us to leverage scarce or specialized clinical resources - MDs, RNs and other clinical staff.



### Secure and seamless transitions

- 'Warm Handoffs' - The human skill sets and operational processes to deliver care and service effectively, efficiently, and compassionately.

### Customization

- Occurs at any level of the members' journey with KP (choosing health plans, cost sharing, individual care pathways, and communication modalities.)
- The member drives customization and KP responds.