

Artificial Intelligence

Big Data

Smarter UX – user experience

Mobile Technology

The Internet of Things (IoT)

Virtual Reality

6

tech trends
powering the future
of health and
benefits

Acting as 'personal assistant' for employees, AI uses sophisticated algorithms to deliver personalised benefits which reflect employees' own objectives, behaviours and preferences.

The wealth of big data garnered from technologies can help generate invaluable insights into the employee population and give a clearer picture of needs and trends.

UX design in healthcare creates a better user experience for employees using consumer style interfaces.

The increasing appetite for apps and mobile tech and the on-demand economy is now extending from booking taxis and ordering food to health, with telemedicine and online coaching growing in popularity.

As wearables, apps and online benefits platforms become increasingly connected, intelligent data insights will enable companies to make more informed choices about benefits provision.

Virtual reality can be used to connect remote employees who feel isolated from their colleagues, to help mental health first-aiders understand how a sufferer feels and encourage people to exercise in a 'virtual gym'.

Artificial Intelligence

- Employees are accessing healthcare differently and linked to lifestyle choices.
- Growth in augmentation, AI and personal health data
- Where is AI in your business, how could it help to engage your employees?

Big Data

- Access to a vast array of data
- Are you segmenting and personalising?
- How are you using ML to interpret and modernise your benefit plans?

Smarter UX – user experience

- Employee experience is more crucial than ever
- AI, Chatbots and gamification – also playing to emotional intelligence and human intervention
- Where do you see technology playing an important role in your employee UX?

Mobile Technology

- Single access point for all Reward information, how close are you?
- How are you helping employees navigate / manage their health remotely?
- Can your employees access and consume benefits through mobile technology?

The Internet of Things (IoT)

- The digitalization of health data
- Personalised benefits and wellbeing initiatives
- What is your strategy for using data insights to structure your future benefit and wellbeing programmes?

Virtual Reality

- Engaging remote workers via the availability of employee portals, Skype meetings, online EAP services and mental health apps.
- Do you have a strategy for supporting and promoting positive mental health for remote workers?
- Have you considered mental health and other virtual reality training courses?

Chatbots · DNA · Genetics · Genomics · Telemedicine · Remote medicine · Health data

Voice assistants · Wearables · Data · Multigenerational workforce · Home workers

Consumerism · Engagement · Mental health · Resilience · Wellbeing · Choice

Modernising your Benefits

Employer

- Valuable insights into the health of your workforce
- Speedy access to healthcare support and therefore reduced absence
- Improved perception as an innovative employer
- Increased employee engagement
- Process efficiencies (better workflow management)

Modernising your Benefits

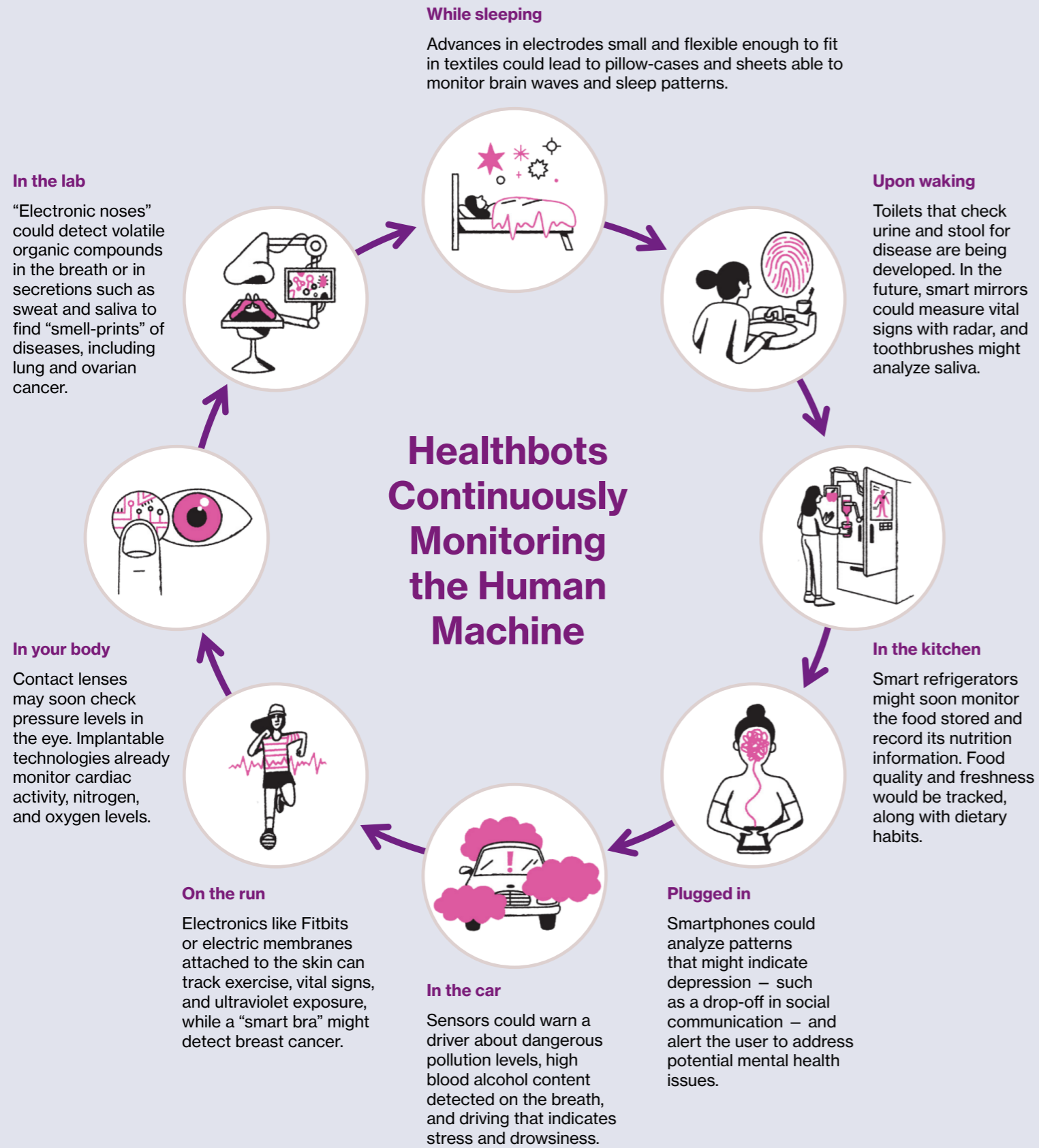
Employee

- Personalised benefits and wellbeing initiatives
- Enhances the employee experience and employee deal
- Quicker access to healthcare
- Desire to work for innovative employer
- Employees feel valued and listened to
- Social purpose of their employer

Education · Chronic health · Behavioural economics · Incentives · Lifestyle
 Medical innovation · Digital · Light diet · Virtual GP's · Precision medicine
 Healthbots · Ageing workforce · Remote working · Virtual nursing
 Robot-Assisted Surgery · Cybersecurity · Chatbots

The Future of Digital Health

Imagine a world where...



Key Value Drivers



Democratise data to improve healthcare navigation and insights



Empower employees to self manage through digital options



Provide a multi-channel approach to increase access to care and other benefits

Key Principles for Success



Design based on employee needs



Create standards for interoperability and openness – governance and direction



Ensure Privacy & Security



Use behavioral economics

Source: <https://www.nationalgeographic.com/magazine/2019/01/personalized-medicine-transforming-your-health-care.html>

HOW WILL YOU MODERNISE YOUR BENEFITS?