Top Digital Marketing Trends for 2016

DAVID STURTZ | PRODUCT STRATEGY DIRECTOR BEN DILLON | CHIEF STRATEGY OFFICER

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Today's Presenters



David Sturtz | Product Strategy Director



Ben Dillon | Chief Strategy Officer

Special thanks to all our contributors



Agenda

- Consumerism
- Transparency
- Ubiquitous Search
- Email Automation
- Content Marketing
- Disruptive Innovation



Consumerism

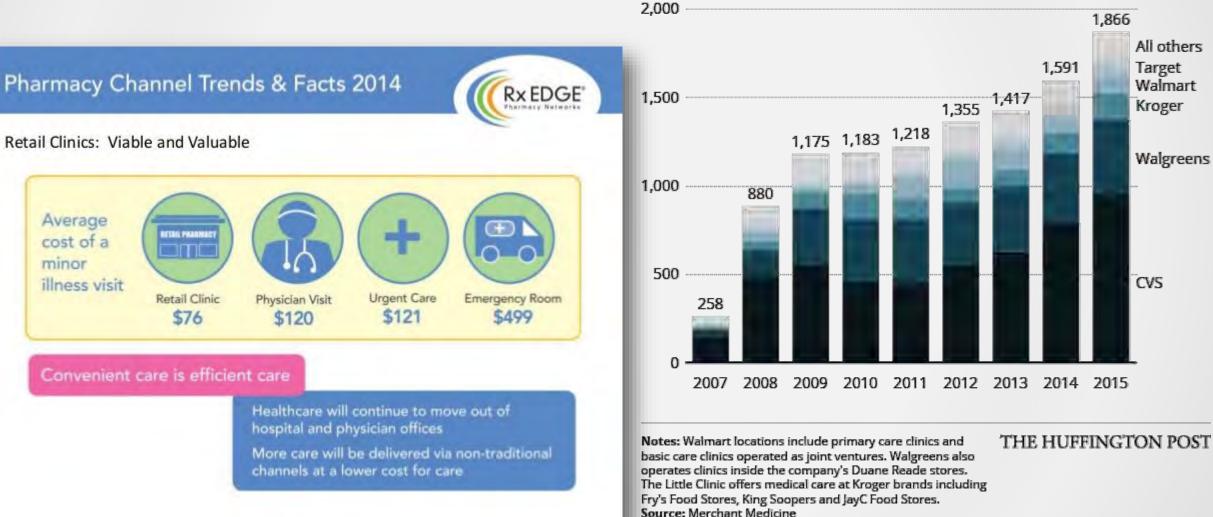


Retail Consumerism

The Drugstore Will See You Now

Major pharmacy chains and big box retailers like Walmart are looking to draw customers by offering health care services. Since 2007, the number of clinics at these stores increased more than sevenfold.

Retail clinics at the start of the year



Concierge Consumerism



Updated January 13, 2016 - 1:16 PM ET Published January 13, 2016 - 9:53 AM ET

SHEFALI LUTHRA

SHARE

10



Kaiser Health News

Fueled by Health Law, 'Concierge Medicine' Reaches New Markets



Shefali Luthra

January 14, 2016

Print

A growing number of primary care doctors, spurred by the federal health law and frustrations with insurance requirements, are bringing a service that generally has been considered "health care for billionaires" to middle-income, Medicaid and Medicare populations.

It's called direct primary care, modeled after "concierge" practices that have gained prominence in the past two decades. Those feature doctors generally bypassing insurance companies to provide personalized health care while charging a flat fee on a monthly or yearly basis. Patients can shell out anywhere from thousands to tens of thousands of dollars annually, getting care with an air of exclusivity.

More physicians offering concierge-style primary care: 5 insights Featured

Written by Megan Wood | Friday, 15 January 2016 00:00

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More primary care physicians are offering direct primary care to avoid Affordable Care Act complications and payer issues, according to Kaiser Health News.

Here are five insights:

1. Direct primary care follows suit with concierge medicine practices, offering patients comprehensive primary care, like medications, lab tests and follow-up appointments.

2. Patients pay approximately \$100 monthly directly to their physicians.

3. Physicians hope they can afford more time with patients, resulting in better care, if they aren't burdened by immense payer paperwork.

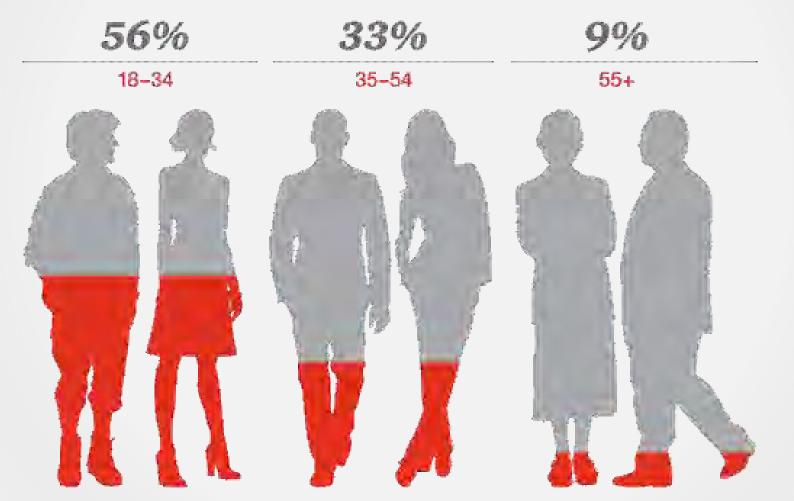
4. The ACA allows direct primary care, because consumers still need to purchase health insurance for emergency situations.

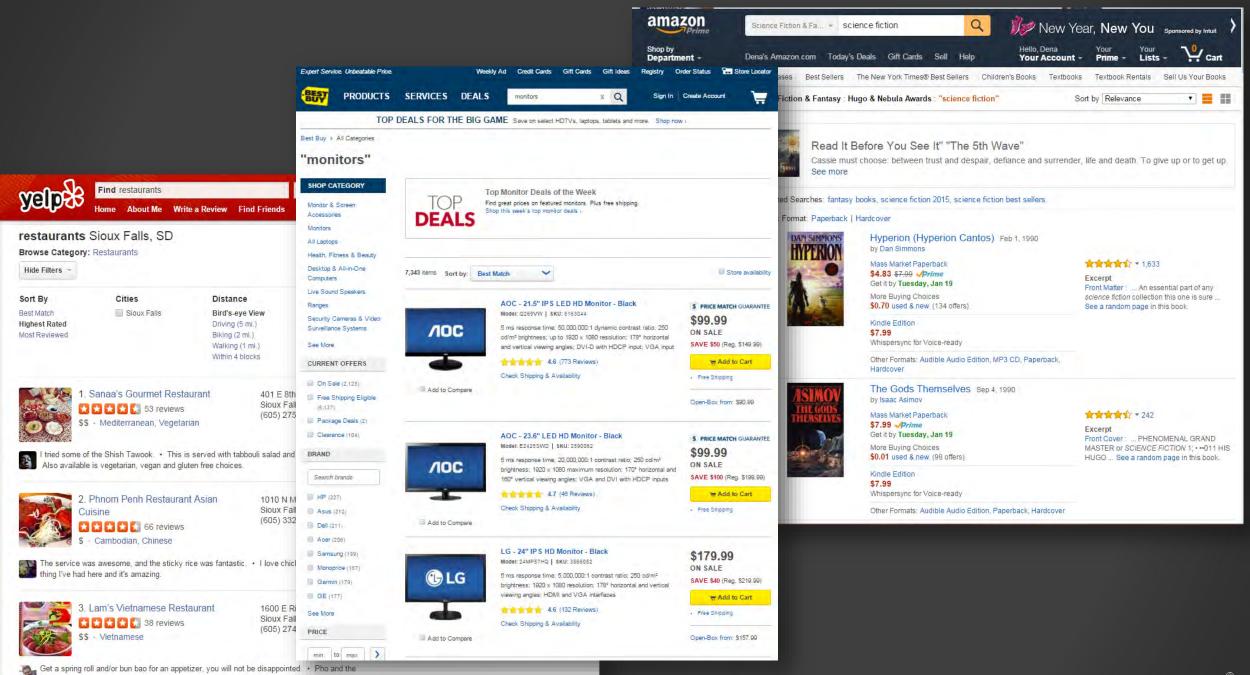
5. More than 400 group practices offering direct primary care exist. More than 1,300 physicians offer direct primary care.

ectly to the physician for comprehensive sits in person, over email and by phone. is of insurance paperwork, can focus on . In turn, physicians say they can give

Openness to new ways to manage health expenses skews young

Percentage of consumers who would use a service that helped them plan for medical expenses, similar to what retirement advisors offer today





seasonal bowls are great and the food is fresh. • Best noodle bowl I've had for awhile

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Physician Ratings Matter60%35%37%Look at ratingsSelect due to ratingsAvoid due to ratings



February 2014 JAMA Study Public Awareness, Perception and Use of Online Physician Rating Sites

Tools To Support Health Consumerism

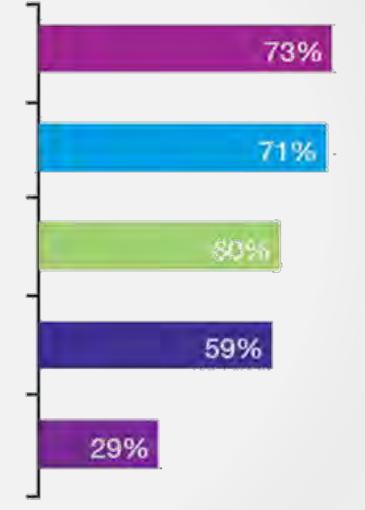
Self-service decison-support tools

Price transparency tools for medical services

Medical decision support/second opinion services

Employee advocacy tools/services for claims assistance

High-touch health concierge services







Quality Data

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<u>Home > Patients & Visitors</u> >	» Quality Matters > Quality Rep
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Blood Clot	Detailed disch
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Heart Attack	ACE inhibitor
Heart Failure	
Patient Satisfaction	Lawrence Memor
Pneumonia	Kansas Average
Pregnancy and Delivery	
Preventive	National Average
Stroke	Higher percentages are
Surgical Care Improveme Process (SCIP)	winy is this init
	ACE inhibitors and failure patients with

Find a Provider Find a Location

Care & Treatment

Patients & Visitors

Wellness Resources

Career Opportunities

When it comes to matters of the heart, your health matters most.

isch

Cardiology

Lawrence

LMH Heart Center

Cardiovascular Specialists of

Women's Heart Health

For Referring Physicians

Contact Information

Home > Care & Treatment > Cardiology

Care & Treatment Heart and Vascular Care

Cardiac Expertise and Technology

Heart disease is the leading cause of death for men and women in America. From heart disease prevention and risk assessments to life-saving procedures and cardiac rehabilitation, LMH is dedicated to helping you and your loved ones prevent and fight heart disease.

Heart Risk Assessments

Do you know your risk factors for heart disease? LMH Heart Center offers heart risk assessments for men and women. Our Take Heart: Women's Cardiac Care - heart risk assessments is tailored specifically for women by our two female cardiologists at LMH.

Interventional Cardiology

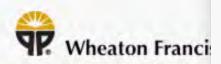
See Our Data Heart Attack Care Heart Failure Care **Hear Patient Stories**



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See More Patient Stories »

Source: Hospital Compare, January 2014 through December 2014



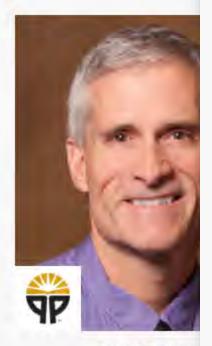
Patient Reviews Learn more about these ratings

August 18, 2015

FIND A DOCTOR

Home / Find A Doctor / Provider

◄ RETURN TO RESULTS



Patient Rating 4.8 / 5 (Based on 179 Review Read Patient Comme Dr. Berry is a good listener and responds to questions/statements appropriately and in a helpful manner. I feel confident in his care.

September 02, 2015

Dr. Berry is a very knowlegeable, caring physician. He listens and offers sound advice. He is a 5 star doctor.

September 25, 2015

*Dr. Berry is MY doctor, I won't share.

September 30, 2015

Inability to get a written prescription from physician for an over the counter medication he prescribed. The result is that this over the counter medication can't be claimed and paid through the medical flexibile spending account. This over the counter medication cost will need to be paid at my own expense. Physcian/medical staff should understand the need to get the prescription for prescrebed over the counter medications to be covered by medical flexible spending accounts.

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February 2014 JAMA Study Public Awareness, Perception and Use of Online Physician Rating Sites



My Cost Out-of-Pocket Price Estimator

Need help at any time? <?

H

Final - Review Your Estimate

Procedure: Sleep Study

Insurance: All other insurance

Deductible: 1,500 Co-Payment: 0 Co-Insurance: 20% Out-of-Pocket Maximum: 10,000

Approximate Charge: \$3,324.00 (total charge)

Estimate of how much you will owe: \$1,864.80

Please note: This estimate is based on the insurance you selected and your responses to the questions. Please note that this is not a guarantee of coverage and not a contract for the actual amount you will be required to pay. You will be held responsible for the actual amount you owe determined after services are rendered. If you have insurance coverage, your insurance policy coverage (including deductibles, network coverage, co-pay, co-insurance and out-of-pocket maximums) will help determine the amount you owe. For example, if you have met all or part of your deductible or maximum out-of-pocket expenses, the actual amount you owe may be different. In addition, many health plans have arrangements with us for discounted charges, which could mean that the amount you have to pay may be less than this estimate.

Transparency

Price

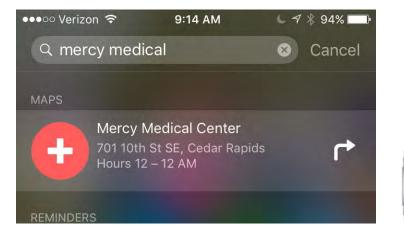
Experience

Quality

Ubiquitous Search



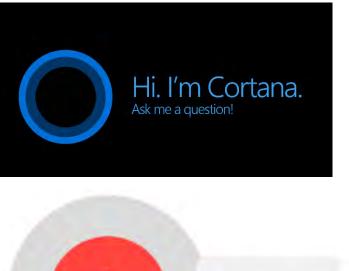
Search is now part of the OS.



Facebook Search

Find the people and posts that matter to you most.









just SEO is no longer about page rank.



SEO is no longer about page rank. SEO makes your information findable.

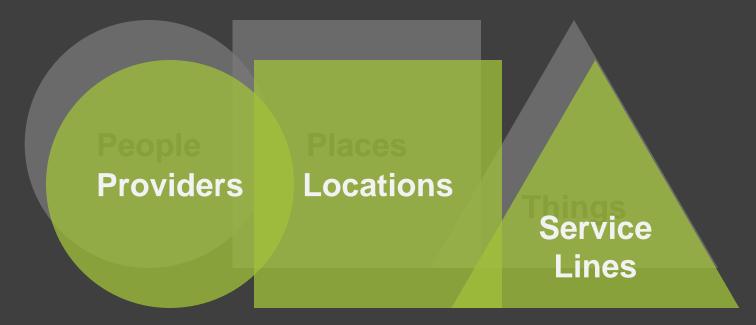


1. Think about entities.



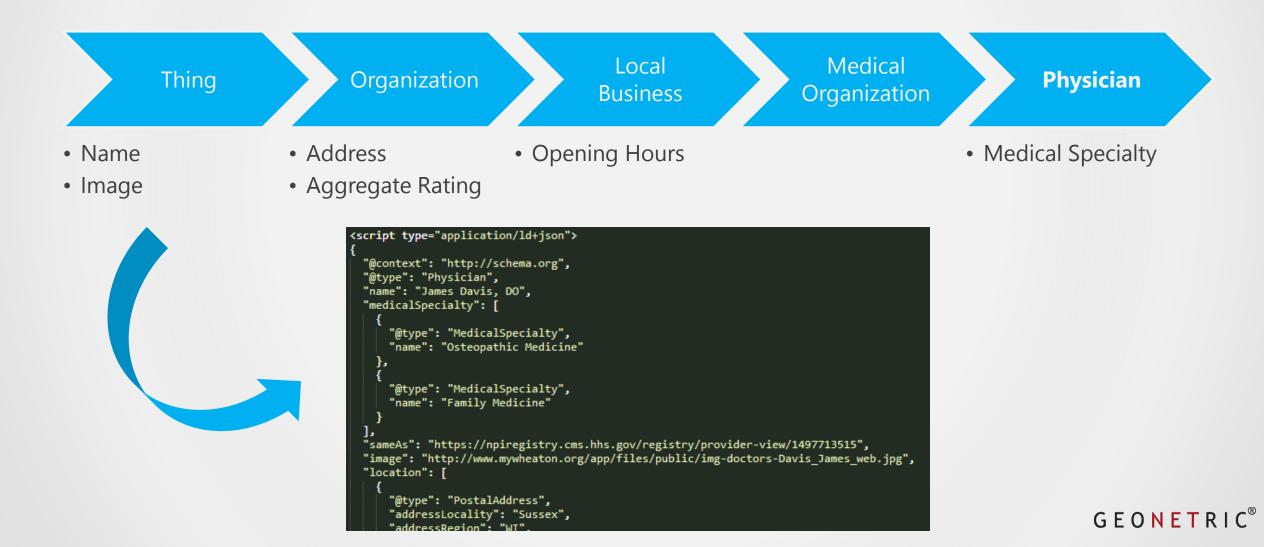


1. Think about entities.



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Example: schema.org/Physician



Structured Data

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Name

Author

Publisher

Date published

Type of informatio	n to highlight 🔻
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Articles

Book Reviews

Events

Local Businesses

Movies

Products

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Software Applications

TV Episodes

Heart Car	e
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when you call for an appointment, we make overy effort to fit your schedule.

At the PIH Health, you can get all your heart and vascular care in one convenient location. After you meet with one of our heart doctors (cardiologists), you'll take any necessary tests in our office. We give you results right away and, if needed, get you quickly into treatment.

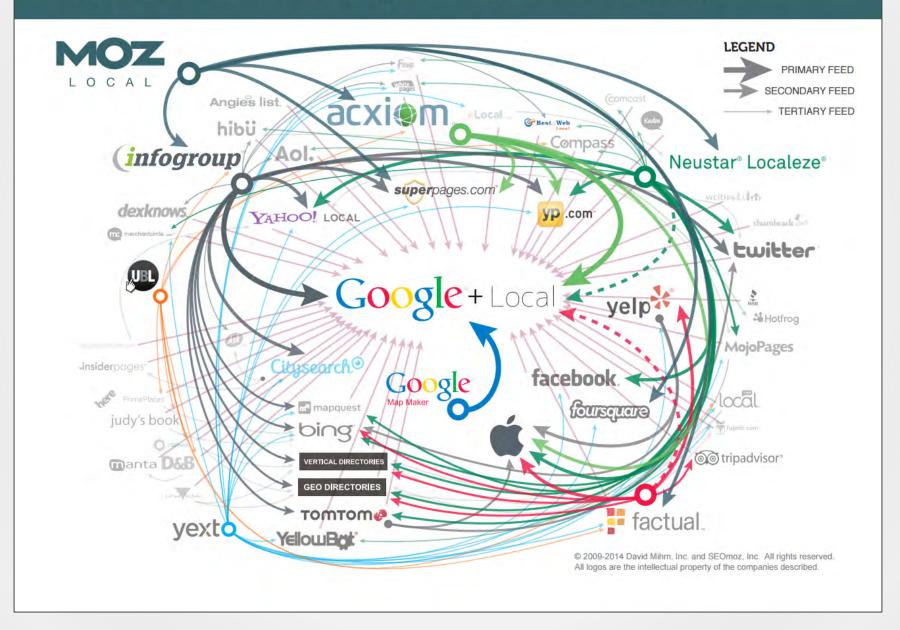
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2. Go to the source.



The Local Search Ecosystem (United States)

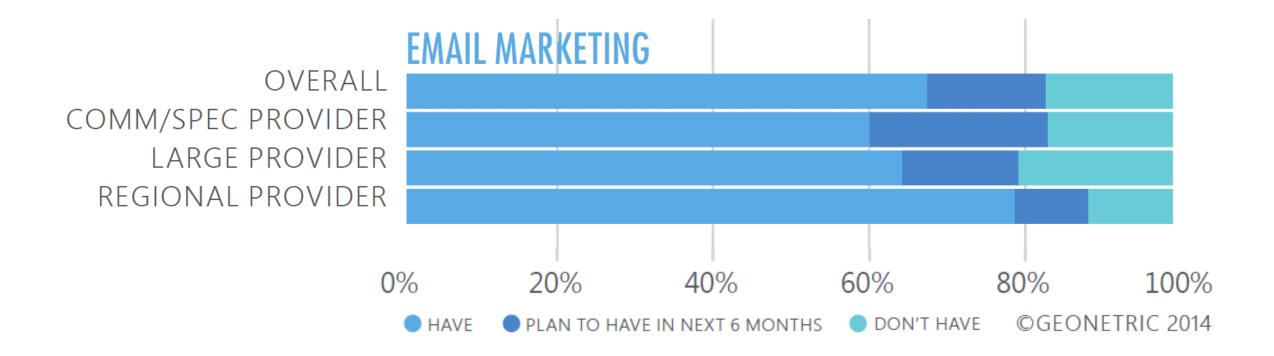


Email Automation



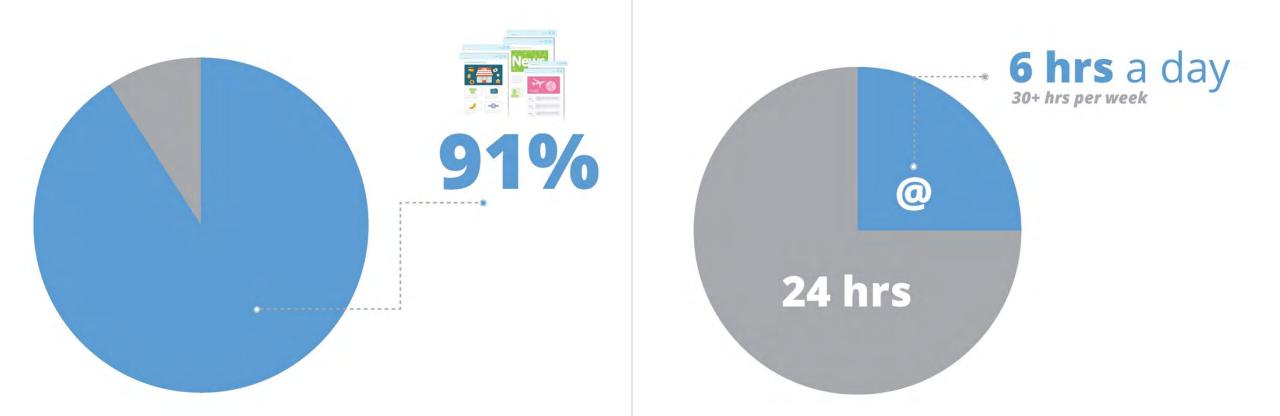
- 2014 -

Email a growth area for healthcare marketers



91% of Consumers Use Email At Least Daily

We Use Email **6 hrs/day** (30+ hrs/week)

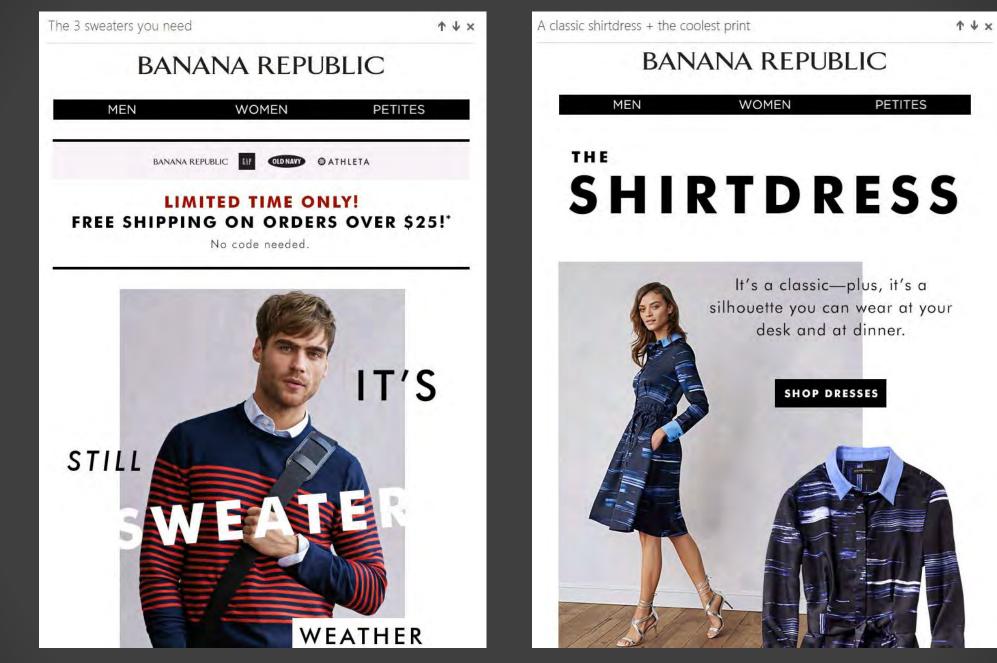


- 2015 -

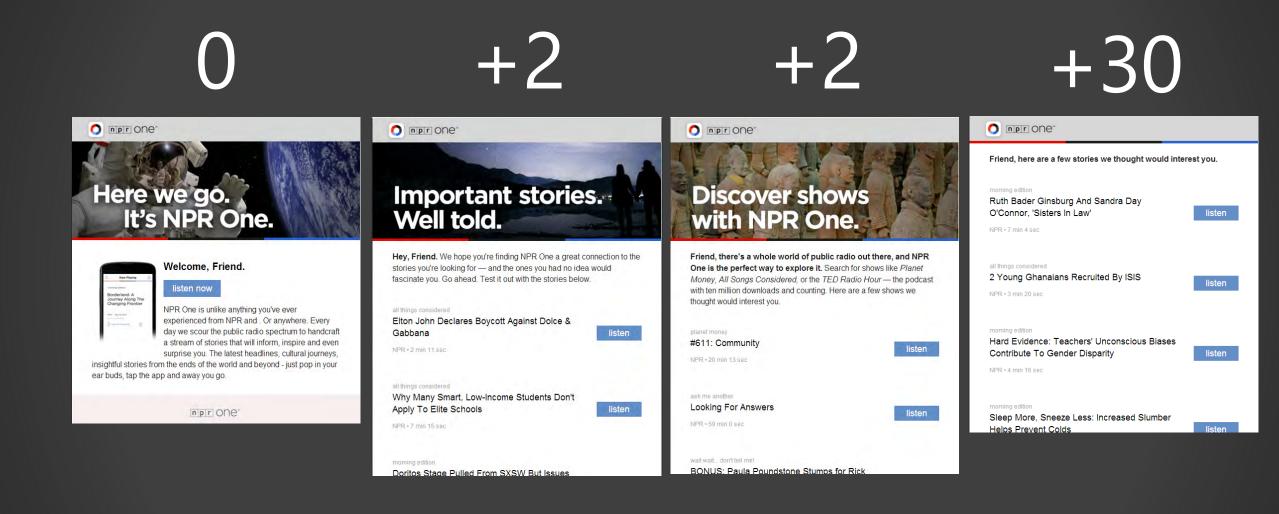
9 of 10 People Check Personal Email At Work And Work Email From Home



"One size fits all" fits no one.



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Where to begin?



Don't try to eat this.

Combined Approaches

PPC + Drip Campaigns

Email + Custom Social Audiences

Email + Retargeting

PPC/Social + Email Remarketing

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Content Marketing





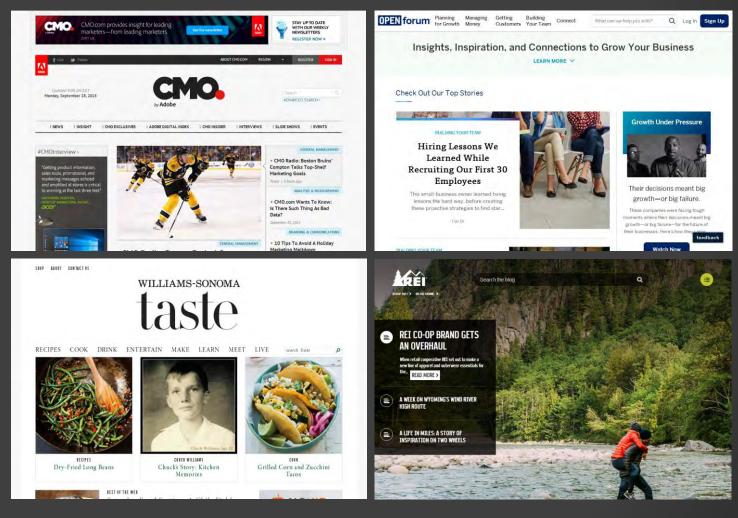
Content Marketing



The Branded Content Hub

Companies and brands across industries are using a content hub approach to collect **high-quality content that is useful and interesting** to their target audience.

These sites use an **editorial look**, **feel**, **and tone** to create an engaging, branded experience.



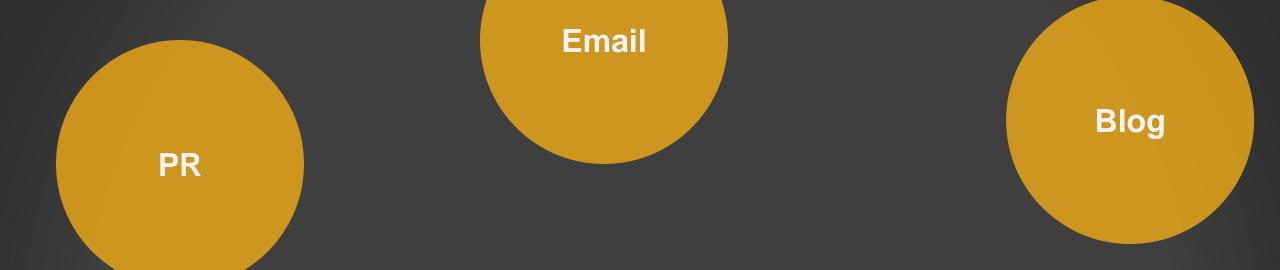
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The Health Content Hub

Healthcare organizations are getting into the game as well, building on their trusted brand to engage consumers and patients with timely, useful content.

These hubs provide a **central point of engagement** that is typically supplemented through email newsletters, social media and paid advertising.

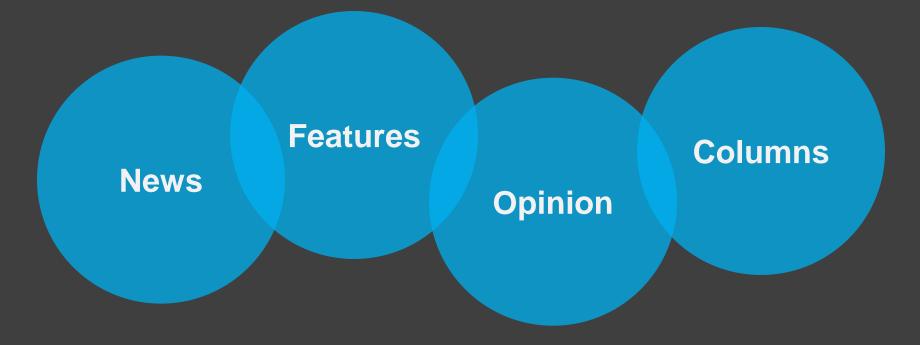




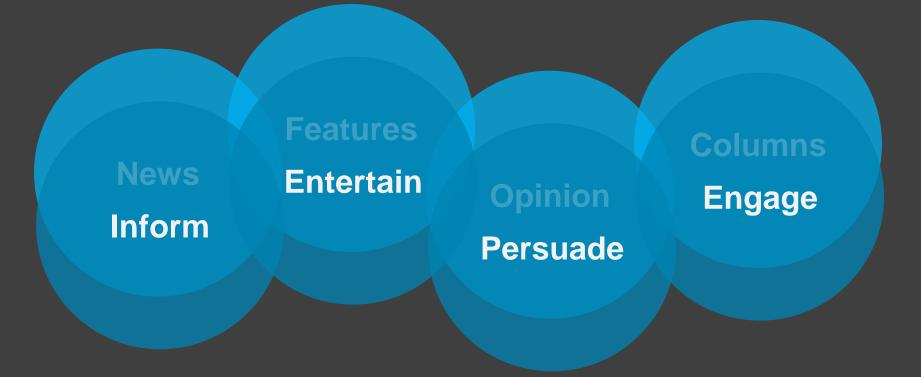
Where do you already create timely, consumer-focused content?

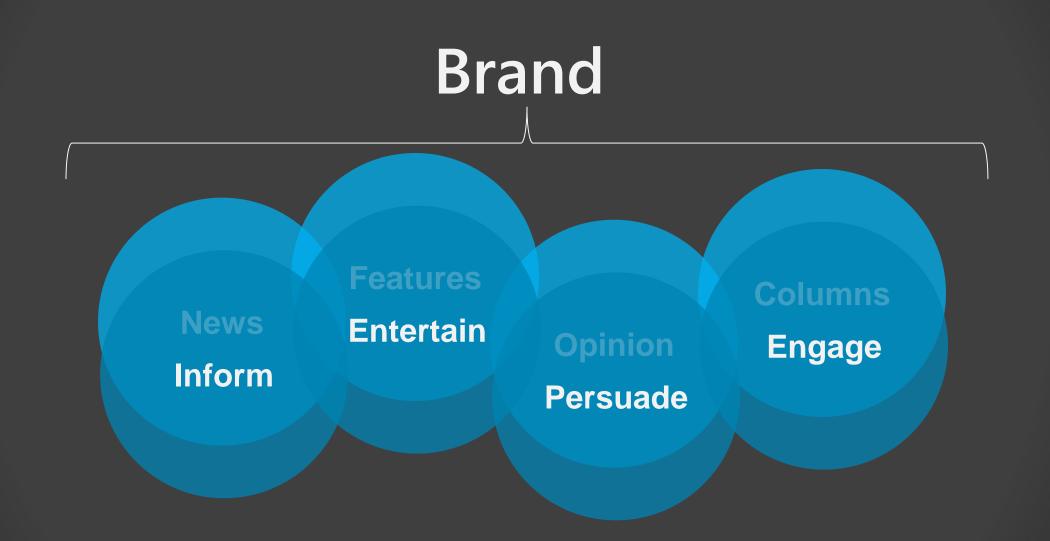


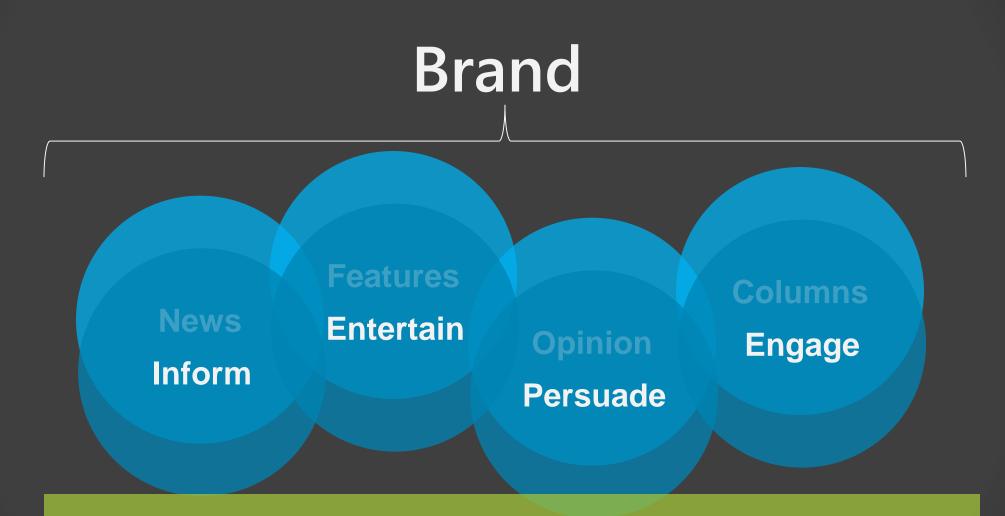
Think like a publication.



Think like a publication.







Distribution Channels (social, email, etc.)

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In 2016 no one tactic stands alone.



	ACTIVE	PASSIVE
DIRECTED	Searching	Monitoring
UNDIRECTED	Browsing	Being Aware

Modes of Information Seeking, Marcia Bates $G E O N E T R I C^{\circ}$



Modes of Information Seeking, Marcia Bates

Disruptive Innovation



Be nimble to exceed the rate of change.

THE NEW YORK TTWES BESTSELLER THE LEAN STARTUP

Startup accelerator

How Today's Entrepreneurs Continuous Innovation to Co Radically Successful Busine

Harvard Business Review

Why the Lean Start-Up Changes Everything

and design tomorrow's enterprises. It's a book for th	10.
Business	
Model	
Generation	
Generation	-

WRITTEN BY Alwander Octerwalder & Yves Pigawa

CO-CREATED BY In among cower of 200 provides of the off-contract DESIGNED BY



Final Thoughts

Responding to market

- Consumerism
- Transparency
- Content Marketing

Technology enablement

- Ubiquitous Search
- Email Automation

Systemic change

• Disruptive Innovation

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Questions?



Thank You!



