Dear Participants:

Recent changes in technology and a whole array of recent and forthcoming regulatory changes have created unprecedented opportunities for innovation at McKesson.

In this context, I would like to create a set of new business opportunities in the space of connected healthcare. Increasing the connection between a patient and a provider of care allows for new ways of keeping the patient healthy. The technology allows the provider to monitor patient conditions between office visits, ensure medication compliance, and share data with the care team and the patient family. Some companies, like Iora Health have started using such approaches, but we are likely to be only at the start of a new wave of innovations in healthcare, some of which have the potential to seriously disrupt our own business and the business of those we serve.

Of course, I understand that given the time you have for this effort, these opportunities will be quite preliminary. Nevertheless, I think this quick exploratory activity will be useful in stimulating discussion about whether and how we might address emerging market needs in this area.

I’d like you to take part of the time at Wharton, to develop about two dozen interesting opportunities, with the best handful identified based on the consensus of the group.

I would prefer that each opportunity be articulated in terms of
(a) the unmet need addressed, and
(b) one or more potential solution concepts,
(c) a potential outcome metric that would be improved

I do want to emphasize that I think of solutions in broader terms than our current product line. You might want to also (though not exclusively) consider solutions that involve service offerings, new business models, and innovations that involve capabilities across McKesson units.

Good luck and I look forward to hearing from you soon.

Best,

Christian Terwiesch