



EPISODE TWELVE Scalable Compassion

WITH SEAN SLOVENSKI

One of *Modern Healthcare's* Top 10 Leaders in Healthcare, Sean Slovenski has a knack for disruption, a commitment to transforming healthcare, and a fearless attitude towards failure. Throughout his storied career (including a recent stint as the president of Health and Wellness for Walmart, Inc.), he's challenged companies to start with the customer/patient first and then build from there. In this wide-ranging interview, Slovenski discusses how consumers' need for transparency, choice, affordability, and convenience is driving healthcare innovation and how compassion can combine with scalability for explosive results.



@sslovenski



Sean Slovenski

THEMES & INSIGHTS

1. Expect failure when you're trying to solve a problem that's never been solved before.
2. No idea is truly original. Most "inventions" are applications of something that already exists. Don't be afraid to look to the past for new solutions.
3. Focus on the consumer's problem, not your solution. What matters is whether your idea can make people's lives easier, not how flashy your product is.

COMBUSTION QUOTES



"Let's actually look at the customer and what the real need is—not what your need is as the company to sell them something but what's the real need of the customer."



"There's a lot of stuff that people are 'inventing' that actually aren't new, have been done before, or may actually be hundreds of years old. It's just now people are rediscovering it. And so I always encourage people to go back to the basics."



"It's not always a matter of not having vision or not being creative. I find that's actually not true. I think most of the time it's people are a little more afraid to fail. So, therefore, they won't just run out there and try what they think might work, learn from it quickly and then try it again, and fail a little less, and fail enough until you finally get it right."

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