Digital Transformation: Healthcare

Digital Transformation in Health

Technology

enabled care, health promotion and disease prevention aims at accelerating your goals

Better Health

Improve population health

Better Care

Improve the experience of care

Lower Cost

Reduce the per capita cost of care

Clinician Experience

Improve clinician workflow efficiencies

Health Equity

Understanding Social Determinants of Health

JAMA. 2022;327(6):521-522. doi:10.1001/jama.2021.25181
Bodenheimer, T. & Sinsky, C. "From Triple to Quadruple Aim: Care of the patient requires care of the provider" Ann Fam Med Nov/Dec 2014, vol. 12 no. 6 673-576
Itchhaporia, D. "The Evolution of the Quintuple Aim: Health Equity, Health Outcomes, and the Economy" Journal of the American College of Cardiology Volume 78, Issue 22, 30 November 2021, Pages 2262-2264

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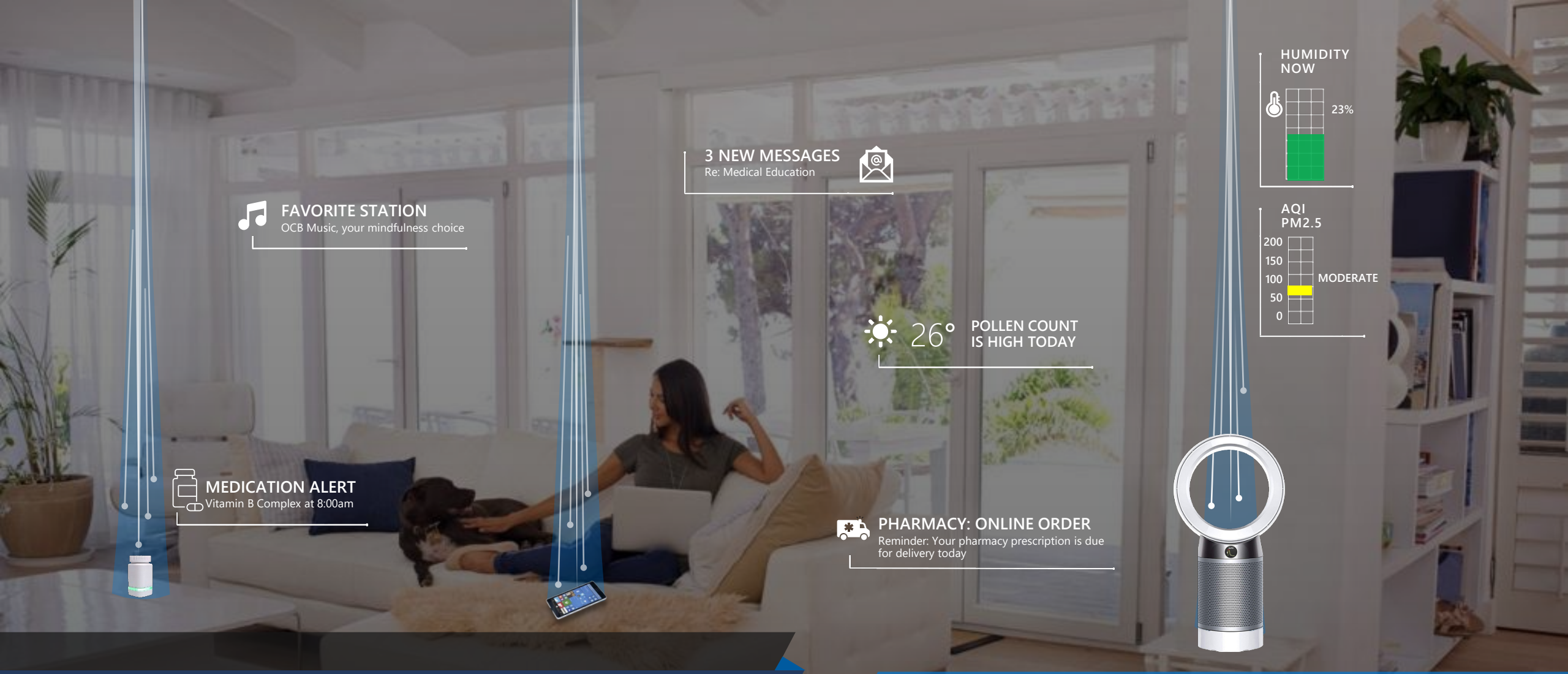


THE DIGITAL ERA IS HERE

What does this mean to you?

Digital Transformation is how an organization re-imagines its strategy and operations using technology to create new value.

This is usually through the creation or modification of culture, strategy, processes, products, customer experiences and/or employee experiences.

Patient Experience Journey Map

DIGITAL HOT SPOTS

Prior to Visit

Seeking healthcare information, remote triage

Choosing a physician or caregiving facility for treatment

Appointment scheduling and reminders

Diagnosis and Treatment

Remote interactions with providers

Accessing and sharing electronic health records (EHR)

AI-based provider support

Care team collaboration

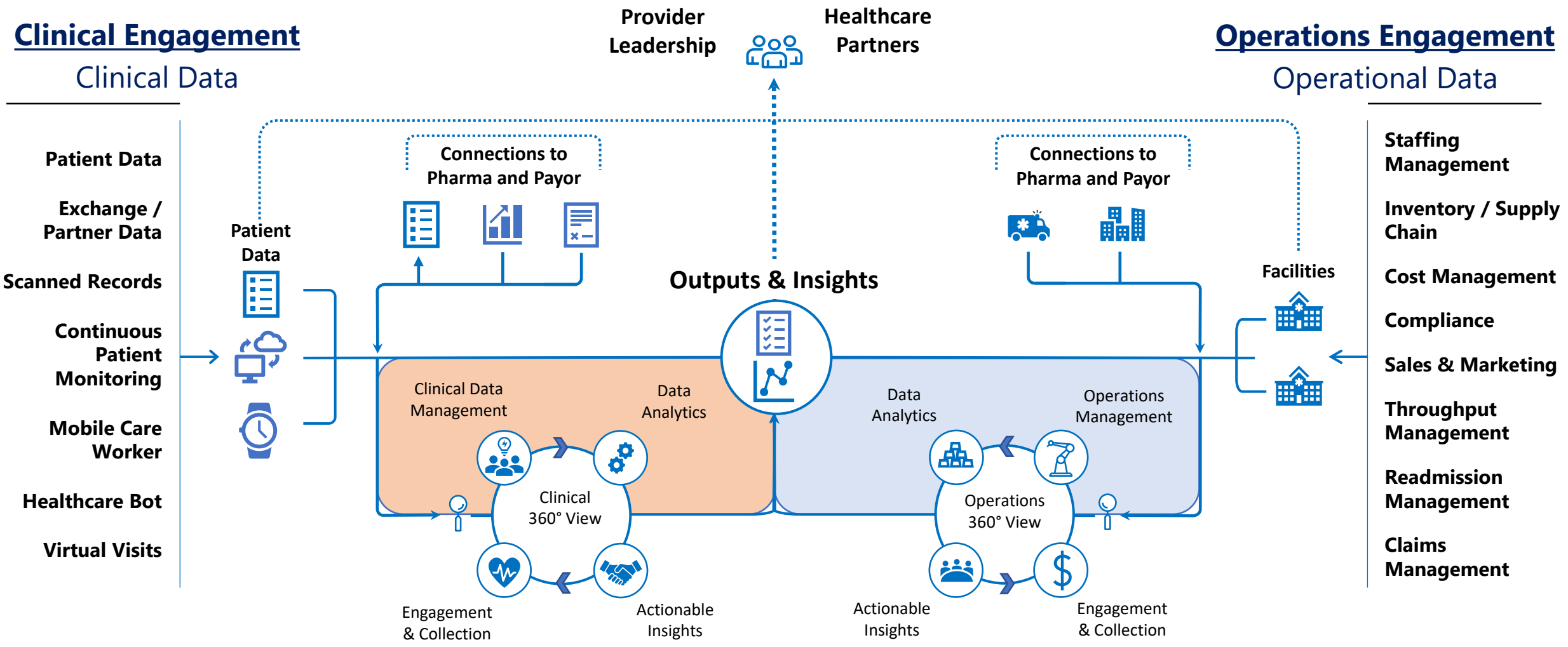
Follow-up Care

Filling, refilling, and approving prescriptions

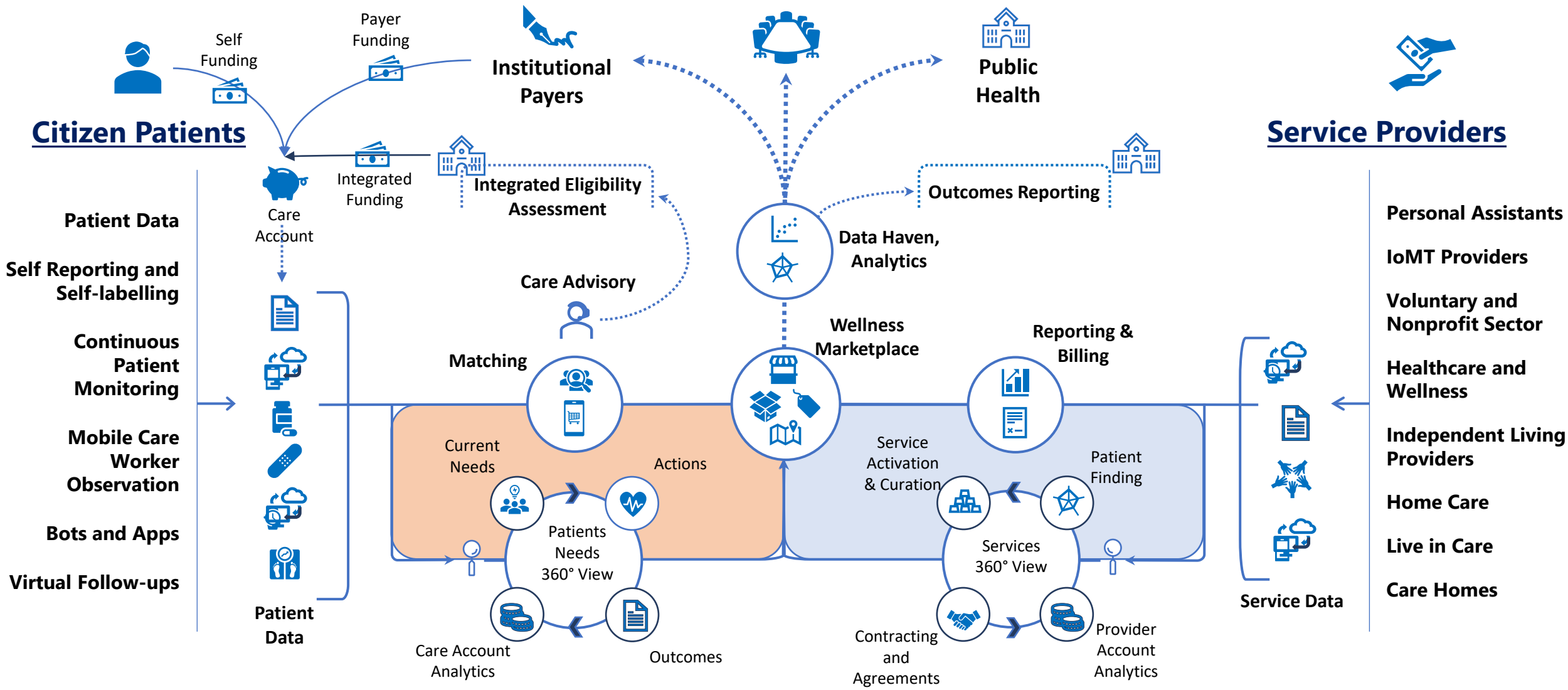
Remote health monitoring

Ongoing patient care and plan reminders

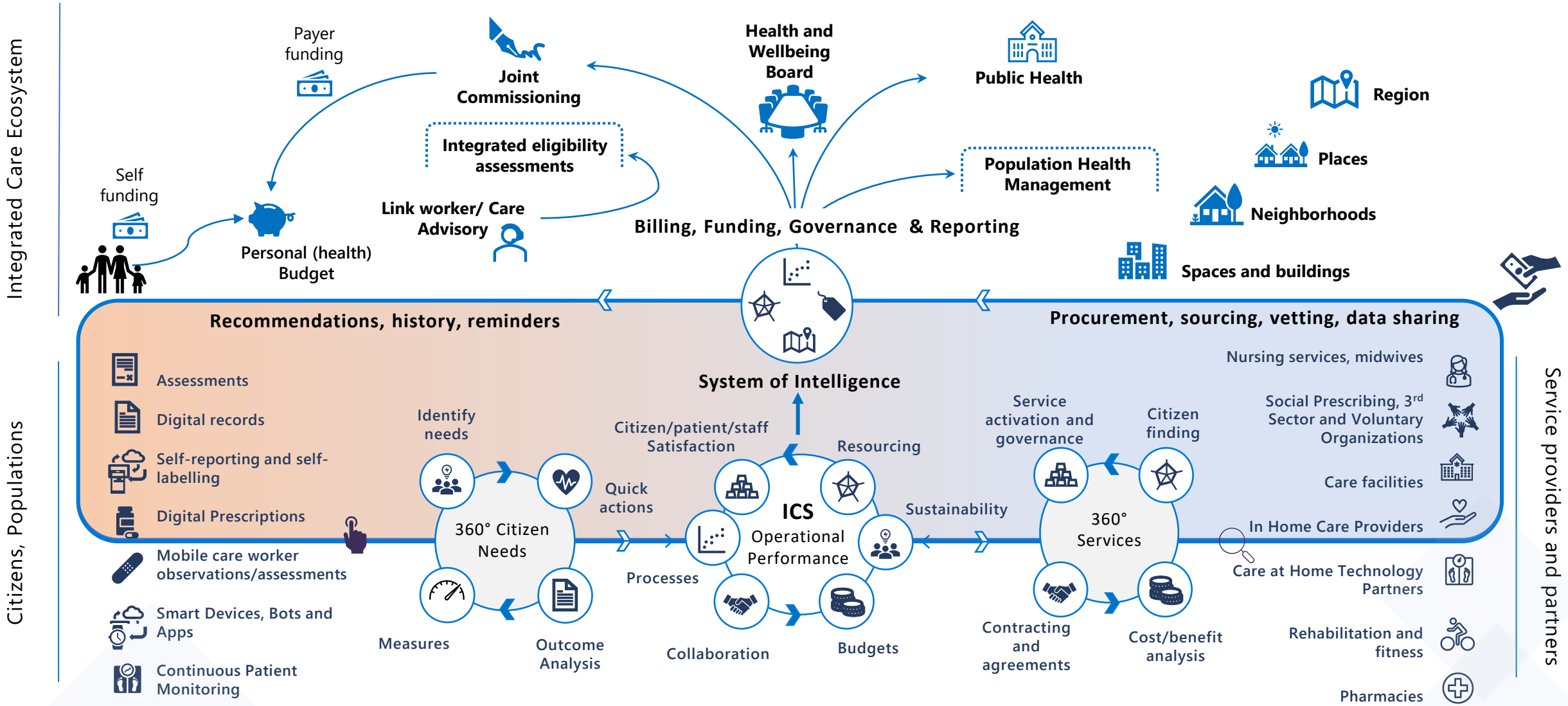
Operations / Clinical Cohesive Platform



Integrated Care Platform

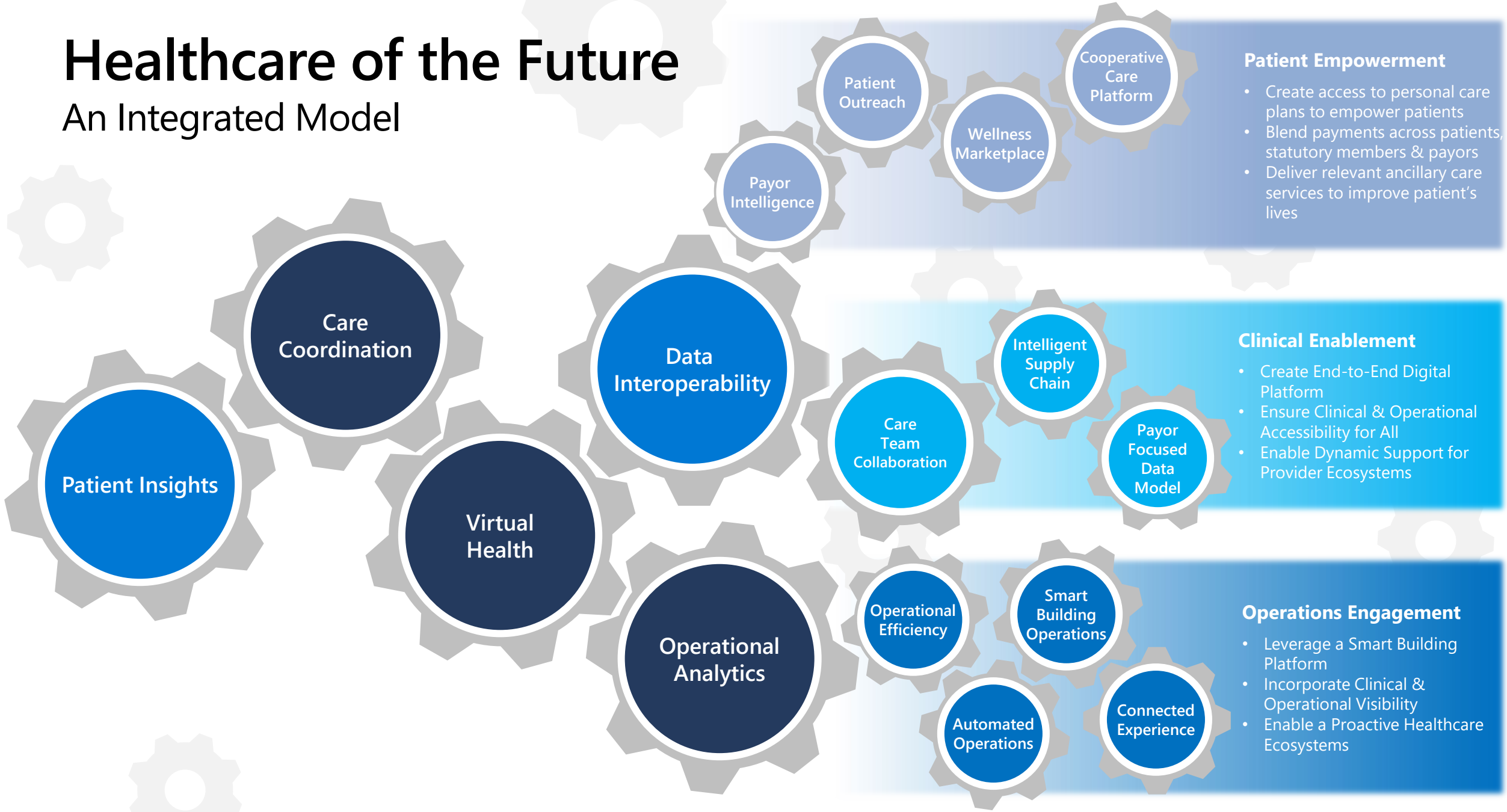


Healthcare Provider Ecosystem



Healthcare of the Future

An Integrated Model



Patient Empowerment

- Create access to personal care plans to empower patients
- Blend payments across patients, statutory members & payors
- Deliver relevant ancillary care services to improve patient's lives

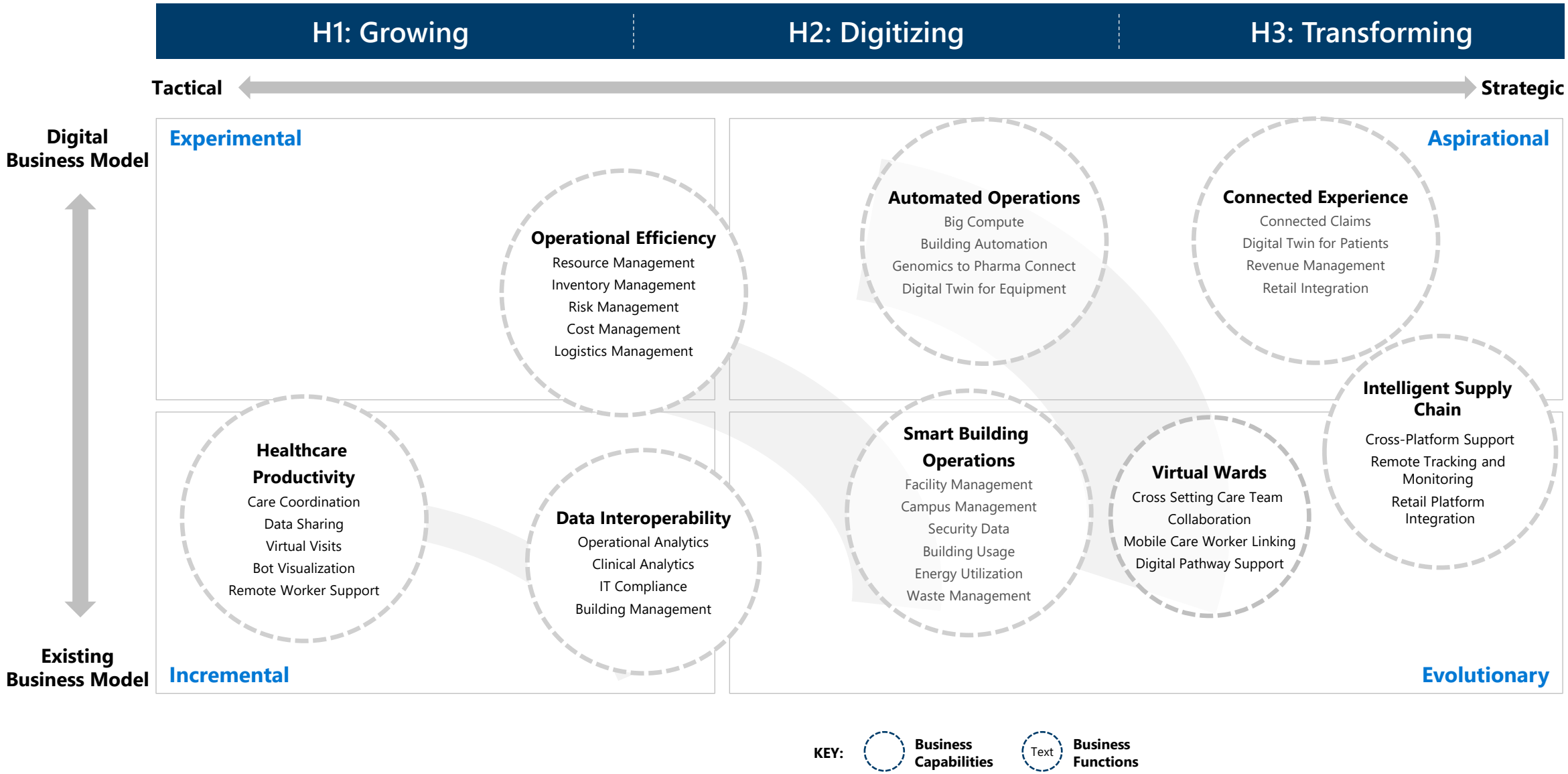
Clinical Enablement

- Create End-to-End Digital Platform
- Ensure Clinical & Operational Accessibility for All
- Enable Dynamic Support for Provider Ecosystems

Operations Engagement

- Leverage a Smart Building Platform
- Incorporate Clinical & Operational Visibility
- Enable a Proactive Healthcare Ecosystems

Operational Engagement for Provider



Becoming an Intelligence Driven Organization

What we have learned from the world's leading businesses

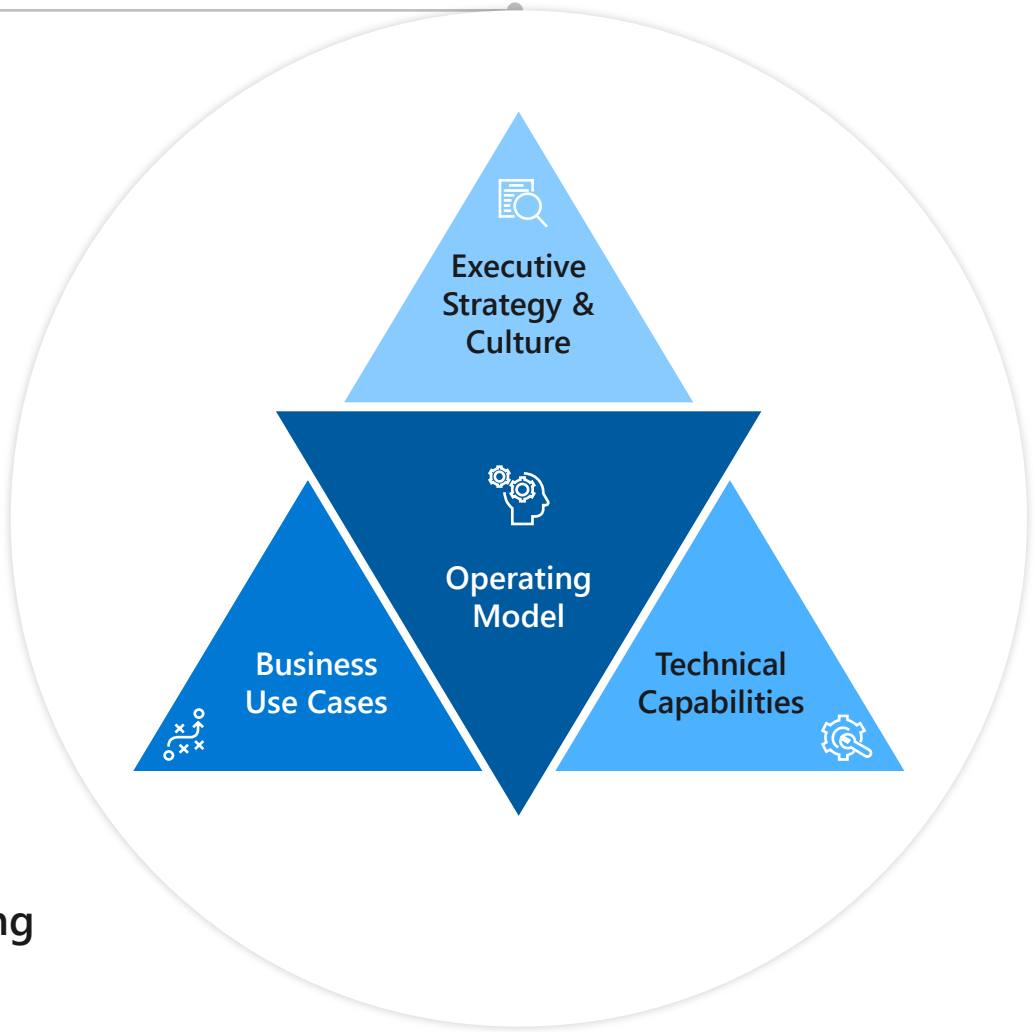
Executive Strategy & Culture (e.g., CEO & Board)
Reset it for significantly higher level of agility, flexibility and scalability

Business Use Cases (e.g., COO, CMO, CNO)
Identified and prioritized to implement the strategy and yield the desire functional and business outcomes

Technical Capabilities (e.g., CTO, CIO, CSO)
What capabilities are needed, where and when in order to drive strategy execution?

Operating Model (Organization Wide)
Organized for significantly higher level of agility, flexibility and scalability

Major disruptions, driven by Digital Transformation or crisis like COVID-19, create a sense of urgency for business to respond and transform themselves to the new reality, requiring every organization to re-evaluate those four dimensions...



A Control Tower to Govern the Intelligence Driven Organization

Incremental Delivery, Team Collaboration, Continual Planning, and Continual Learning

‘Navigator’ to Envision & Roadmap Future State

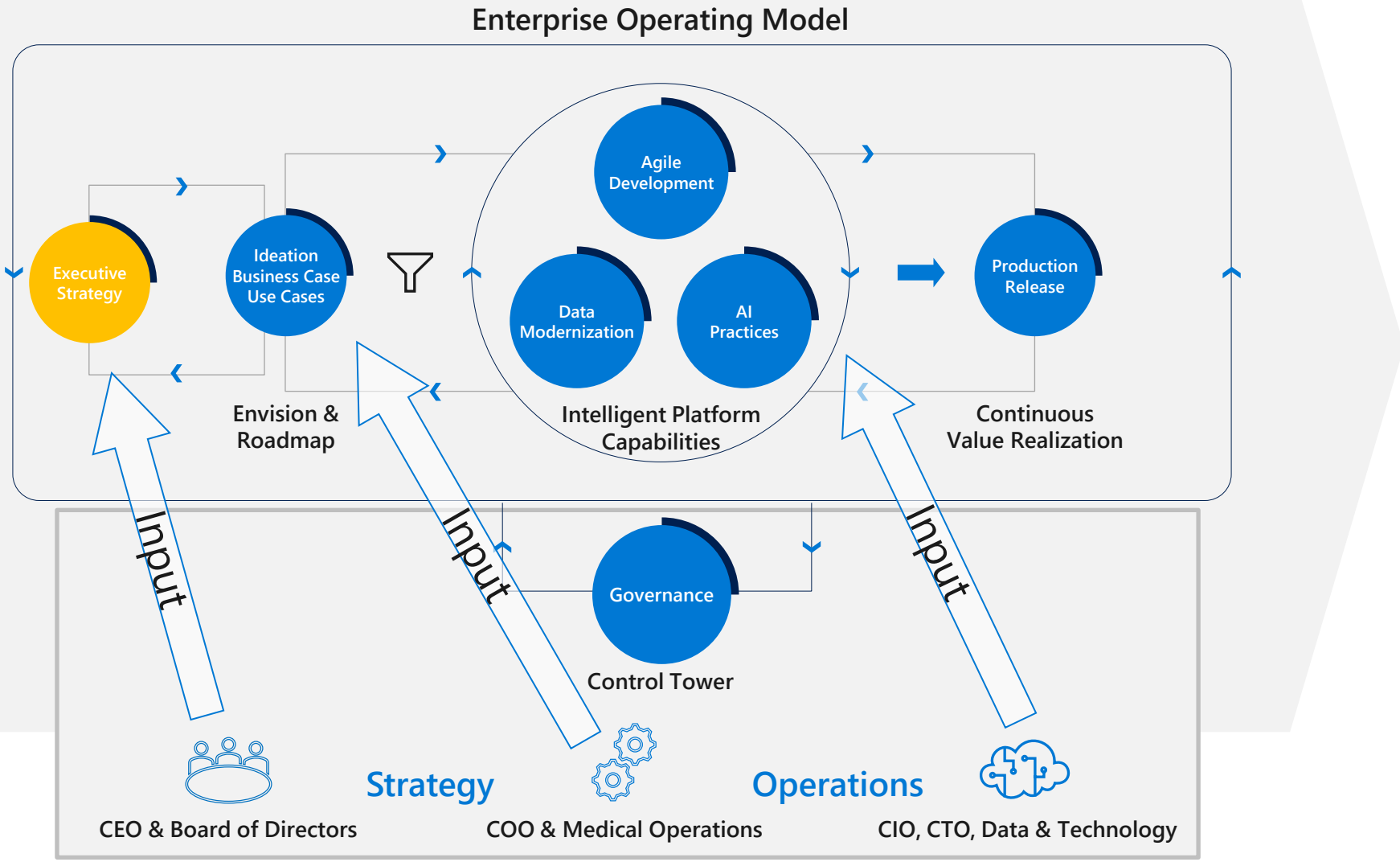
- Ideation
- Business Case
- Prioritization

‘Launch Pad’ to Anchor Execution And build Intelligent Platform Capabilities

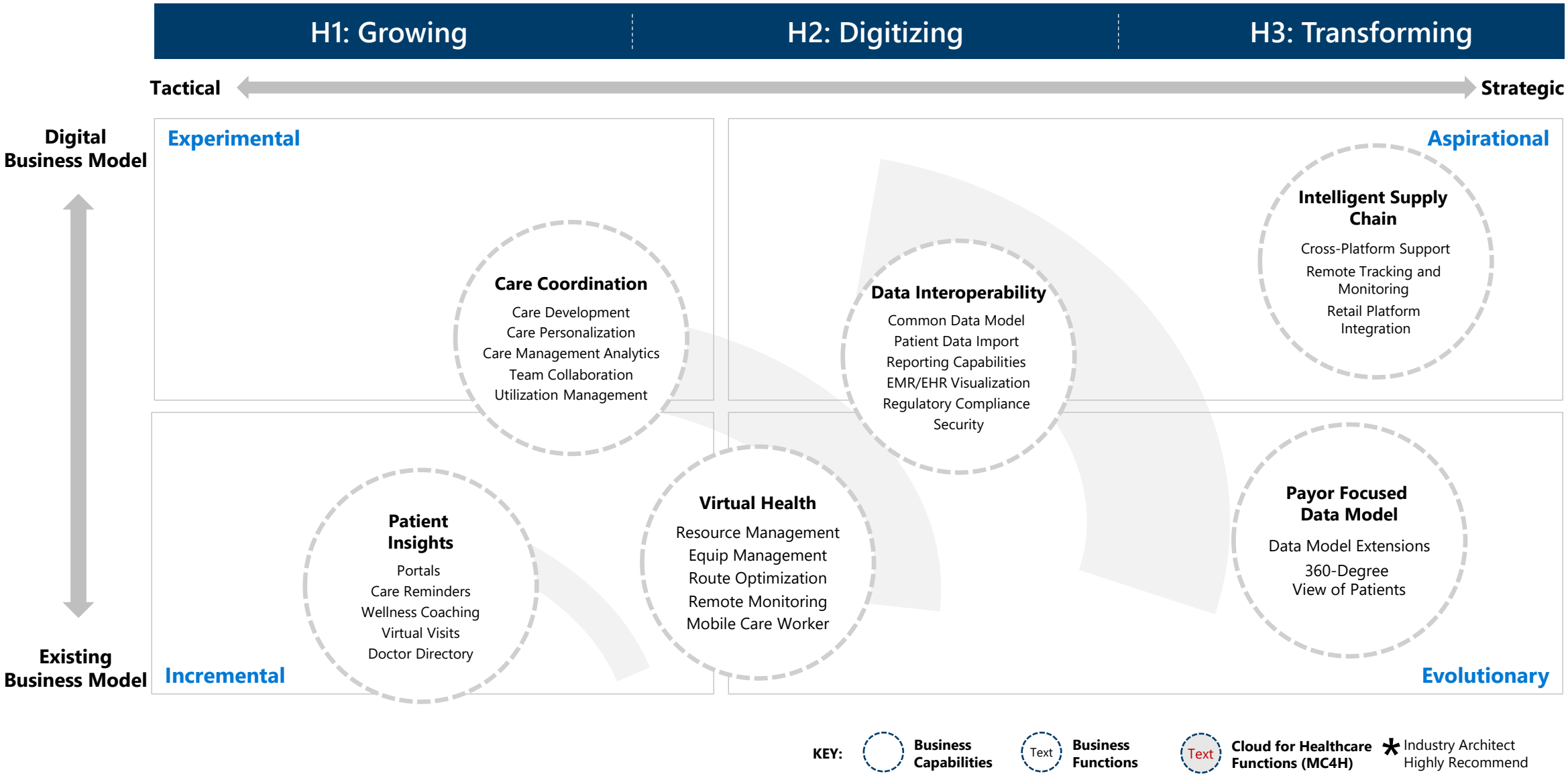
- Backlog
- Agile Development
- AI Practices
- Data Modernization

Operationalize for Business Value

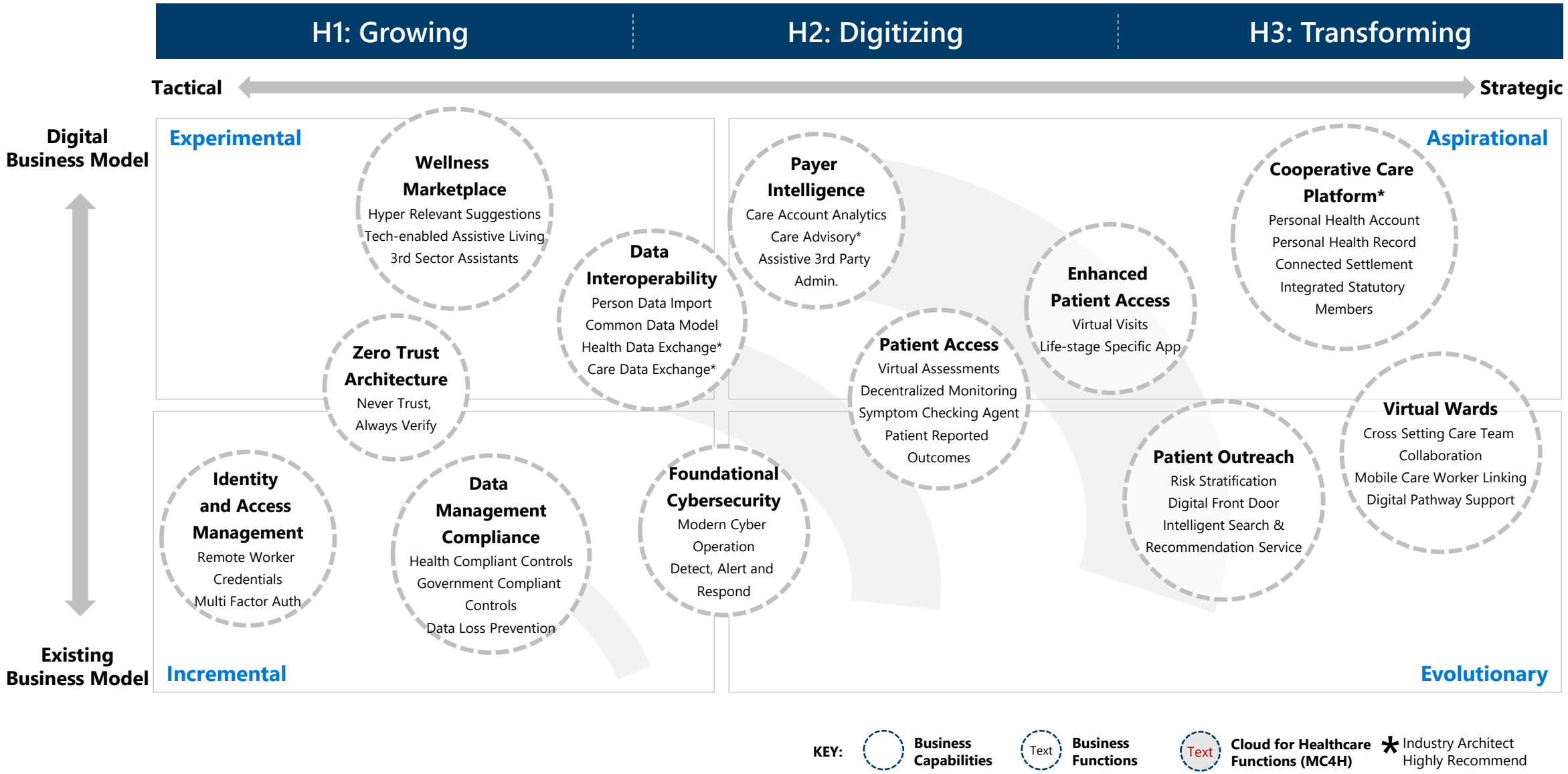
- Release MVP to Market



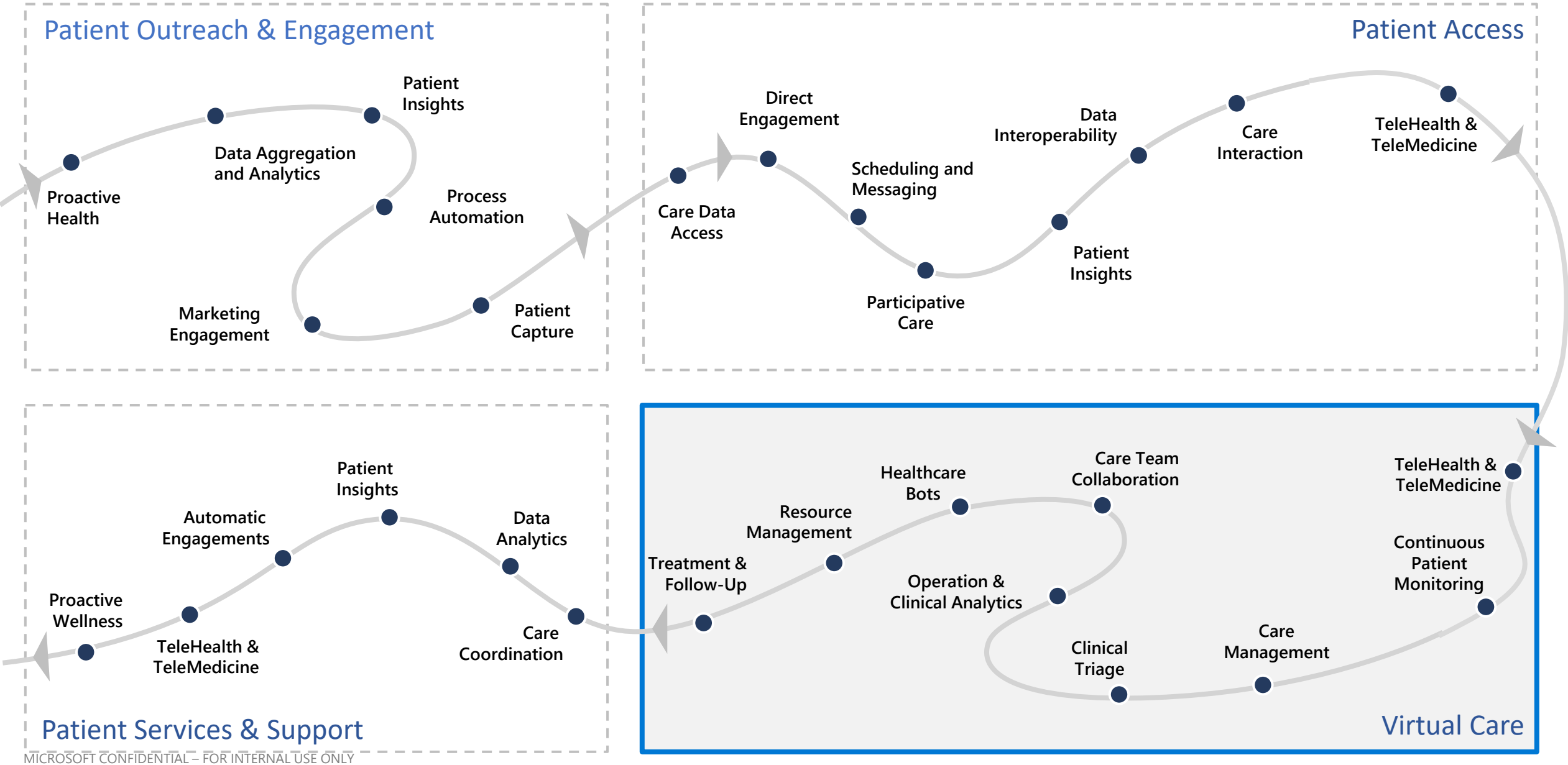
Clinical Enablement for Provider



Patient Empowerment for Provider



Connected Healthcare | Journey Flow



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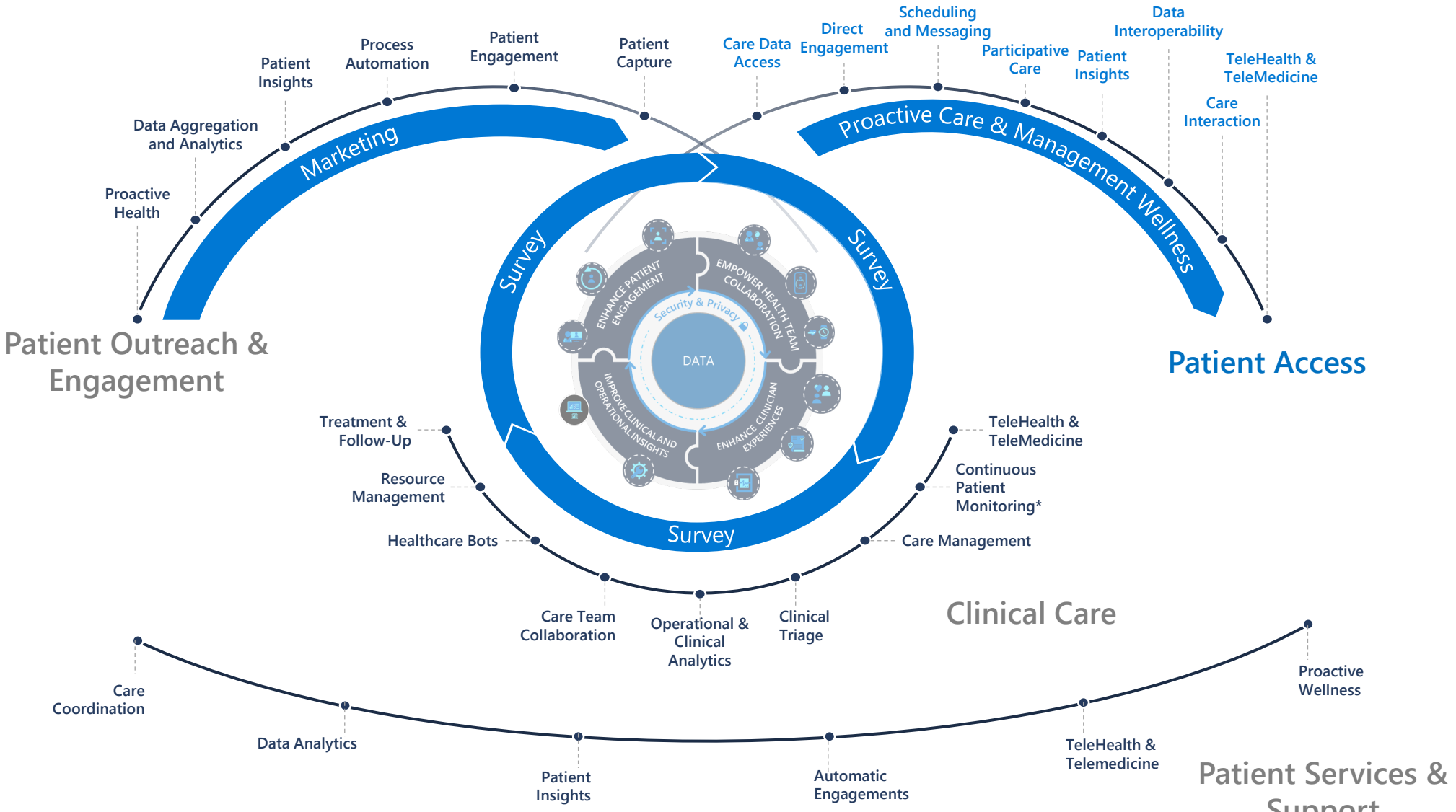
Connected Healthcare: Continuum



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