Transformation to Digital Healthcare

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@R1chardatron

Organised by: EU2017.EE · Republic of Estonia Ministry of Social Affairs · ECHAlliance · HIMSS Europe
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Digital Revolution

The earth is 4.6 Billion years old

Scale that to 46 years
Humans have been here for 4 hours
Our first industrial revolution began only a minute a go!

The third revolution began when I turned onto this slide…

Digital healthcare is happening….

NOW!

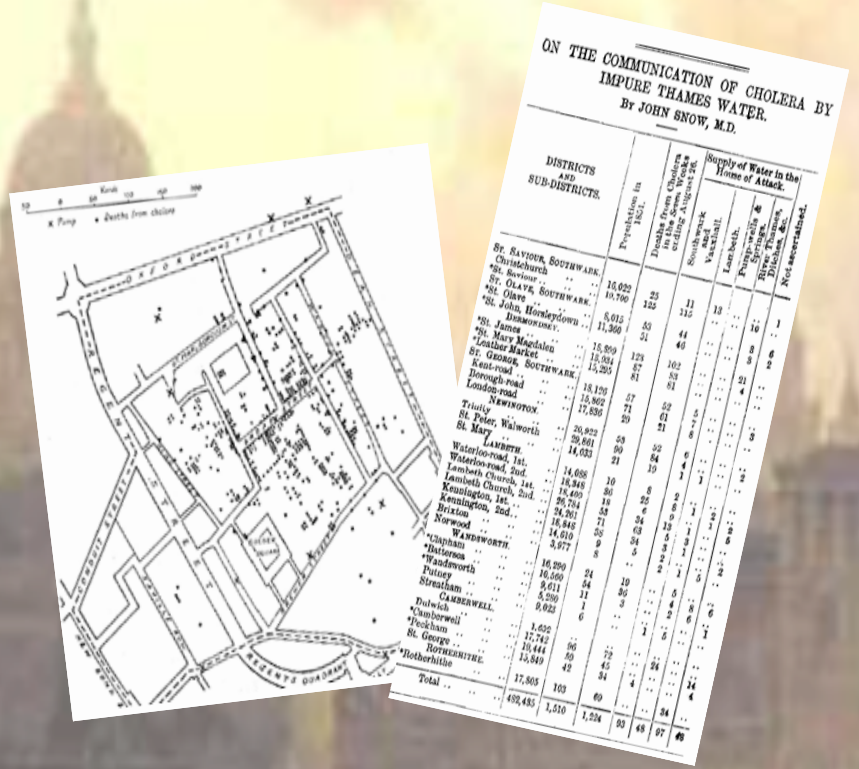
Digital Health: Origins

Cholera in London in 1854

Dr. John Snow

Data Visualisation

Broad St. Water Pump



ON THE COMMUNICATION OF CHOLERA BY IMPURE THAMES WATER.

By JOHN SNOW, M.D.

Digital Health: Origins:

Nightingale Rose Diagram

1863 after 10 years of study

Clinicians teaching civil servants

Digital Health: Reality

Paper records in the basement

2009 floods leave large amounts of paper frozen until technology can catch up!

1. CEX: define target state customer journeys in and across channels.

↑ Easiest to get wrong

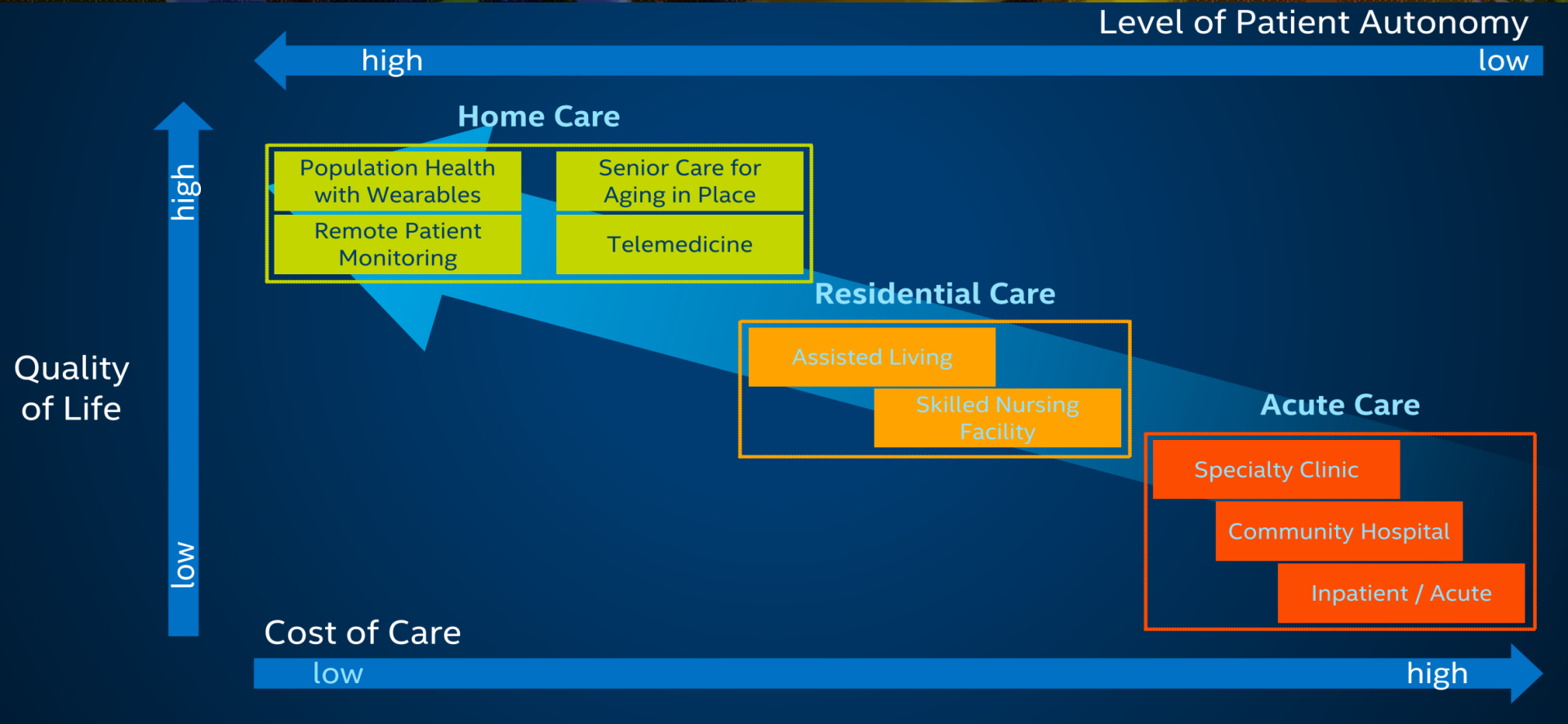
3. Define gaps.

digital transformation

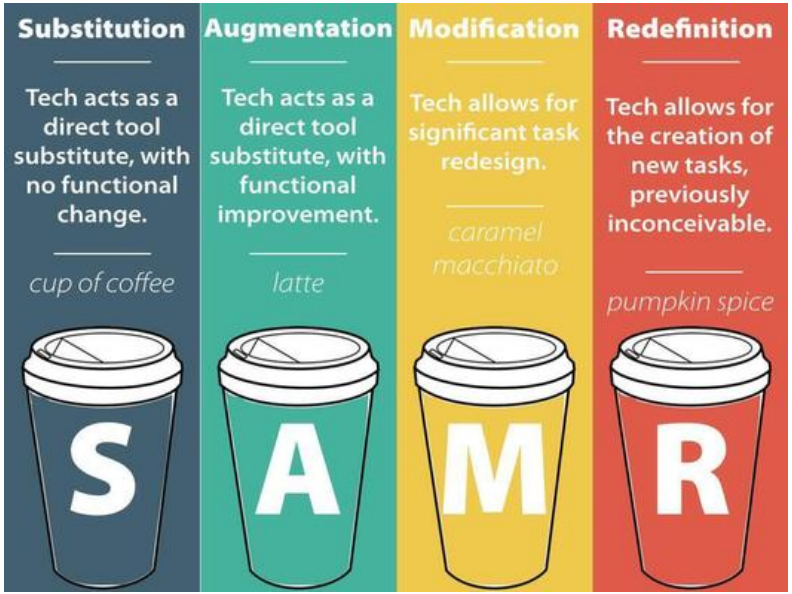
2. Map to existing systems, processes and data.

4. Resolve gaps. data, process & systems.

↑ Hardest to get right.


Level of Patient Autonomy
high
low
Quality of Life
high
low
Home Care
Population Health with Wearables
Senior Care for Aging in Place
Remote Patient Monitoring
Telemedicine
Residential Care
Assisted Living
Skilled Nursing Facility
Acute Care
Specialty Clinic
Community Hospital
Inpatient / Acute
Cost of Care
low
high

SAMR LADDER



SAMR was created by Rueben Puentedura

Substitution: What will I gain by replacing the older technology with the new technology?

Substitution to Augmentation: Have I added an improvement to the task process that could not be accomplished with the older technology at a fundamental level? How does this feature contribute to my design?

Augmentation to Modification: How is the original task being modified? Does this modification fundamentally depend upon the new technology? How does this modification contribute to my design?

Modification to Redefinition: What is the new task? Will any portion of the original task be retained? How is the new task uniquely made possible by the new technology? How does it contribute to my design?

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HEALTH IN THE DIGITAL SOCIETY
DIGITAL SOCIETY FOR HEALTH

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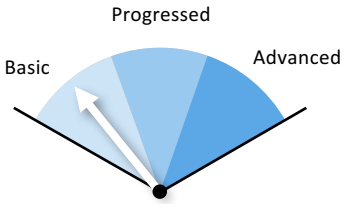

	Medical home Precision medicine Patient wearables	Virtual care Digital outreach Mixed reality	Population management Artificial intelligence Conversational computing	Care coordination Remote monitoring Genomics
	Patient infotainment Patient health records Health gaming	Clinical education Social enterprise Knowledge management	Readmission management Fraud detection/prevention Condition registries	Flexible workstyles Cross-organisational trust Predictive asset maintenance
	Kiosk check-in Meal ordering Consumer portals	Unified communications Clinical information systems Clinical mobility	Performance dashboard Patient journey-board Clinical outcomes research	Consolidate data sources Modernize infrastructure Hybrid cloud
Digital Transformation Quadruple Aim[2]	**ENGAGE** your Patients to Improve the patient experience	**EMPOWER** your Care Teams to Improve clinician experience and productivity	**OPTIMIZE** Clinical & Operational Effectiveness to Improve the population health	**TRANSFORM** the Care Continuum to Lower the per capita cost of care
Trusted Technology	ENTERPRISE WIDE SUBSTITUTION	AUGMENTAION AND MOBILISATION	ANALYTIC & MODIFICATION	TRANSFORMATION & REDFINITION

1 Berwick, D. "The Triple Aim" Care, Health, Cost". Health Aff, May 2008 vol. 27 no. 3 759-769

2 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

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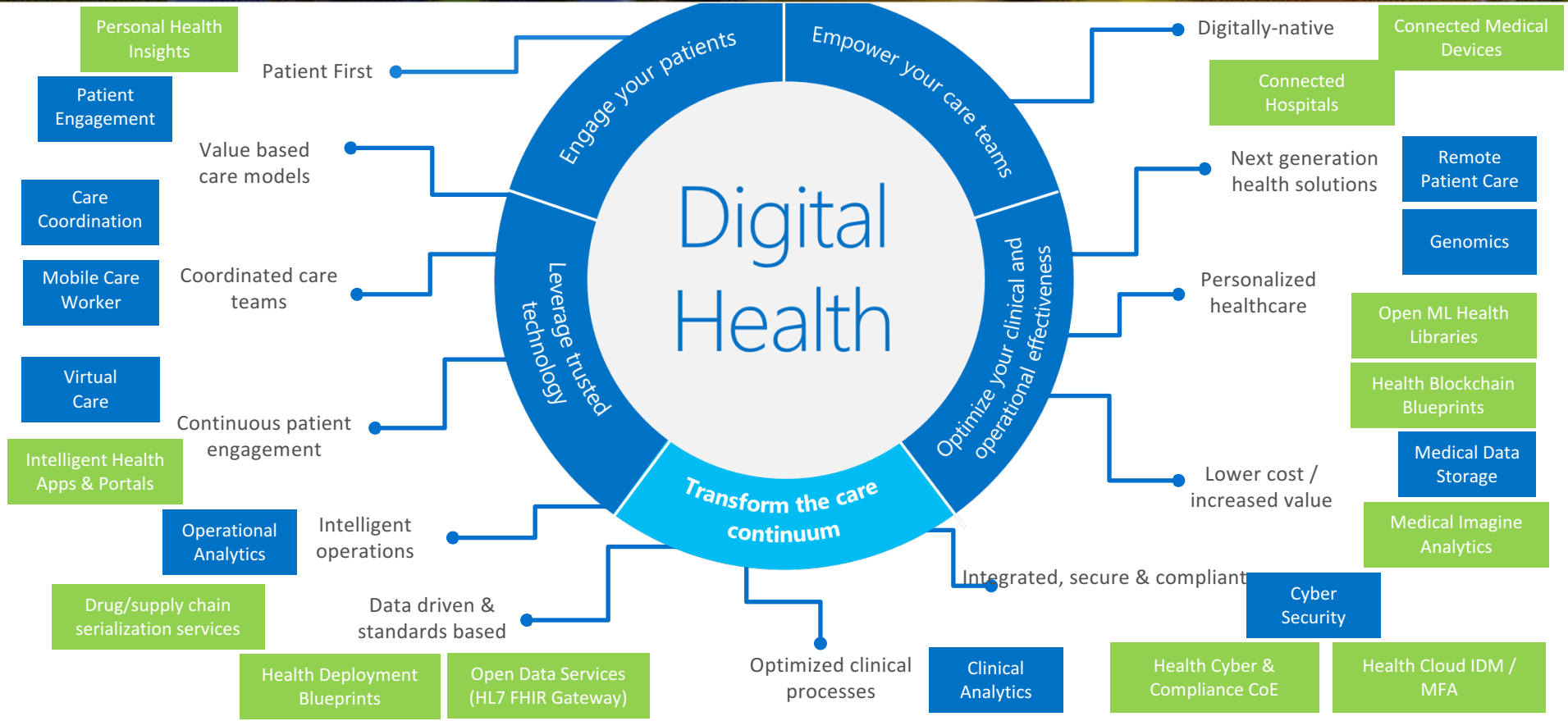
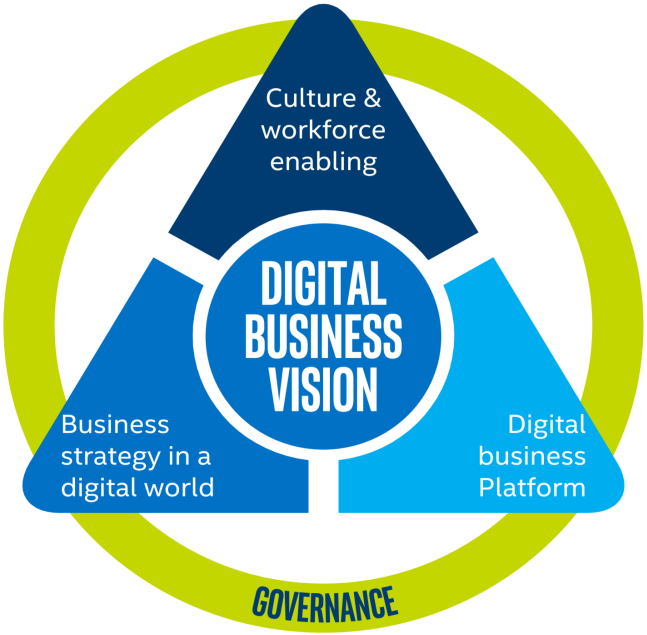


A NEW COMPASS



From INTEL research

Culture & Workforce: It's about the people first. Clinical engagement and leadership. Patient at the centre and patient first.

Business Strategy in a Digital World: Digital is no longer a nice to have. Digital is no longer a separate entity. We are in the business of delivering integrated healthcare not IT.

Digital Business Platform: A vision for the reform, modernisation or change of healthcare delivery now has to be inspired by digital capability.

Digital Business Vision: Digital is now the catalyst, the stabilising agent and the accelerator for the new 'reaction' that enables healthcare to be delivered in 2020.

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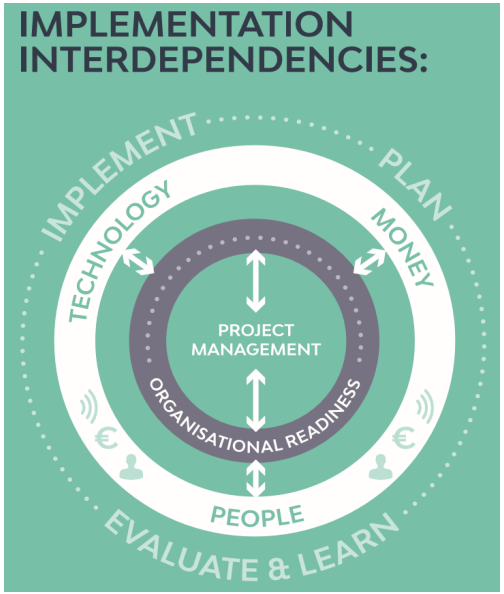
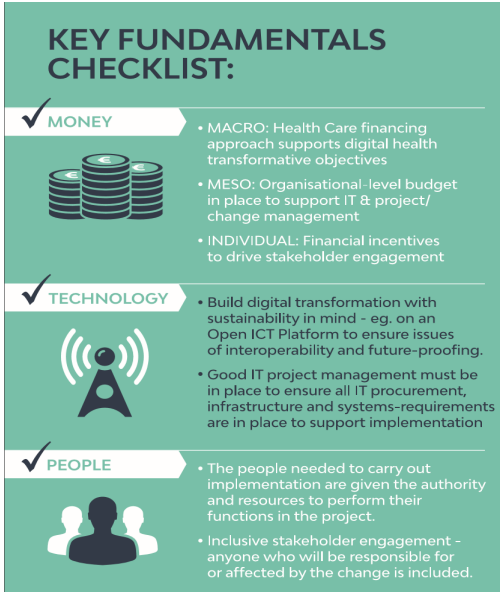
DIGITAL HEALTH SOCIETY: TF4





IMPLEMENTATION TOOLKIT: Re-use the lessons of others and work through a tried and tested process.

DEPENDENCIES MATRIX: Start at the right point with the right support.

SAMR LADDER EVALUATION: What is the end-in-mind for each element.

ORGANSATIONAL COMPASS: Has the organisation even started on the difgital journey?

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Substitute, Augment, Modify, Redefine

or DREAM

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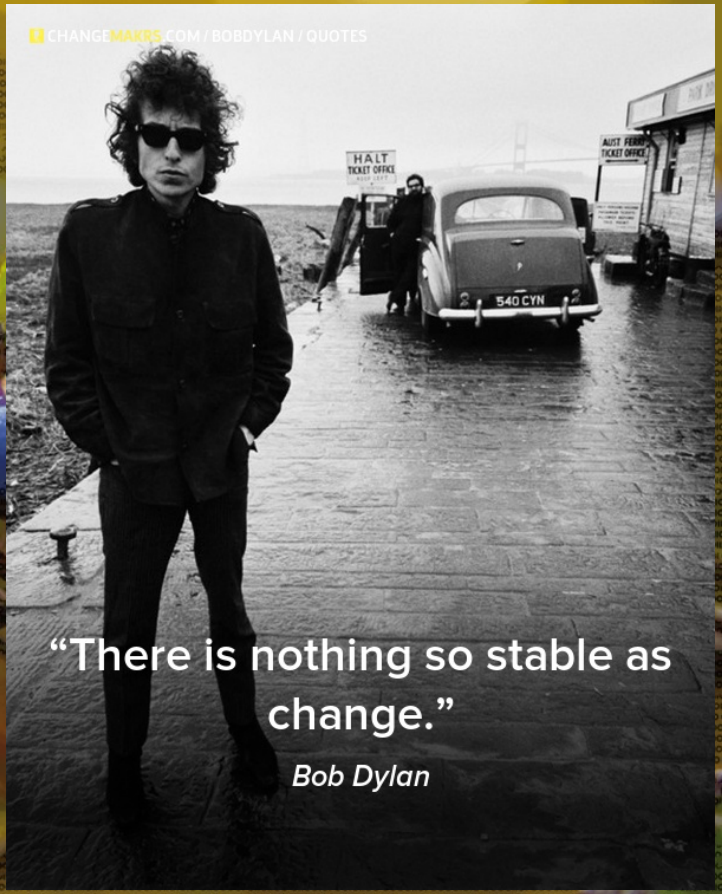

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