Portugal
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summit
SNS SERVIÇO NACIONAL DE SAÚDE
SPMS EPE
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The Quest for Value

STRATEGIES AND KEY TRENDS IN EUROPEAN HEALTHCARE DX

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Bruno Horta Soares, CISA®, CGEIT®, CRISC™, PMP®

Executive Senior Advisor

bsoares@idc.com

IDC ANALYZE THE FUTURE

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It’s easy to miss something you are not looking for.

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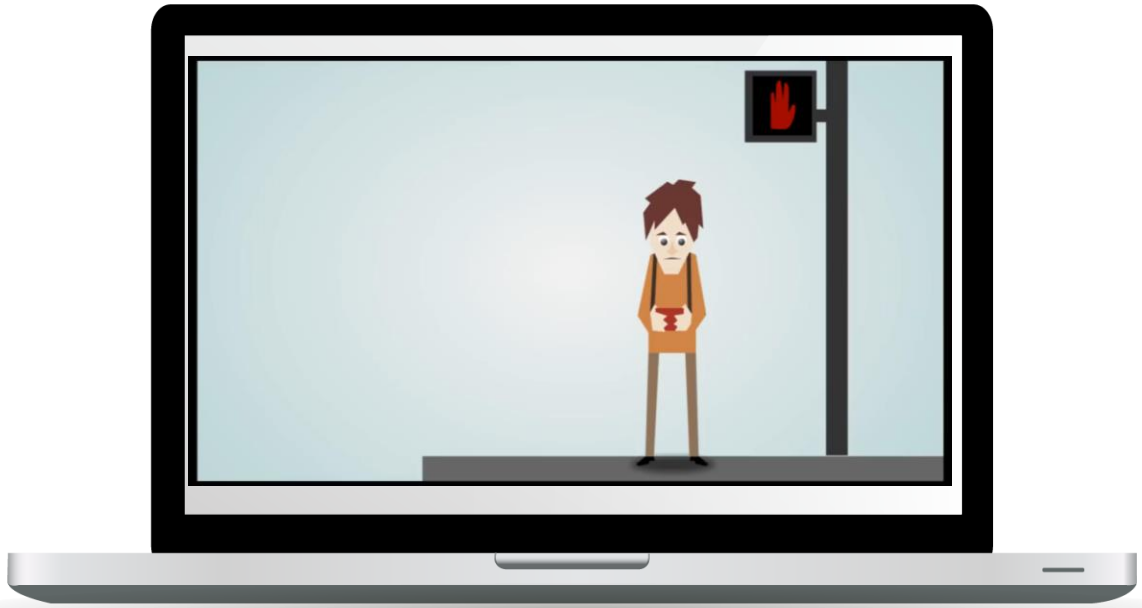

Link:

https://www.youtube.com/watch?v=wdVXco6YDgg

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IDC defines Digital Transformation as the continuous process by which enterprises **ADAPT TO OR DRIVE DISRUPTIVE CHANGES** in their customers and markets (external ecosystem) by **LEVERAGING DIGITAL COMPETENCIES** to innovate **NEW BUSINESS MODELS, PRODUCTS, AND SERVICES** that seamlessly blend digital and physical and business and customer experiences while improving operational efficiencies and organizational performance.

IDC

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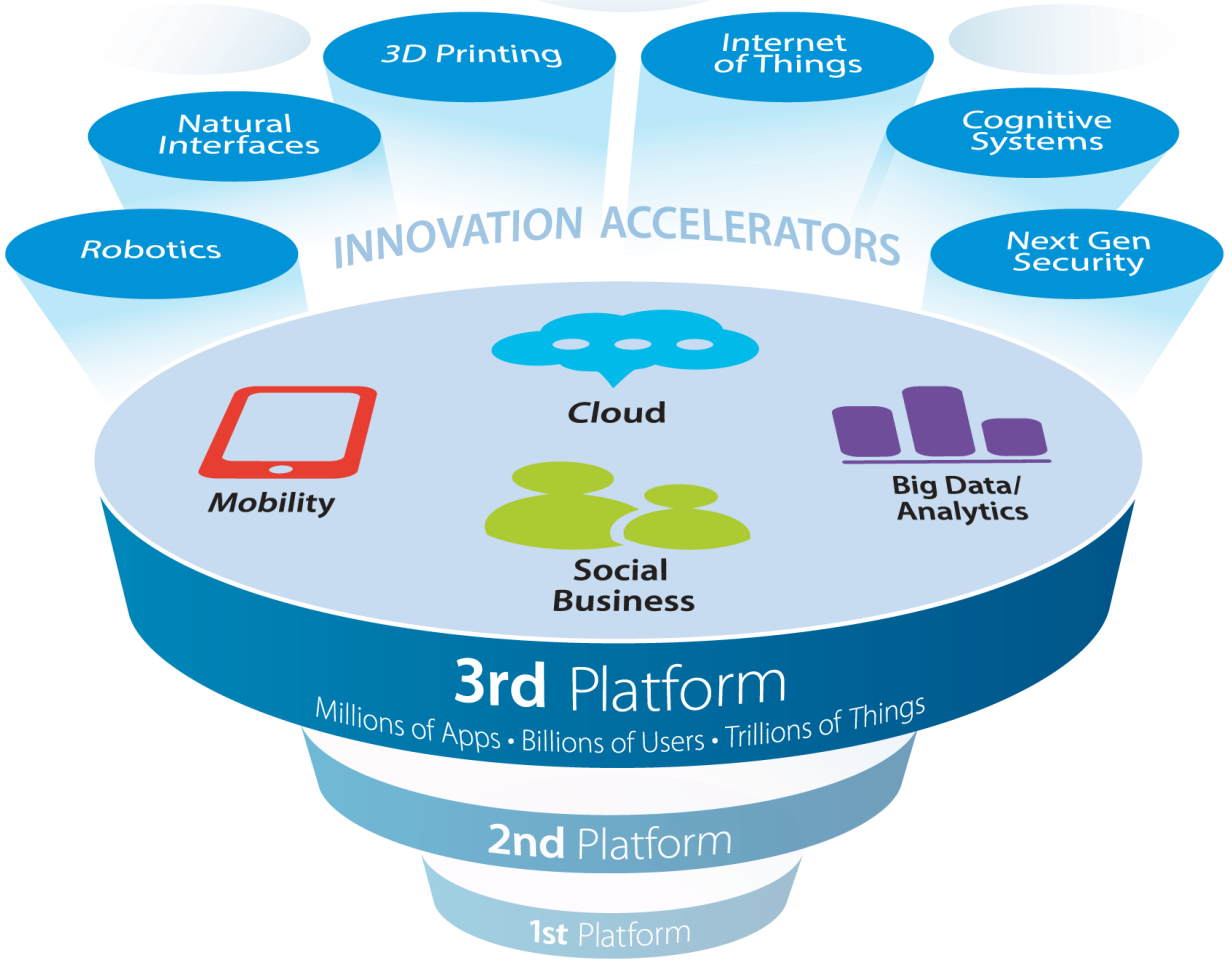
Continuous Industry Transformation

Future of Work *Abundance* *Efficiency*

Immediacy *New Buying Centers* *Personalization*



Digital Transformation
OVERVIEW

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Business Transformation

DIGITAL TRANSFORMATION

01. LEADERSHIP

- ❑ IT Strategy and Governance
- ❑ Leading in 3D
- ❑ Strategic architecture
- ❑ Services transformation
- ❑ Innovation Strategies

02. OMNI-EXPERIENCE

- ❑ Customer Experience
- ❑ Device/Mobility strategies
- ❑ Devices: PCs, Mobility, Wearables and Augmented reality/Virtual Reality
- ❑ Social Business
- ❑ eCommerce

03. WORKSOURCE

- ❑ Vendor Sourcing and Management
- ❑ IT Talent and Skills Management
- ❑ Outsourcing Services
- ❑ IT Organizational Development
- ❑ Technology Training

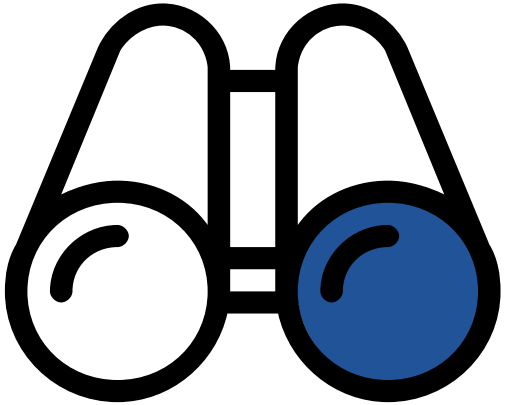
04. OPERATING MODEL

- ❑ Enterprise Infrastructure
- ❑ AppDev and App Provisioning
- ❑ DevOps
- ❑ Cloud Strategies
- ❑ Transformative Tech: IoT, Robotics and 3D Printing

05. INFORMATION

- ❑ Enterprise/ NextGen Security
- ❑ Enterprise Applications
- ❑ Information and Data Transformation
- ❑ Big Data and Analytics
- ❑ Cognitive Computing

Enterprise IT Transformation



“Companies fail to create the future not because they can't predict it but **because they can't imagine it**.”

Gary Hamel

Healthcare DX Mission:
VALUE-BASED HEALTHCARE

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STRATEGY 01 | Convenient Access to Care

- Telehealth
- Clinical communication and collaboration

STRATEGY 02 | Financial and Clinical Risk Management

- Clinical outcomes management
- Process optimization

STRATEGY 03 | Operationalizing Data and Information

- Contract and network management

STRATEGY 04 | Customer Centricity

- Patient of one

30
Use Cases

Remote Health Monitoring | Health And Wellness | Consumer Virtual Care | Ehr-based Telemedicine | Robotic telepresence | Secure clinician messaging | Patient-clinician communication | Clinician clinician communication | Health Information exchange (HIE)/ interoperability | Predictive analytics | Patient personal assistance | Post-acute care management | Integrated social and health | Revenue cycle management | Robotic process automation based claims processing | Readmission avoidance | Fraud, waste, and abuse (FWA) | Closing gaps in care | Next-generation EHR platforms | Directory accuracy | Concurrent value-based reimbursement | Network adequacy | Contract management | Smart contracts (blockchain) | Smart claims payments (blockchain) | Coordinated consumer transactions | Continuous segmentation | Independent product/plan configurators | Robotic process automation customer service | Open access scheduling and payment

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EXTERNAL DRIVER: CONSUMER EXPECTATIONS

More convenience, choice, customization, and control

#1 PATIENT EXPERIENCE AND ENGAGEMENT

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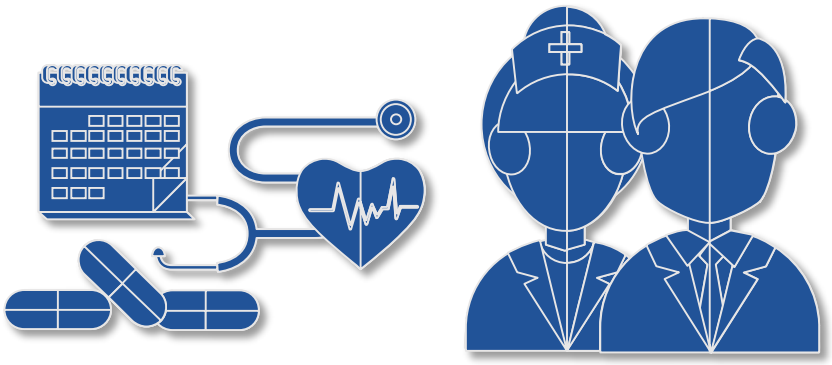
PATIENT GENERATED DATA (PGD)

IDC FutureScapes 2018



"By the End of 2020, 25% of Data Used in Medical Care Will Be Collected and Shared with Healthcare Systems by the Patients Themselves (Bring Your Own Data)."

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EXTERNAL DRIVER: SUSTAINABILITY

Rising cost and illness burden

#2 CONNECTED ECOSYSTEM

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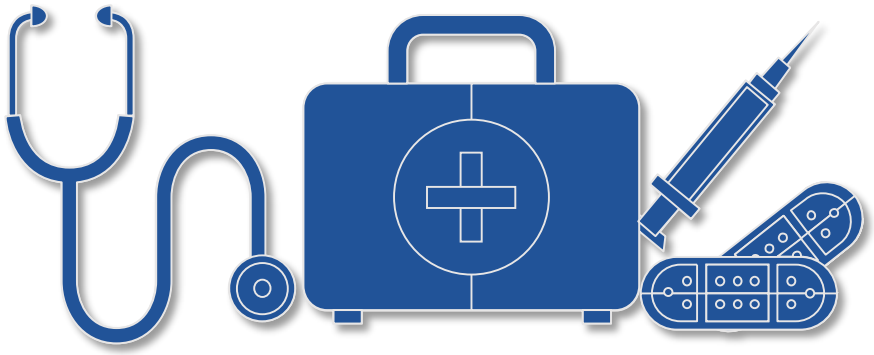
IoT

IDC FutureScapes 2018



“By 2020, adoption rates of IoT-enabled asset tracking and inventory management systems in hospitals will have doubled worldwide improving patient safety, staff satisfaction, and operational efficiency.”

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EXTERNAL DRIVER: SENSE, COMPUTE, ACTUATE

The new data-centric paradigm

#3 ADVANCED ANALYTICS

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REAL WORLD EVIDENCE (RWE)

IDC FutureScapes 2018

"By 2019, More Than 50% of Life Science and Healthcare Companies Will Have Dedicated Resources to Support Accessing, Sharing, and Analyzing Real-World Evidence for Use Across Their Organizations."

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EXTERNAL DRIVERS: CYBER THREATS

Theft, Ransom, Cyberattack on the Rise

#4 SECURITY, PRIVACY, AND TRUST

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CYBER MEDJACKING

IDC FutureScapes 2018

"By 2021, the World Will Have Seen Its First $100 Million Class-Action Lawsuit Against a Medical Device Manufacturer for Negligence Due to a Cyberattack Causing the Death of More Than 25 People Connected to Networked Medical Devices While Hospitalized."

“Want to win? Burn the ships!”

Hernan Cortes

Known for: Spanish conquest of the Aztec Empire

Occupation: Conquistador

Obrigado!

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