# Bridging the Conversation: Transforming to Digital Healthcare to Improve Patient Experience

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## The Obvious .....



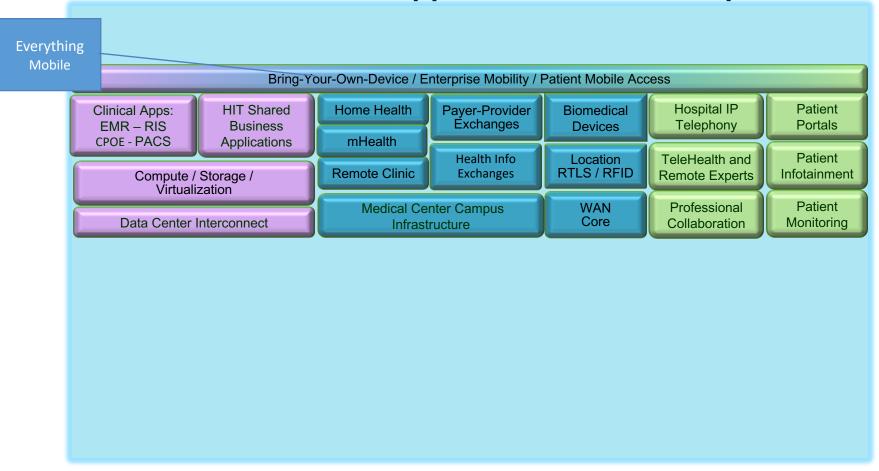
#### What we Know

- Huge Gap In Technology Adoption in Healthcare (Nigeria)
- Technology Rules the World No Industry is Exempt Technology has been the Major Game Changer in every single Industry today. Healthcare is no exception!
- Technology is Disruptive , yields a lot of benefits \ Value
  - Cost Reduction
  - Operational Efficiency
  - Opens up new Revenue streams
- Embrace, Adapt or Yield to Competition- Case in point yellow cabs and uber Service
- Customer are more aware and Service oriented Expect to see Adoption of Pay for Service Model by Providers and Patients making a choice on which healthcare facility to visit based on the technology inclination of the HCF.
- Increasingly .. More Medical Devices are now SMART i.e Tech Enabled (IoT ) .... Nigeria / Africa ..
  Cannot lag Behind ... !

#### Why is technology important in healthcare?

- The use of technology increases provider capabilities and patient access while improving the quality of life for some patients and saving the lives of others. ... We've progressed from using technology to improve patient care and the healthcare industry, to impacting our society as a whole.
- The use of digital technology in health and social care can improve quality,
  efficiency and patient experience as well as supporting more integrated care and improving the health of a population as well as guaranteeing operational efficiency \*\* Cost

### Tech in Health - Applicable Areas of Impact



#### Medical Grade Network Framework **Future-Proofing** Cloud Services for IT Operational Everything Auto Provisioning / Orchestration Mobile Bring-Your-Own-Device / Enterprise Mobility / Patient Mobile Access Patient Hospital IP **HIT Shared** Home Health Paver-Provider Patient Clinical Apps: **Biomedical** Experience Exchanges EMR - RIS Telephony Portals **Business Devices** CPOE - PACS mHealth **Applications** Healthcare Patient Health Info TeleHealth and Location Applications, Remote Clinic RTLS / RFID **Exchanges** Infotainment Compute / Storage / Remote Experts Collaboration Compute and Virtualization and Software Storage Patient **Medical Center Campus** WAN **Professional** Systems **Data Center Interconnect** Core Collaboration Monitoring Infrastructure Campus and Quality of Service, Security and Compliance **Operational Best** Community Practices and Operations, Management, Monitoring and Foundational Services (DHCP, NTP, DNS, AD) Connectivity Design Guidance Enterprise Networking - LAN/WAN architecture for Hospital, Ambulatory, Remote Clinic, and Remote Access Collaboration - Voice, Video, Conferencing, & Contact Center **Data Center and Virtualization** Commercial Facilities Networking - Power, HVAC, Physical Security, Energy Management **Medical Grade Network** Resilient Interactive Responsive **Protected**

#### Next Steps – What do you need to do going forward?

- Mind Set Shift
  - Tech is here to stay!
  - Technology is an Enabler vs Cost Centre.
- Knowledge is Key Start getting acquainted with Tech for Health, build slowly.
- Perform a Technology Assessment Today know the state of your Facility
- Build the Right Structure to Support Tech for your Business
  - Hire an Inhouse Tech resource or outsource to a Consultant
  - Start Building the infrastructure bottom up approach, seek curated solution, Financing
- Explore How to Monetize the Infrastructure in Place.