

The Future of Telehealth is Now

Marlon Harvey, Global Business Solutions Architect Healthcare Growth
Marketing

DGTL- PSOIND-1100



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#CiscoLive



An abstract graphic on the left side of the slide, consisting of a dark blue background with a dense cluster of small, multi-colored squares (blue, green, yellow, orange, red) that appear to be floating or falling from the top left towards the center.

Agenda

1. Introduction
2. Trends and Challenges
3. Expanding Access to Care Solutions
 - I. Patient Access and Outreach
 - II. virtual visits
4. Conclusion



Agenda

Trends and Challenges

1. Trends and Research
2. Access Challenges and the patient journey's
3. Virtual care core capabilities
4. Cisco's healthcare strategy

Key Insights: Trends and Research

Addressing a Market in Transformation



Telehealth is being adopted at a rapid pace. Given the continued need for social distancing and continuity of care, coupled with a decline in IT spend beyond crisis mitigation, **telehealth will continue to be a priority investment.**



Security, privacy and compliance remain top of mind. While regulations on telehealth have temporarily laxed, expect a renewed focus. Medical device and collaboration device security will become more important as the landscape broadens.



Virtual triage, scheduling, patient experience and patient perception of safety will be key considerations in retaining patients. **Providers will look to innovate the care model.**

Preparing for the Future of Healthcare



Providers will look for technologies that accelerate decision making and replace tasks previously done by employees. **Data-driven care is on the rise.**



Home, virtual and outpatient/ambulatory care centers are experiencing the highest growth. Expect consolidations and closures of healthcare facilities as the landscape shifts. Providers are focused on innovating to drive operational, financial and process efficiencies.



Consumerism will continue to rise due to the pandemic. Avoidance of unnecessary care and financial concerns will create a **consumer with higher than ever expectations.** **Technology** will lower the cost of entry to some providers when virtual is an option.

Expand care access: challenges and drivers



82%

of consumers expect the same access to technology in health care that they get from other consumer services

Sg2 National Health Care Consumerism and Insurance Coverage Survey, 2018



The average length of a phone call spent scheduling a medical appointment

8.1
minutes

Luma Health, How Much are No Show Appointments Costing You



Cost in the U.S. due to missing appointments:

\$150
billion

Health Management Technology: "The cost of missed appointments" 2017



38%

CAGR growth of virtual care in the United States projected between 2019-2025.

This is up from 28.2% since COVID-19.

Frost and Sullivan: Telehealth: A Technology-Based Weapon in the War Against the Coronavirus in 2020



Demand for virtual visits expected to surge beyond

1 Billion

In 2020

Forrester: Quick Resource Guide To Help Organizations Scale Healthcare Support During COVID-19

Healthcare imperatives: “I need to...”

Optimize business and management **efficiency**



Chief Operating Officer

Streamline IT operations for better information sharing



Chief Information Officer

Keep our facility, our patients, our devices, and our data **safe and secure**



Chief Security Officer

Personalize experiences—onsite and mobile to boost satisfaction for patients and caregivers



Chief Experience Officer

Work smarter and **improve clinical workflows** so we can innovate and deliver better care



Chief Nursing Officer

Help our care teams work **remotely and collaboratively**, with each other and with patients



Chief Medical Officer

Ensure effective coordination during **incident response**



VP of Emergency Operations

Develop and act on our **emergency preparedness plan** in case of emergency

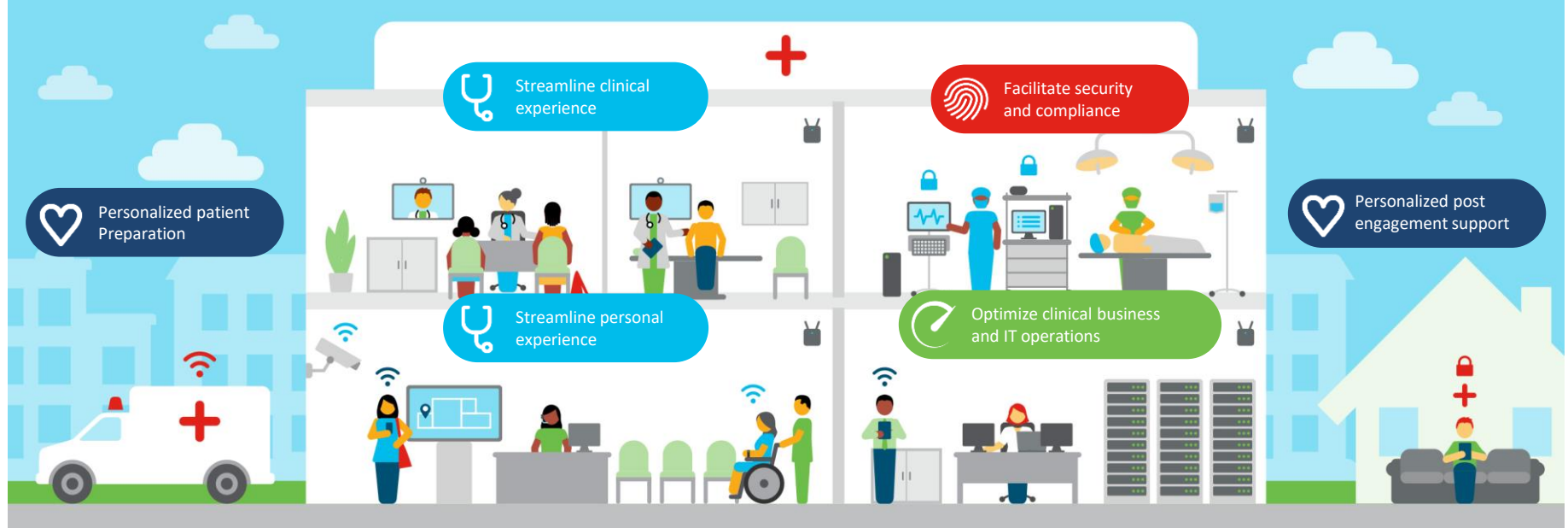


VP of Emergency Management

Steps in the Patient Care Journey



Virtual Care: Capabilities and Outcomes



Engagement

Simply and conveniently bringing together clinicians, patients and carers in the most appropriate format (pairs, groups, teams and embedded into clinical work flows) to enable the processes of care delivery and social support minimising the barriers of distance and timing.



Coordination

Linking the clinical, patient and carer engagement with scheduling and booking functions within the hospital to enable clear communication of activity timing to all participants and systems in each stage of an individual's patient journey



Education

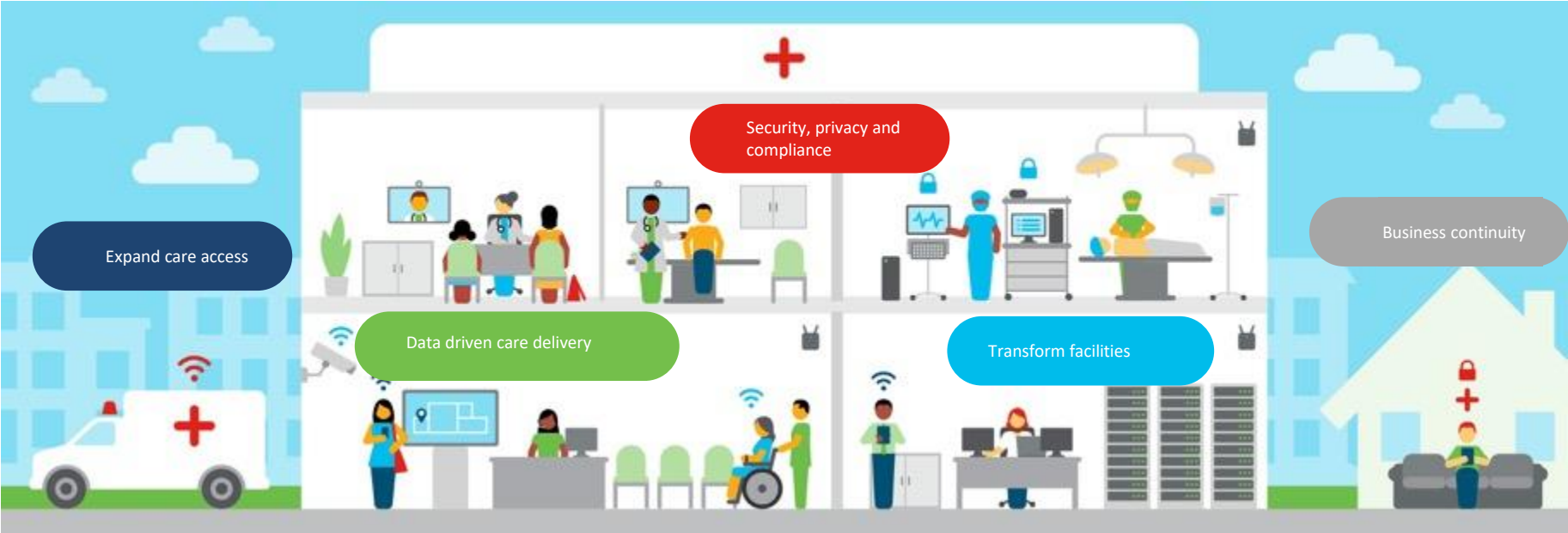
The provision of education, training and research materials at the appropriate time and in the appropriate format to best support the patients clinical and personal needs and the clinician's requirements for decision making.



Monitoring

The ability of patients, carers and clinicians to access and interpret patient progress data, evaluate patient compliance and modify the engagement to optimise the clinical and personal outcomes

Cisco for healthcare



Expand care access

Security, privacy and compliance

Business continuity

Data driven care delivery

Transform facilities

Expand care access

- Patient access and outreach
- Telehealth- Virtual visits
- Remote patient observation

Data driven care delivery

- Clinical communications and collaboration
- Medical device integration
- Flexible and scalable data center

Security, privacy and compliance

- Medical device and IoT security
- Healthcare cybersecurity

Transform facilities

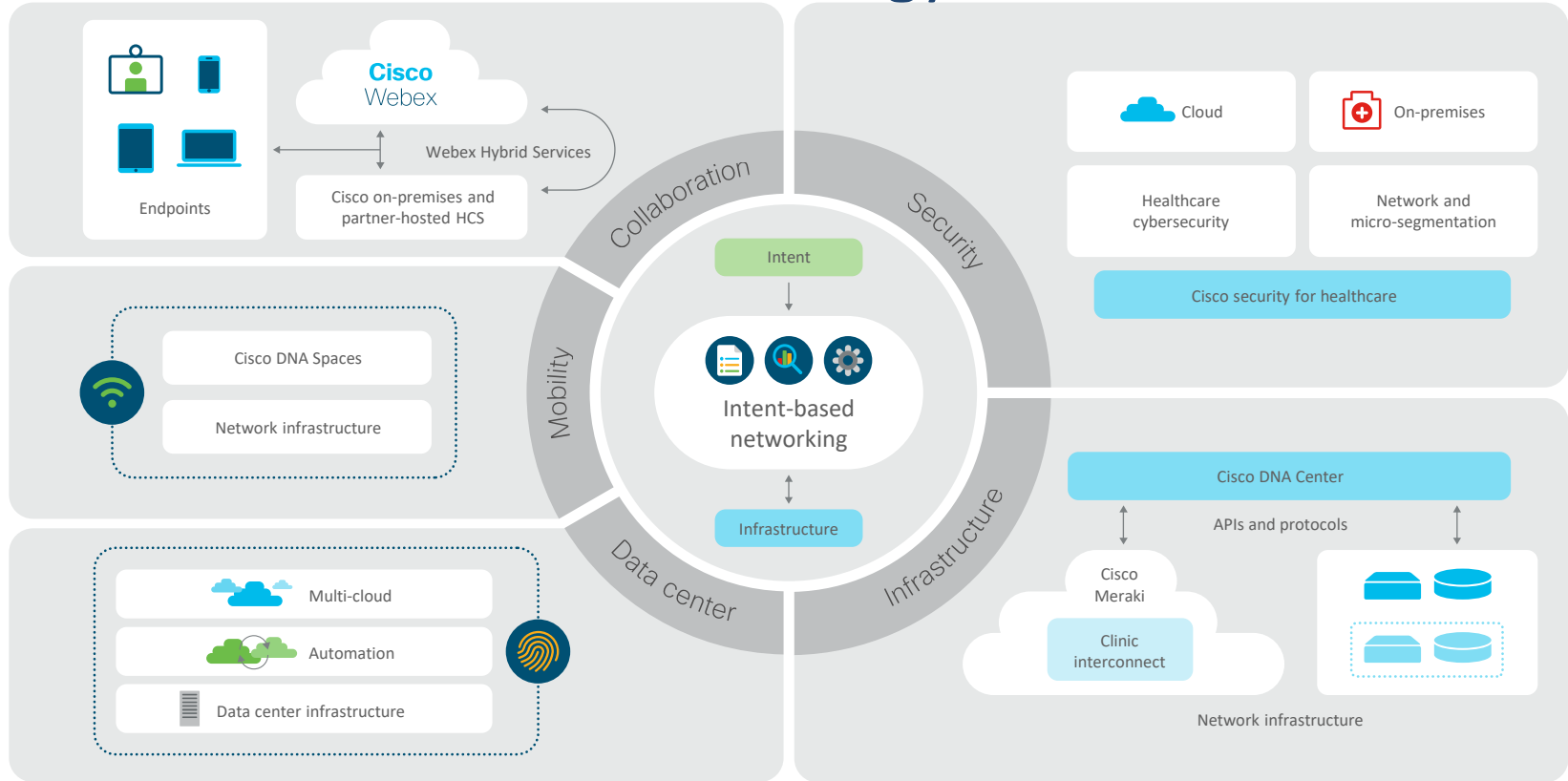
- Smart hospital
- Location services for clinical environments
- Mobile experiences

Business continuity

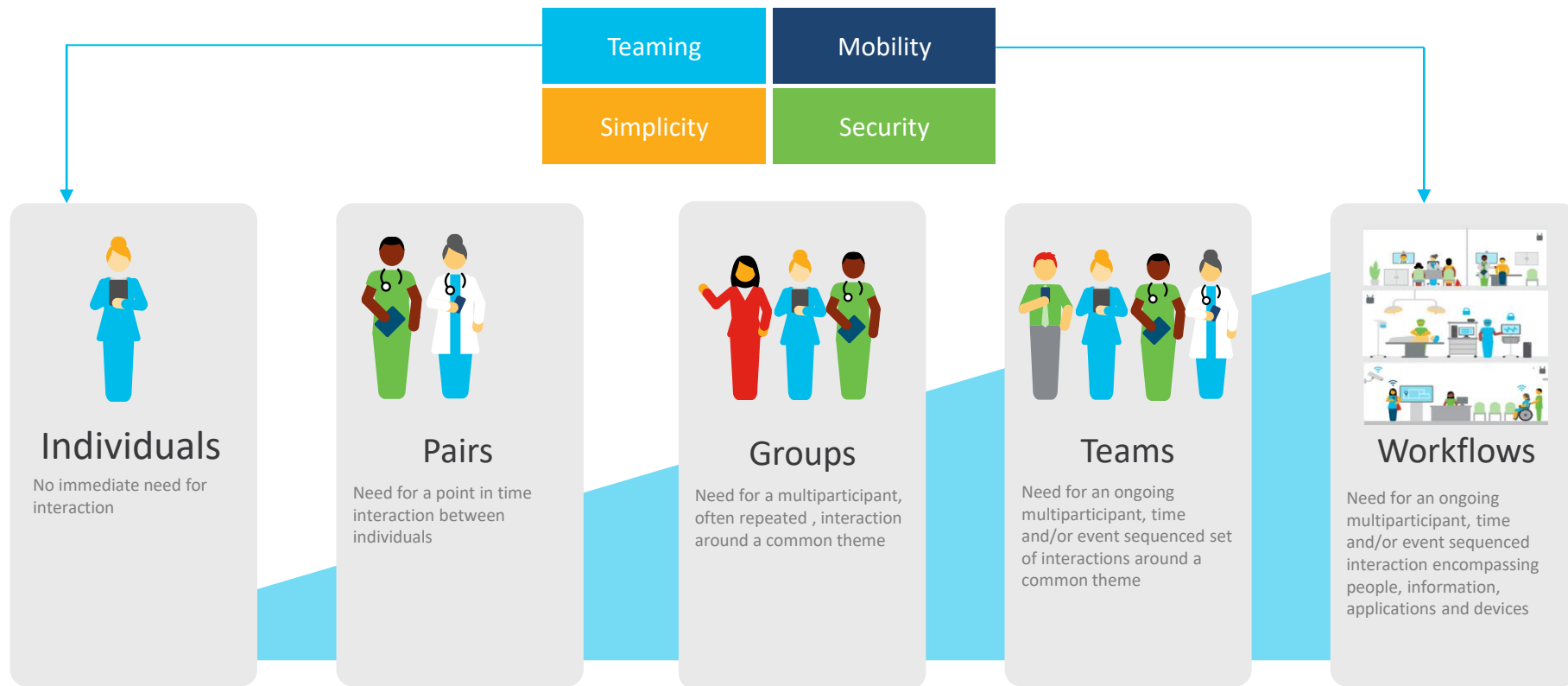
- Administrative collaboration and remote worker
- Field hospital and mobile clinic



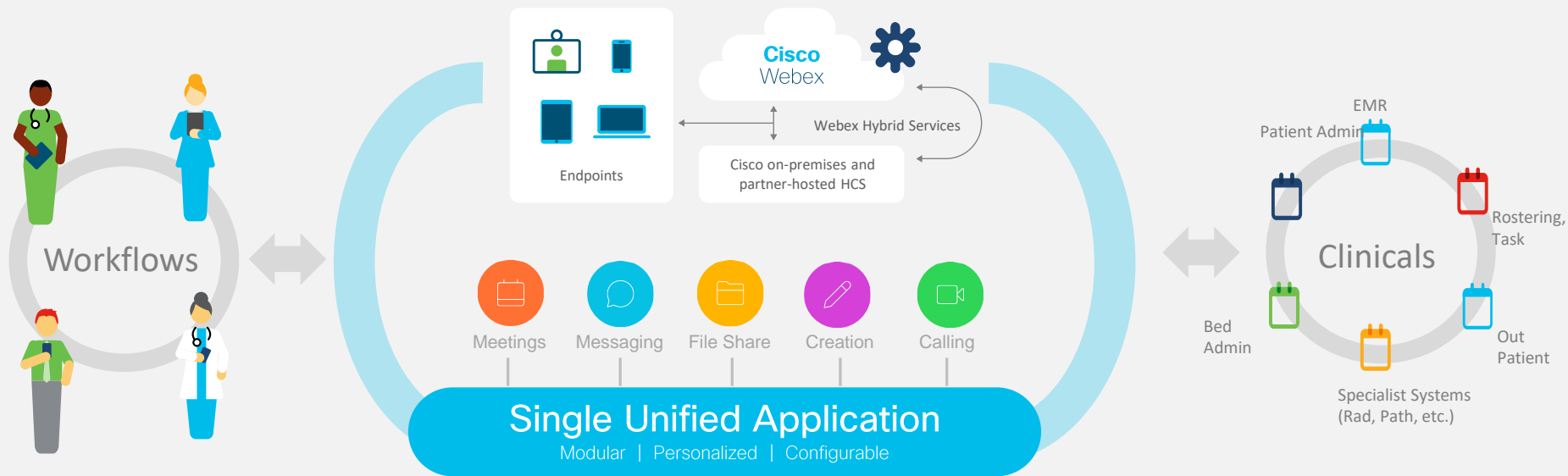
Cisco healthcare solution strategy



Virtual Care: An Information Systems Approach



Collaborative Healthcare Platform



Expanding Access to Care Solutions

Cisco Experience Platforms



Agenda

Expanding Access to Care Solutions

1. Patient Access and Outreach
 - Triage and outreach
2. Virtual visits - Telehealth
 - Testing and Evaluation
 - Treatment (in/out patient)
 - Workflow integrated virtual care

Patient access and outreach



Improve patient and clinician communication—including scheduling, virtual triage, and care coordination—across any communication channel outside the hospital or clinic.



Connected Experiences

 *Connect*

 *Secure*

 *Automate*

Patient access and outreach

Business overview



Industry drivers

- Patients demand virtual interaction to speed access to care and reduce infection risks
- Chronic care cases continue to rise across the globe, requiring more frequent medical care
- Patients are using chatbots, patient portals, and virtual triage encounters for care delivery
- Mobile-first is the consumer preference

Business needs

- Improve care coordination and patient experience across the continuum
- Enable a proactive approach to chronic care patient engagement
- On-demand surge capabilities for remote contact center agents to enable emergency virtual triage response
- EMR contextual integration for higher first-call resolution metrics
- Voice, email, and chat (omnichannel) in a seamless agent experience

Capabilities

- Secure, flexible, and EMR-integrated agent experience across any channel
- Escalation to video on demand
- Virtual triage center for emergency response
- Automated patient identification and verification
- Enable proactive outbound engagement through appointment reminders and waitlist notification
- Virtual coaching capabilities for targeted population segments

Business outcomes

- Increase efficiency of patient interactions
- Increase probability of patient engagement by communicating in their channel of choice
- Increase patient loyalty
- More contextual information available to the agent during the call
- Allow clinical staff to focus on care delivery
- Improve physician and specialist productivity

Stakeholders

- Chief medical officer
- Chief medical information officer
- Chief nursing officer
- Chief administrative officer
- Chief operating officer
- VP of ambulatory care
- VP of population health
- VP of specialty care management
- Director of chronic care

Use Cases: Patient access and outreach

Manage COVID-19 high triage volumes more efficiently by leveraging call center platforms to scale clinical resources



Challenges

- Provide virtual care inquiries to COVID-19 and non COVID-19 related cases for patients who are avoiding visiting the ER



Solution

- **Webex Meetings and Webex Contact Center**
- Cisco video endpoints with mobile remote access configuration
- Cisco Security portfolio - DUO, AnyConnect, ASA Firewall



Business outcomes

- Isolate and reduce risk of crucial doctors becoming sick
- Treat less critically ill patients and reduce crowding the ER and infecting others
- Enables virtual rounding for physicians

Patient Access and Outreach Contact Center solutions

Scheduling

Appointment management
Cancellation
Waitlist

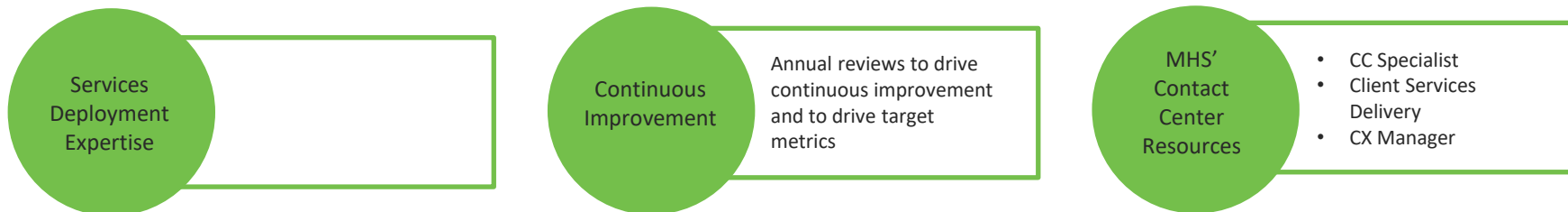
Why Cisco's cloud contact center portfolio?

Depth of portfolio



Ensures a frictionless patient journey and achievement of business operations metrics

Customer Experience (CX) Program



Patient Access and Outreach

Webex Meetings solution

1. Simplified Outlook Scheduling



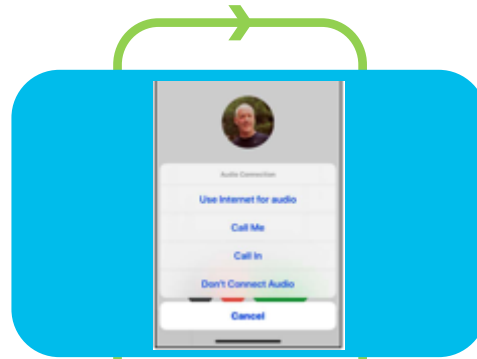
2. Outlook invite sent

3. Clinician joins from any device



4. Meetings start fast in locked "Telemedicine Personal Room"

5. Patients join from mobile or web



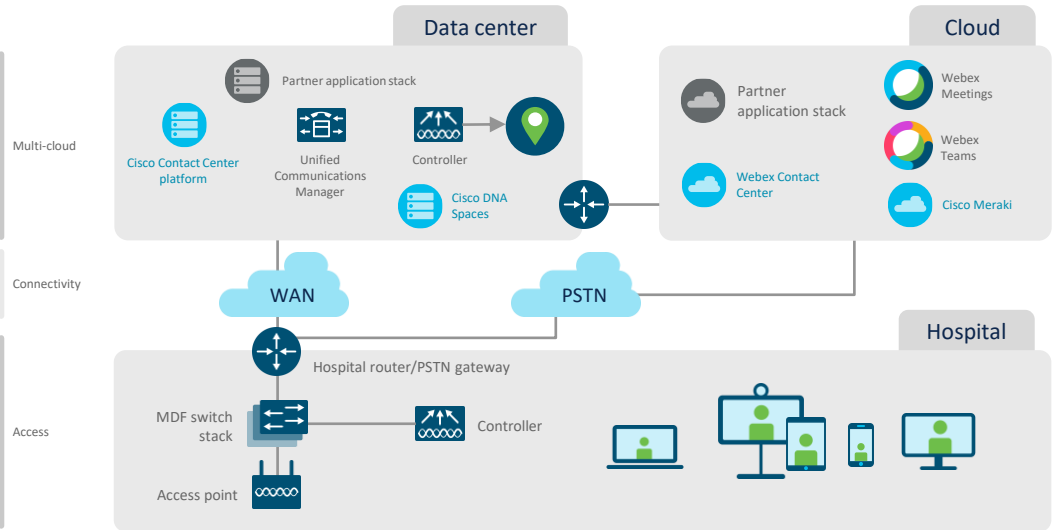
6. Additional experts can be added in real time securely

7. Share content securely over encrypted connection, nothing stored



Patient Access and Outreach

Technical overview



Cisco products

| Component | Cisco | Meraki |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| Routing | ✓ | ✓ |
| Switching | ✓ | ✓ |
| Wireless | Aironet 4800 Series Aironet 3800 Series Aironet 2800 Series Aironet 1800 Series | Meraki MR53 Meraki MR52 Meraki MR42 Meraki MR33 Meraki MR30H |
| SD-WAN | | Meraki MX Cloud Managed Security Portfolio |
| Collaboration | Unified Communications Manager Contact Center X/E Webex Teams Webex Contact Center Webex Contact Center Enterprise Webex Experience Management Webex Integrations | |
| Collaboration endpoints | Jabber Webex Room Kit Series Webex Board Series Webex Desk Series Webex Room Phone 7800/8800 Series IP Phones Headset 700 Series Headset 500 Series | |
| Application experience | Cisco DNA Assurance Cisco DNA Spaces | |
| Integration services | DevNet | |

Solution partners



Representative of partner capabilities. Click [here](#) for additional partner information.

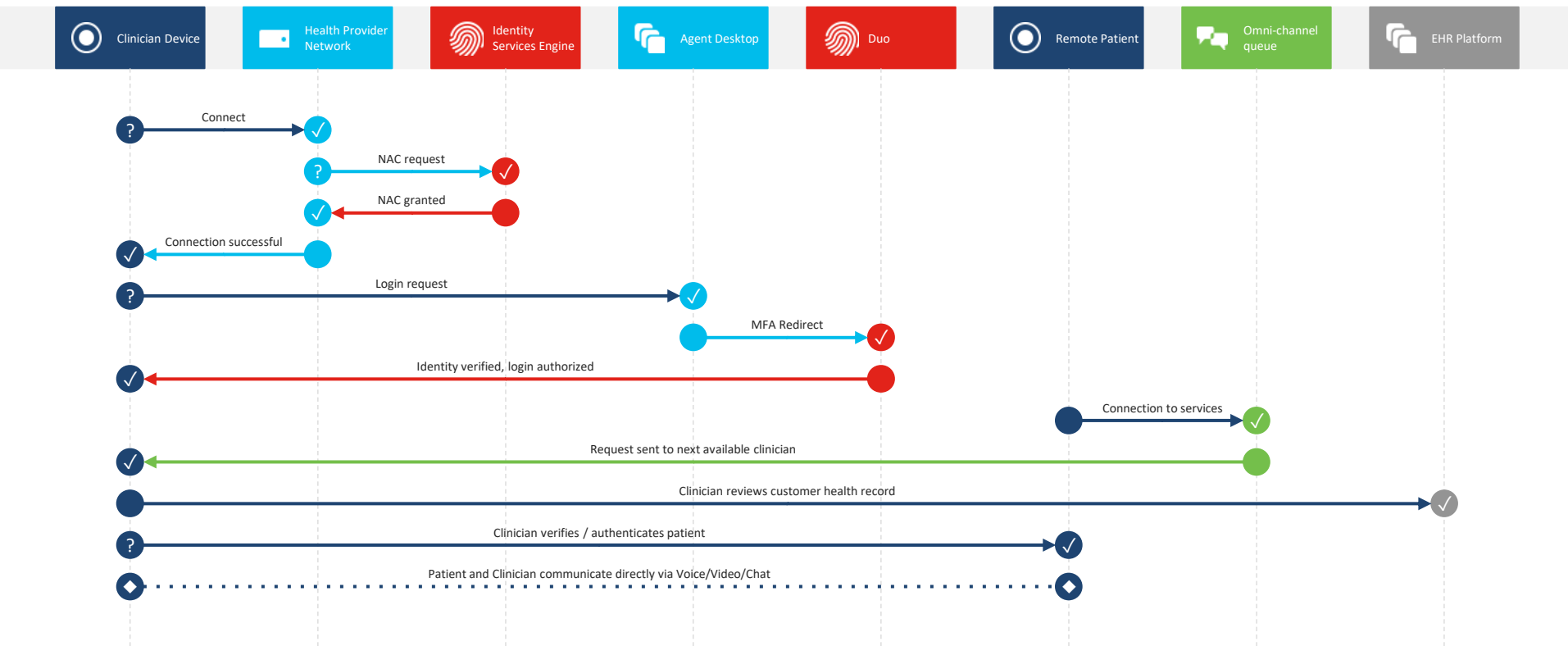
Patient Access and Outreach

Deployment Considerations

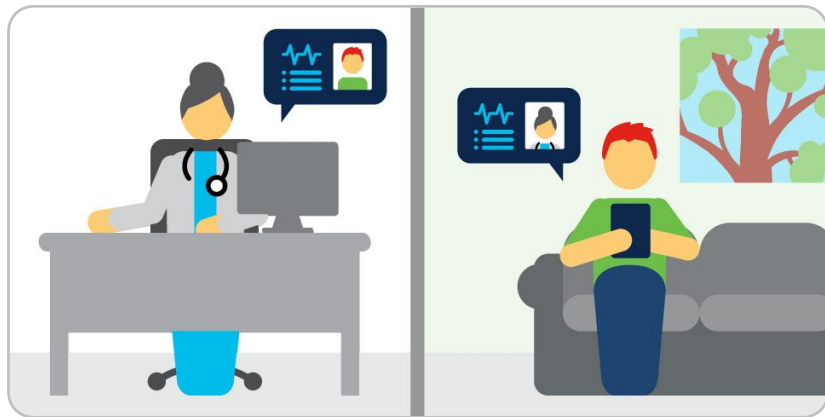
| | Required | Recommended | Partner value-add |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Multi-Cloud | Webex Contact Center All of your patient interactions, including voice, email, and chat, are unified providing a seamless experience for your agents. | Duo Multi-Factor Authentication Multi-factor authentication protects your applications by using a second source of validation. | EHR-integrated contact center and CRM <ul style="list-style-type: none">Integrate with contact center and / or the customers CRM to provide and record patient information during calls Interface Patient communications software <ul style="list-style-type: none">Automate communications with patients through contact center Contact Center integration <ul style="list-style-type: none">Integrator to customize workflows between patients, contact center, EHR, and CRM |
| Connectivity | Any Connect Software VPN enables agents to work securely from anywhere, on company laptops or personal mobile devices, at any time. | Viptella or Meraki Teleworker VPN(s) enables administrators to extend the corporate LAN to agents at remote sites without requiring client devices to have client VPN software installed. | |
| Access | Cisco Finesse is a next-generation agent and supervisor desktop designed to with your patient experience organization. Mobile and Remote Access (MRA) allows collaboration endpoints to have their registration, call control, provisioning, messaging and presence services provided when the endpoint is outside the enterprise network. | Cisco Collaboration Flex Plan One agreement for collaboration software, upgrades, and support. | |

Patient Access and Outreach

Data, Systems and Process interactions



Telehealth and virtual visits



Virtual visits provide care at a distance through secure voice and video technology, improving patient access to care and clinician productivity.



Connected Experiences

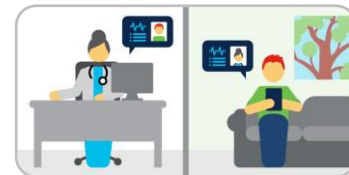
 *Connect*

 *Secure*

 *Automate*

Telehealth and virtual visits

Business overview



Industry drivers

- Need to address social distancing demands
- Chronic care continues to be delivered remotely
- Need to limit clinician exposure inside the hospital
- Adapting to changing consumer needs, demands, and expectations
- The physician shortage, particularly rural access to specialist care

Business needs

- Secure, dependable, high-quality video for both clinician-to-clinician and provider-to-patient consults
- Capability to integrate to SIP endpoints like telehealth carts and peripherals
- Workflow integration into the EMR for scheduling and billing
- Ability for patients to easily connect with their provider from anywhere on any device
- Make virtual care and communication feel like a face-to-face interaction

Capabilities

- Physicians can launch Webex video visits directly from within the EHR/EMR
- Scheduling and identity management are part of the EHR/EMR workflow
- One-to-one or multi-party visits to include all care team stakeholders
- Patients can launch Webex video visits from a browser or mobile device using the patient portal
- Enable telehealth visits across all inpatient and outpatient service lines (i.e., telestroke, primary care, behavioral health)

Business outcomes

- Improve staff workflow and efficiency
- Reduce geographic barriers to specialist consults
- Improve schedule density with less time waiting for patients to arrive
- Demonstrate commitment to patient well-being
- Reduce cost and time for patients
- Improve access to care with any credentialed provider, regardless of location
- Improve patient experience

Stakeholders

- Chief experience officer
- Chief marketing officer
- Chief information officer
- Chief technology officer
- Chief information security officer
- Chief operating officer
- Chief security officer
- Chief medical information officer
- Chief medical officer
- Chief nursing officer
- Chief nursing information officer

Use Case: Virtual visits (Testing and In-patient)

Customer wants to leverage iPads with Cisco Jabber application to enable providers to Virtually Round (check-ins) with patients without physically entering the patient room



Challenges

- Needed devices to auto-answer in situations where patients were in critical condition or for other reasons unable to respond
- Customer wanted to leverage iPads with Jabber to enable providers to Virtually Round (check-ins) with patients without physically entering the room



Solution

- iPad with Jabber software mounted on station carts in patient room
- Clinicians can dial patient using Jabber on PC, iPhone, iPad, video endpoints, etc.
- Simplified dial plans indexed by patient rooms

As a part of this initiative a new Jabber build, 12.8.2, was submitted and approved by Apple and is available in the App Store as of 4/2/2020.



Business outcomes

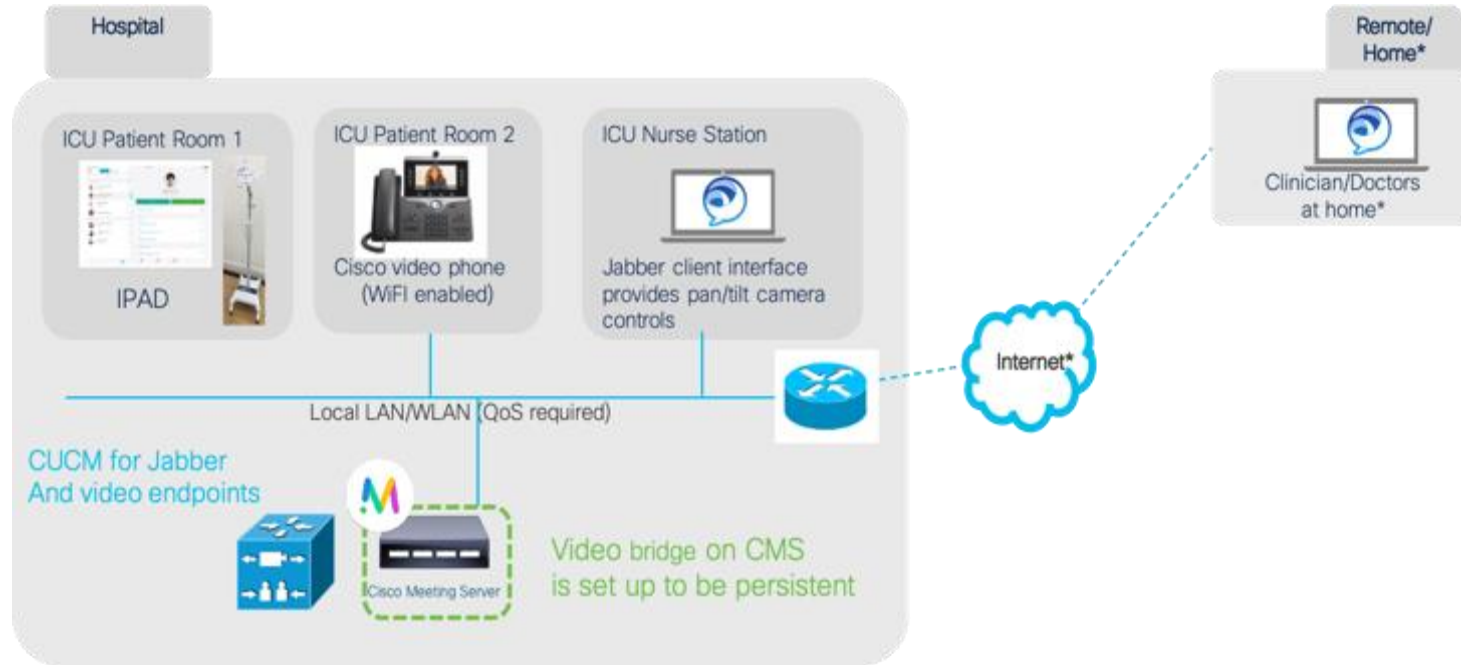
- Limits exposure for clinical staff
- Minimizes personal protective equipment (PPE) consumption
- Enables virtual rounding for physicians

**New Resource* published 4/2/20 [Automatic Answering Guide](#)*

Virtual visits - UCM w/Jabber “iPad”

"...appreciate all the support and assistance we've been getting!" – Kevin Ho, NYULH

1. iPad with Jabber software mounted on station carts in patient room
2. Clinicians can dial patient using Jabber on PC, iPhone, iPad, video endpoints, etc.
3. Simplified dial plans indexed by patient rooms



Use-Case: Virtual visits (In-patient and Virtual Rounds)

*Create a high-quality
(touch-less)
collaboration
experience for
patients and families
AND
Support Healthcare
professionals use of
any WebEx Teams
supported device that
is connected to the
virtual “room” of
each of their patients*



Challenges

- Provider wants to create isolation rooms for testing patients for COVID-19 symptoms
- Create a high-quality (touch-less) collaboration experience for patients and families
- Protect clinicians (Doctors/Nurses/Specialists) from COVID-19 exposure
- Healthcare professionals could use any WebEx Teams supported device that is connected to the virtual “room” of each of their patients (Samsung tablet)



Solution

- Samsung Tab A with Webex Teams software in patient rooms
- Cisco Partner solution (Samsung with Knox MDM)
- Cisco video phones in Nurse stations, Family waiting rooms
- Clinicians remote with laptop(Webex Teams) or DX80
- Simplified dial plans indexed by patient rooms

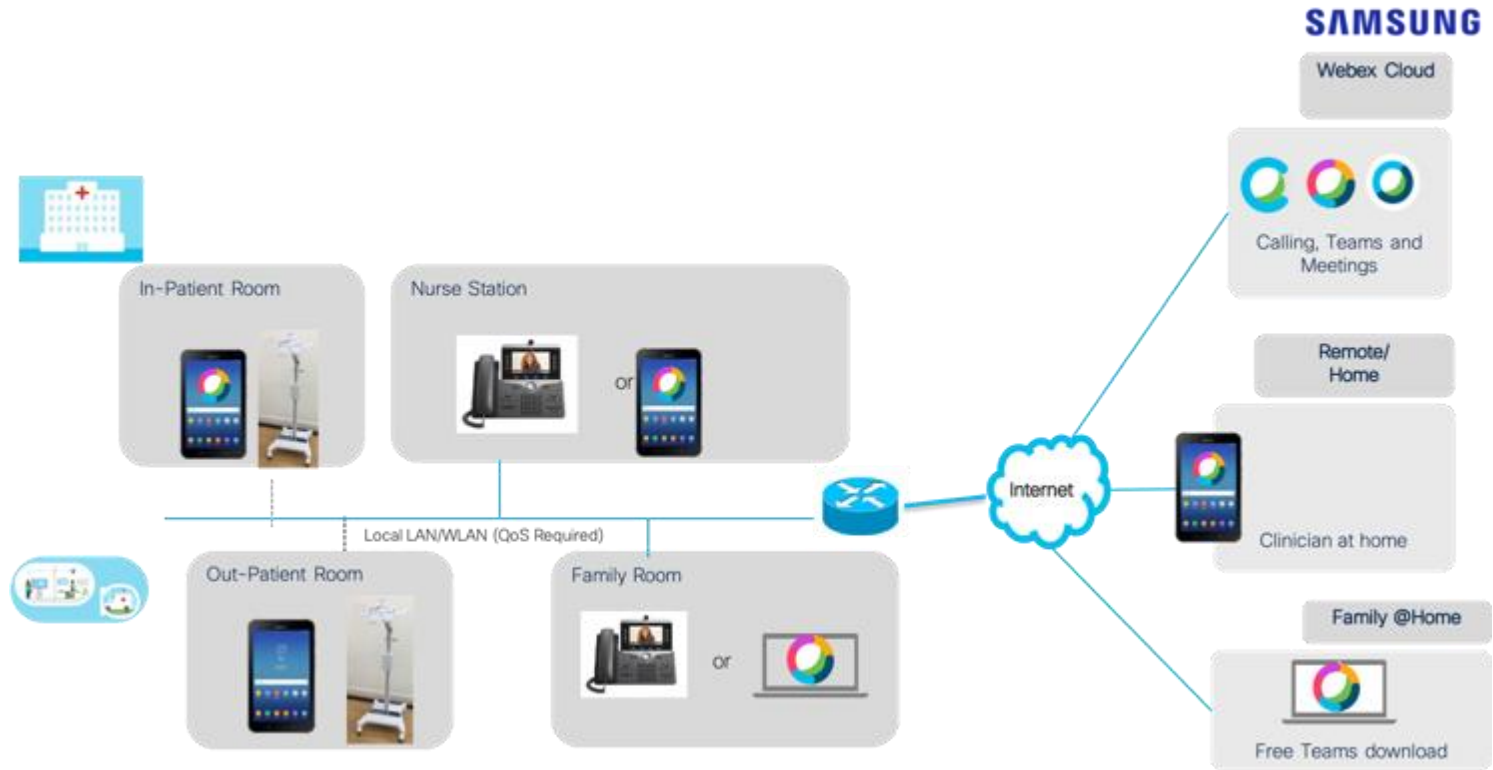


Business outcomes

- Limits exposure for clinical staff
- Minimizes personal protective equipment (PPE) consumption
- Scale Testing and Treatment using virtual physicians

Virtual visits - Webex Teams w/ Samsung Tablet

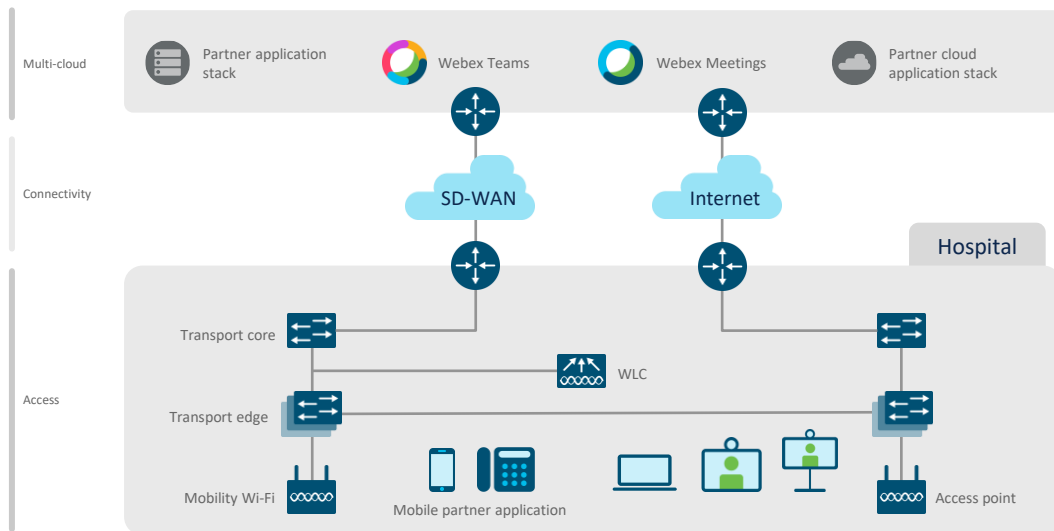
1. Samsung Tab A with Webex Teams software in patient rooms
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3. Cisco video phones in Nurse stations, Family waiting rooms
4. Clinicians remote with laptop (Webex Teams) or DX80
5. Simplified dial plans indexed by patient rooms



PSOIND-1100

Telehealth and virtual visits

Technical overview



Cisco products

| Component |
|---------------------------------|
| Webex Meetings |
| Webex Teams |
| Webex Room Kit Series |
| Webex Board Series |
| Webex Desk Series |
| Webex Share |
| Meeting Server |
| Webex Edge (optional) |
| Webex Integrations |
| Webex Calling |
| Duo multi-factor authentication |

Solution partners



Representative of partner capabilities. Click [here](#) for additional partner information.

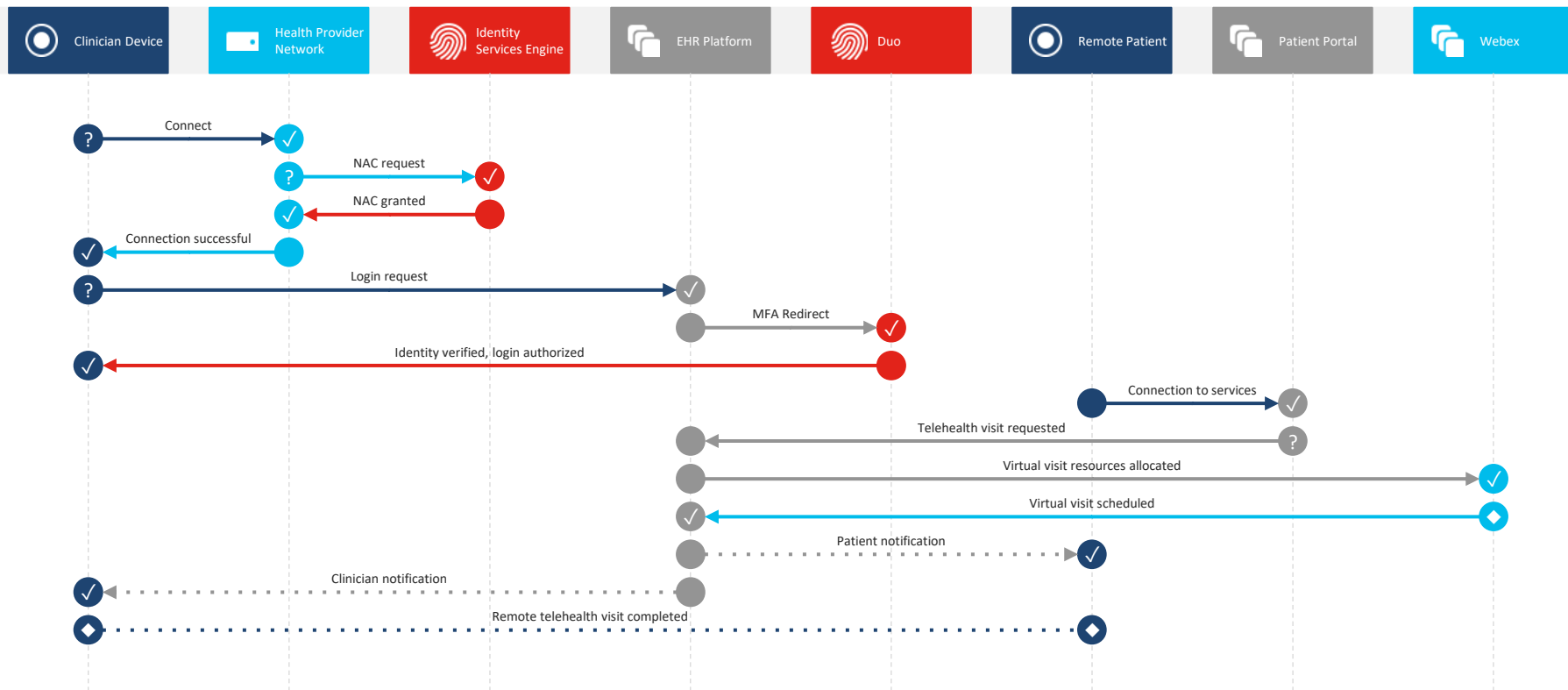
Telehealth – Virtual visits

Deployment Considerations

| | Required | Recommended | Partner value-add |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Multi-Cloud | Cisco Webex provides the platform for EHR application integrated virtual visits | Webex Telehealth Connector allows healthcare staff and patients to connect via simple, easy-to-use video telehealth consultations, scheduled directly from their EMR portal. Cisco Cloudlock delivers visibility and control for cloud application environments across users, data, and applications. | Clinical workflow delivering EHR telehealth services <ul style="list-style-type: none">Clinical workflow management software with Webex capabilities built into the workflow |
| Connectivity | Broadband Internet Services Digital subscriber line, fiber-optic & cable services are preferred, 4g LTE and satellite services may enable virtual visits at lower resolutions or framerates. | Duo Multi-Factor Authentication Multi-factor authentication protects your applications by using a second source of validation for clinician authentication. Cisco Identity Services Engine (ISE) enables the creation and enforcement of security and access policies for endpoint devices connected to the health provider network. | |
| Access | WebRTC Compatible Browser to allow audio and video communication inside health provider patient portals allowing direct peer-to-peer communication without installing plugins or downloading native apps | Cisco Webex Desk Series Endpoints provide clinicians an all-in-one desktop HD video and voice platform. | |

Telehealth - virtual visits

Data, Systems and Process interactions



Virtual visit - Workflow Integrated Telehealth

Patients can meet with their clinicians via a WebRTC based video call launched directly from their Epic or other EMR applications / portal without the need to download any Cisco Webex software



Challenges

- Protect clinicians (Doctors/Nurses/Specialists) from COVID-19 exposure
- Patients can meet with their clinicians via a WebRTC based video call launched directly from their Epic and *other* EMR applications without the need to download any Cisco Webex software



Solution

- Cisco Webex Teams Integrations
- Cisco Webex Telehealth Connector for Epic
- Cisco Webex Link Generator



Business outcomes

- Reduces exposure for clinical staff
- Minimizes personal protective equipment (PPE) consumption
- Scale Testing, Treatment and Homecare using virtual physicians

Workflow Integrated Telehealth

Cisco Webex is integrating with healthcare platforms to help extend and expand patient reach



How Webex Teams platform brings value in EMR / EHR systems

Direct Integration Epic EHR systems

- Allows providers and patients to schedule and access virtual appointments through provider's EHR scheduling systems
- Utilizes our Webex platform to provide a seamless browser-based experience that is easy to consume
- Built to Epic's specifications
- Scheduled or on demand

Link Generator Developer tool

- Has potential to allow providers and patients to schedule and access virtual appointments through provider's EHR, separate interface, e-mail, or SMS
- Utilizes our Webex platform to provide a seamless browser-based experience that is used by our Telehealth Connector for Epic
- Can be leveraged by customers custom to their needs
- Scheduled or on demand

Webex Telehealth Connector for Epic Status



Our Webex Telehealth Connector for Epic is an Epic certified product listed on the App Orchard.

The Webex platform is now HITRUST certified

Workflow Enabled Telehealth



Cisco Webex Teams uses a context-aware linking integration pattern to launch a video visit directly within an Epic® video visit workflow.



Configuration

Configuration is simple and Epic® administrators can set up Webex integration across the Epic® portfolio of applications and workflows.



Mobility

Patients can launch video visits from a browser or mobile device using either MyChart® or a customer provider portal.



Video Visits

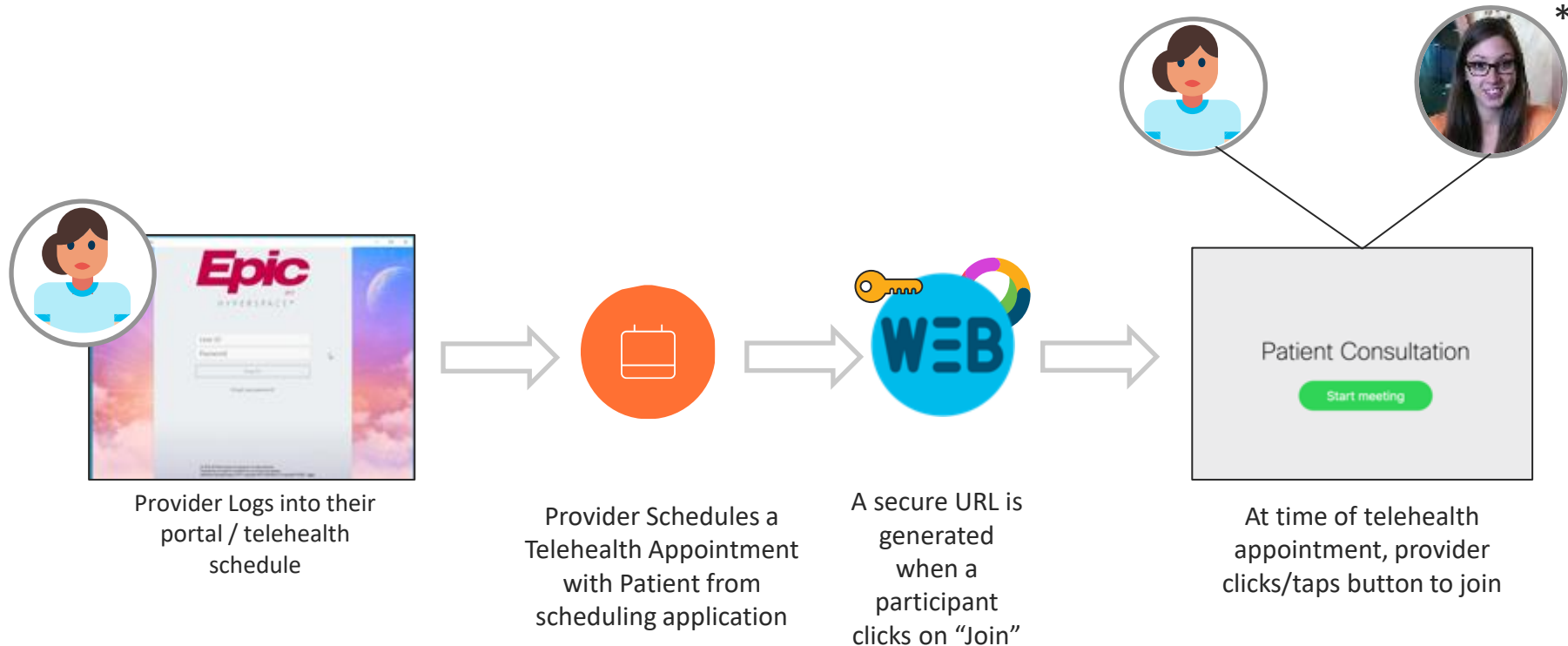
Physicians can launch video visits directly from hyperspace or from a custom provider portal.



Communication

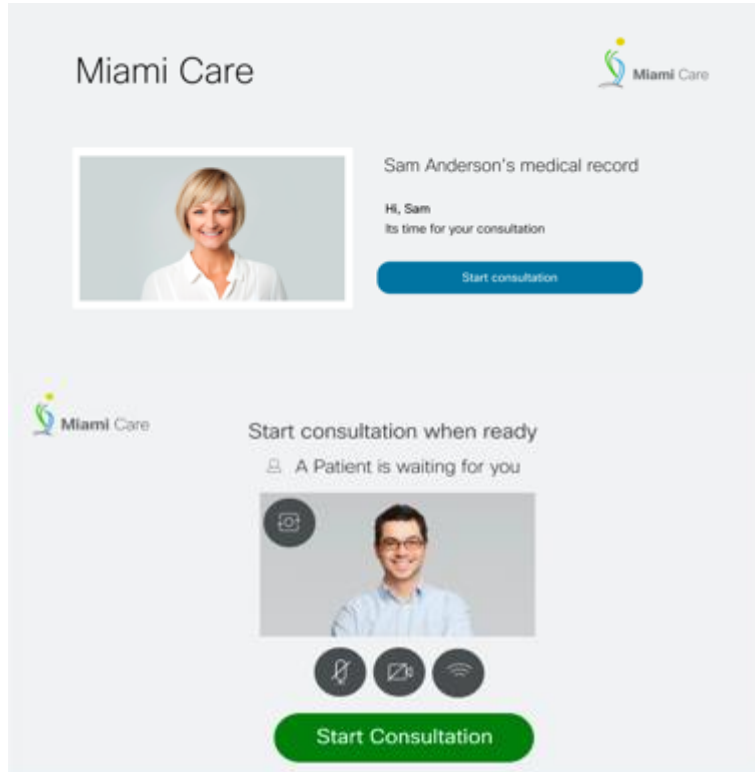
One-to-one or multiparty visits are possible.

Cisco Webex Powered Telehealth Overview



* Patients can launch video visits from a browser or mobile device using either MyChart or a customer provider portal.

Simple and powerful



- Purely webRTC (browser) based solution
 - No plugins, apps or downloads
- Meetings are anonymous
- Secure
 - No need to log-in to Cisco as patient
 - Everyone can elect to be anonymous guest user
 - Cisco credentials for sessions are not required

Link Generator Developer Tool Overview

- [Currently] a telehealth specific developer tool that is EHR agnostic.
- Utilizes the same technology as Telehealth Connector for Epic and provides the end-user same experience.
- Free add-on with Webex licenses

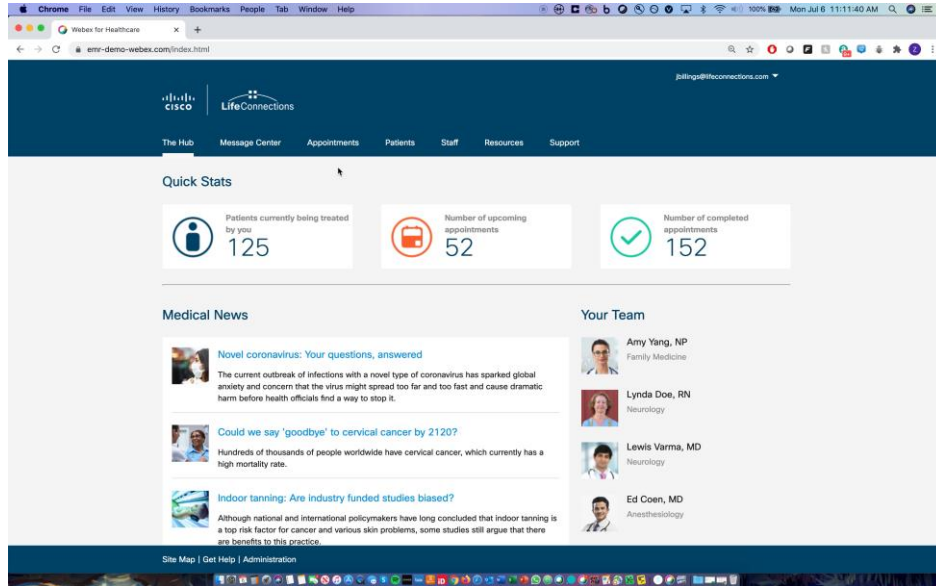
Customizations to Links Generated by Link Generator

There are certain customizations that can be made when a customer leveraging the Link Generator makes a request for meeting links

1. Number of Host and Guest (provider and patient) links needed – will default to one of each if not specified
2. Expiration Time
3. Not-before Time – meeting cannot be accessed prior to [time] on [date]
4. Preferred encryption method

Webex Link Generator Demo

Video demo Cisco



Interactive Demo - Lumahealth

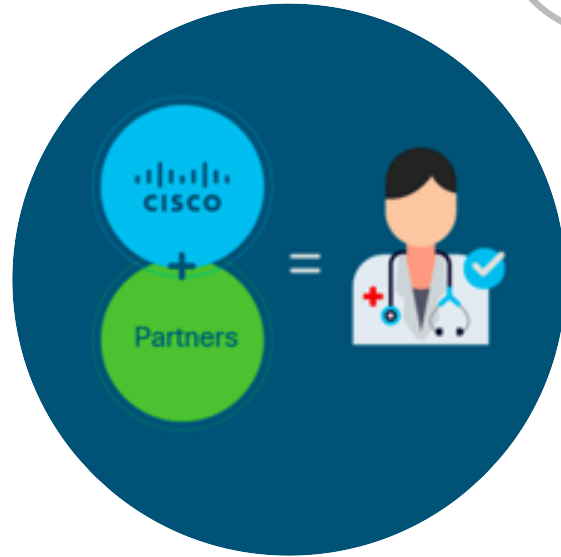
<http://staging1.motive.agency/cisco/healthcare>

Key Call Experience Features*

| | WTCE Standard | WTCE Enhanced | Link Generator |
|---------------------------------------|---------------|---------------|----------------|
| Virtual Waiting Room | Yes | Yes | Yes |
| Audio / Video Controls | Yes | Yes | Yes |
| Screensharing | Yes | Yes | Yes |
| Device Endpoint Connection | Coming Soon | Coming Soon | Coming Soon |
| PSTN Dial-in | Yes | Yes | Yes |
| Provide guest links via e-mail | Yes | Yes | Yes |
| Change View (Single, Prominent, Grid) | Yes | Yes | Yes |
| No App Download | Yes | Yes | Yes |



 ExtendedCare



With our global partners, we make industry- leading healthcare solutions possible.

We call it "better together".

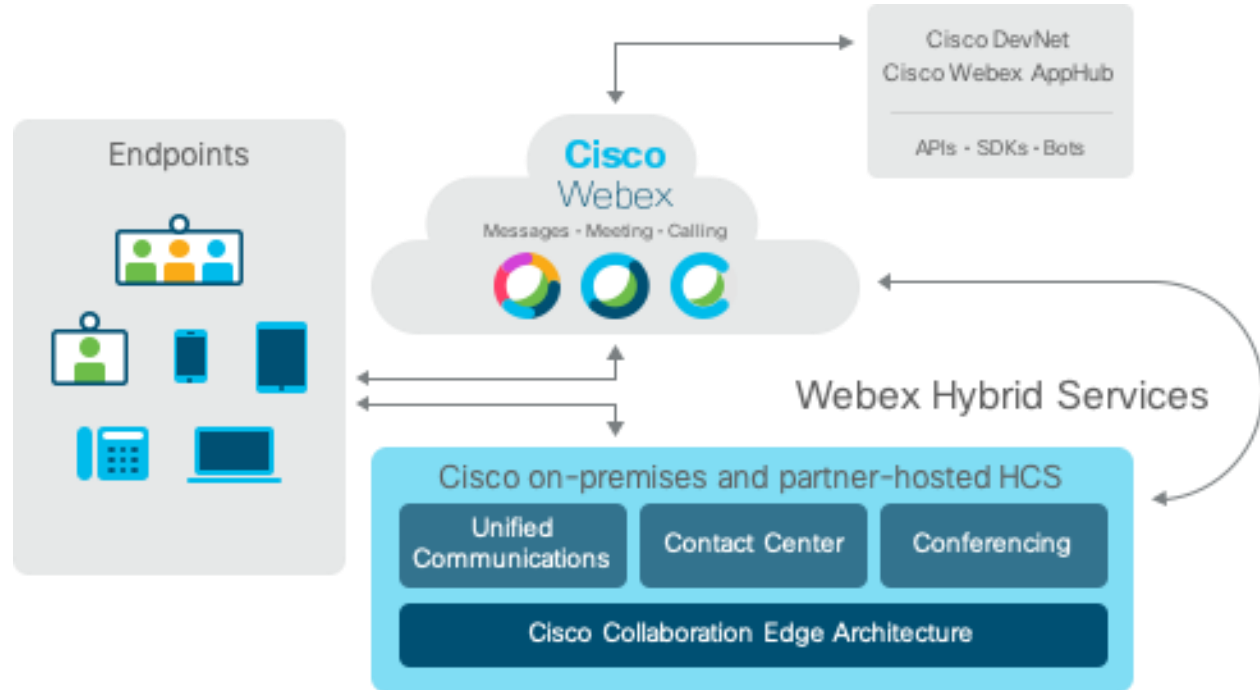
- Co-innovation and engineering with device manufacturers, hospitals, start-ups, and multinational tech companies
- Cisco technology integrated at the OS level



Conclusions

Cisco's experience platforms expands access to care

1. Significantly improve patient and clinician communication across any channel outside the hospital or clinic, including scheduling, virtual triage and Care coordination
2. Improve care and productivity by eliminating distance as a barrier



What will be the “new” normal

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Patient Satisfaction News

Considering Consumerism in Healthcare in a Post-COVID World

Patients are growing accustomed to healthcare models stemming from the pandemic, paving a deeper embrace of consumerism in healthcare in a post-COVID world.



Hospitals, health care sector reel from COVID-19 damage

AP



Courtesy of Dr. [Name] from [Location] in an examination room in his office in Plano, Texas, Thursday, May 7, 2020. (AP Photo/Tony Stone Worldwide)

The global coronavirus pandemic has created a huge need for health care in the U.S., but it also is delivering a devastating financial blow to that sector.

COVID-19 has taken large hospitals away from doctors' offices and forced the postponement and cancellation of non-urgent surgeries. The pandemic also has shut down large portions of the American economy, leaving many would-be patients without incomes or in a financial pinch that makes them seek spending.

All of this has forced hospitals, health systems and doctors to lay off staff, cut costs and hope a return to normal arrives soon.

"You couldn't ask for a worse situation, really," said Dr. [Name], an economist with the American Enterprise Institute.


Health care provided the biggest drop in the U.S. economy in the first quarter. Spending on care fell at an annual rate of 40%, the largest drop for that sector among records going back to 1929.

Economists point to hospital systems, a key driver of the sector's performance, as a big reason behind the drop from COVID-19, which initially hit some parts of the sector more intensely than others.

The nation's largest hospital chain, HCA Healthcare, said its hospital-based outpatient surgery units for last month were down about 10% through late April.

Business & Society

What Will U.S. Health Care Look Like After the Pandemic?



Harvard Business Review

Not so much our [coronavirus coverage](#). Search all news. To get all HBR content delivered to your inbox, sign up for the [HBR newsletter](#).

How the most recent crisis of the American health care system could reshape the future of the United States. It is a crisis without precedent: the loss of life and patient suffering in recent weeks, even approaches to shutting down non-emergency procedures (NPE) for non-emergency treatment, and new protocols for placing multiple patients on a single ventilator have been developed. (And, unfortunately, emergency care is expected to be the only people who can trust the health care system.)

Against the backdrop of this crisis, it is important to consider the long-term implications of what the American health care system might look like once the current crisis has passed. In particular, HBR has the critical challenges it faces for the future of the United States.

Deloitte. Services Industries Insights Careers

Posted: 05 May, 2020

Will consumers trust health care organizations after COVID-19?

RECOVER

Save for later

By [Shane Givens](#), senior manager and [Orvi Shah](#), senior manager, Deloitte Consulting LLP

Over the course of just two months, the COVID-19 pandemic has fractured a number of assumptions (commonly held by hospital, health system, and health plan executives) about consumers' attitudes and behaviors toward health care. While the US health care system has been moving toward a more consumer-focused experience, progress has

CISCO Live!

Healthcare institutes must act on immediate imperatives, optimize available resources, & plan for future resiliency

Define Vision and Immediate Imperatives

Assess the maturity of the existing healthcare provider's organization & infrastructure. Identify immediate priorities and imperatives & codify the vision for the future.



Maturity Assessment



Patient Journey & Experience Discovery



Immediate Priorities vs Long-term Vision

Optimize and Redirect Resources

Rationalize costs and spending on non-critical IT initiatives and redirect investments to pertinent needs that address current challenges of ensuring patients and professionals connect effectively.



Investments Rationalization & Cost Optimization



Design & Implement Immediate Fixes



IT Workforce Optimization & Redeployment Strategy

Design the Recovery Strategy

Align the recovery plan to business objectives by assessing healthcare requirements and capability needs to deliver services to students & adapt to changing treatment methods.



Capabilities Baselining



GTM Strategy & Business Case



Cybersecurity & Digital Strategy & Planning

Design the Required Operating Model

Design all the required capabilities including security to support the transition to the new agile and resilient model needs and ability to continue operating in complex environments.



Operating Model / Partnerships



Innovation Management Office



Agile & DevOps Planning & Execution

Execute & Govern Recovery & Expansion

Develop the implementation and migration roadmaps with proper investment planning and ensuring technology adoption and value realization within the healthcare institute.



IT Investment Planning



Implementation & Migration Roadmap



Adoption Governance & Value Alignment

Face the future with a **SARS** approach



Simple



Adaptable



Reliable



Secure

Benefits of Digital Transformation

Customers, medical professionals, and other actors will benefit from technology by meeting business requirements & needs

Personas

Patients



Medical Professionals



Insurers



Health Regulators & Authorities



Pharmacies



Benefits of Digital Transformation



Access Medical Professional Advice Anytime Anywhere



Remote Patient Monitoring & Access Medical Records Quickly



Seamless End-to-End Integration with Healthcare Providers



More Integrated & Secure Healthcare Ecosystem



Seamless End-to-End Integration with Healthcare Providers



Cost Effective Access to Healthcare and Medication



Reduced Backoffice and Procedural Work to Focus on Patient Care



More Effective Monitoring of Insured Patients & Fraud Detection



Better Compliance Monitoring and Enforcement



Cost Effective Medicine Dispensing



Effective Personal Monitoring for Pre-emptive Healthcare



More Effective and Faster Diagnosis and Treatment



Efficient & Accurate Customer Screening Process



Better Planning of Healthcare Needs and Preparedness at Country Level



Optimal Inventory Management & Streamlined Operations



Cheaper Insurance and Faster Processing



Enhanced Synchronous and Asynchronous Cooperation



Decreased Overhead and Processing Costs



More Effective Country Wide Monitoring of Healthcare Services Quality



Enhanced Omni-Channel Experience for Customers

Thank you

Additional Resources

- Cisco healthcare strategy
https://www.cisco.com/c/m/en_us/solutions/industries/portfolio-explorer.html
- Webex for healthcare
<https://www.cisco.com/c/en/us/solutions/collaboration/healthcare.html>