

HOW DO YOU MAKE TECHNOLOGY CHOICES FOR YOUR DIGITAL HEALTH INITIATIVES



DIGITAL HEALTH OFFICE



PATIENT EXPERIENCE AND COST COMMITMENT



ENTERPRISE ARCHITECTURE REVIEW



FOCUSING ON THE OUTCOME



TECHNOLOGY INVESTOR COMMITTEE

DIGITAL HEALTH OFFICE

- 1 > Baylor Scott has a digital health office and a digital studio that envisions becoming the most desired consumer-centric partner for people's well-being.
- 2 > Its features and capabilities are focused on five strategies revolving around their digital front door to accord unprecedented convenience, personalization, and accessibility.
- 3 > CRM tech stack drives consumer engagement with the right message at the right time.
- 4 > They consider products and partners that can envelop their EHR to enable consumer automation.

Episode 113 with Ashis Barad, The Big Unlock Podcast

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PATIENT EXPERIENCE AND COST COMMITMENT

- 1 Technology decisions are driven by the objective of expanding care by connecting patients with the right care at the right time, delivered by the right caregiver.
- 2 Being a small regional hospital, things like cost of short term, long term resource commitment to a technology, and associated cyber security implications are a decisive factor.
- 3 Other decisive factors include the ability of the technology: to address multiple challenges within the organization, leverage it and an existing technology to drive additional product value, complement existing technology stack and workflows, and have the right skill mix in place to support the technology.

Episode 117 with Brian Davis, The Big Unlock Podcast

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ENTERPRISE ARCHITECTURE REVIEW

- 1 >> Mass General Brigham has a process for deciding their tech stack called the Enterprise Architecture Review.
- 2 >> Every time there is a new technology need they refer to the Enterprise Architecture Review process to consider and determine the right solution.
- 3 >> The process includes a first line of preferred technology platforms - EHR, CRM, HR and Finance systems.
- 4 >> The second line of preferred tech stack includes existing tech products in use within the org.
- 5 >> In the absence of a suitable technology solution in-house, MGB looks at solutions available in the market.

Episode 131 with Adam Landman, The Big Unlock Podcast

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FOCUSING ON THE OUTCOME

- 1 80% of Sentara's technology stack on the health plan and the health system is into a single Microsoft Azure Cloud structure with a segmented, secure environment for all data.
- 2 The technology architecture of Sentara includes some of the enterprise class technology names like Epic, Microsoft, ServiceNow, Workday, and Salesforce.
- 3 For Sentara, defining the problem statement and documenting the desired outcome is more important than identifying the technology as they already had many technology solutions available within the organization.

A portrait of Tim Skeen, a middle-aged man with grey hair, wearing a dark suit, light blue shirt, and red tie, smiling. The portrait is set against a light grey circular background.

Episode 120 with Tim Skeen, The Big Unlock Podcast

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TECHNOLOGY INVESTOR COMMITTEE

1 St. Luke works with a Strategic Technology Investor Committee.

2 EPIC, Microsoft, and Infor are the three pillars of their IT infrastructure backbone.

3 In the event that a technology decision has to be made outside Epic, it is kept to a 80-20 ratio by investment.

A portrait of Reid Stephan, a man with a shaved head, wearing a dark suit, white shirt, and a yellow and blue striped tie. He is smiling and looking directly at the camera.

Episode 133 with Reid Stephan, The Big Unlock Podcast

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COMPLETE CONVERSATIONS



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