



Digital Tech Vision 2017: Top Two Trends for Health – video

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The Accenture Health Tech vision predicts the most significant technology trends that people will apply to disrupt business over the next three years. Of the five healthcare trends, I believe the two trends that have strong implications to healthcare today are AI is the new UI and design for humans. AI is the new UI allows healthcare organizations to move from just a service provider to a partner through the technology services they can provide to people. Design for humans creates the opportunity for healthcare organizations to design services for people to improve their care and ultimately their experience. At no other time have we needed to design and use technology to both empower patients, as well as clinicians, to do their job better – make technology work for us as humans, versus us having to adapt to the technology.

For the enterprise, design for humans supports the ability to make technology work for both clinicians and administrators more effectively to reduce some of the friction and usability challenges facing the industry today. The combination of AI is the new UI with design for humans creates a unique way to move technology to the backseat and ultimately humanize the services we can provide, making it less about technology and adding simplicity and convenience to all interactions whether it's for people in healthcare services, or people delivering those services within the enterprise.

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