

DIGITAL HEALTH TECH VISION 2018

Intelligent Enterprise Unleashed

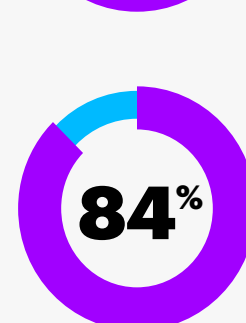
THE WORLD HAS REACHED A POINT

where technology is deeply embedded in our lives—and the lines between business and personal are blurred more than ever. Healthcare enterprises are increasingly unleashing the power of intelligent technologies, using them to deliver personalized, efficient and informed care. However, with such innovation comes responsibility.

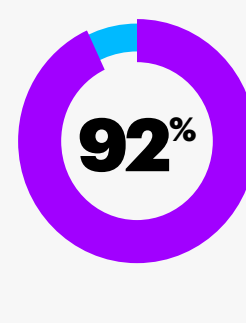
These five trends demonstrate that healthcare leaders have great potential to apply emerging technologies to create deeper, more meaningful relationships with people—but there are choices to be made on that journey.

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94% of health executives believe that treating customers as partners is important or very important to gain consumer trust.



84% of health executives agree that through technology, businesses are weaving themselves seamlessly into the fabric of how people live today.



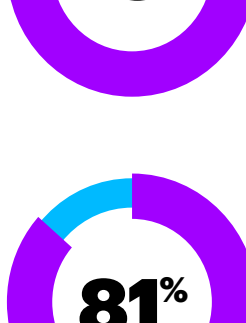
92% of health executives believe that ensuring the security of consumer data is important or very important to gain trust of customers.

Trend 1

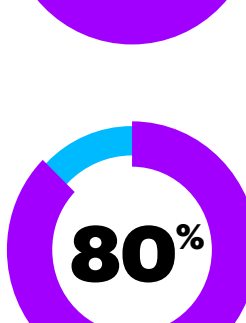
CITIZEN AI

Raising AI to Benefit Providers, Plans and Patients

Artificial intelligence (AI) now has a deeper touch in healthcare. It is much more than a technological tool; it is part of the workforce. More and more, AI touches the end-to-end care experience—and it will only grow in scale. The power of AI in healthcare is both awesome and alarming, considering the potential implications of one bad decision. Healthcare organizations must recognize this impact and build AI with responsibility, fairness and transparency—but many aren't there yet.



73% of health executives are planning to develop internal ethical standards related to the use of AI to ensure their AI systems are designed to act responsibly.



81% of health executives agree that organizations are not prepared to face the societal and liability issues that will require them to explain their AI-based actions and decisions.



80% of health executives agree that within the next two years, AI will work next to humans in their organization, as a coworker, collaborator and trusted advisor.

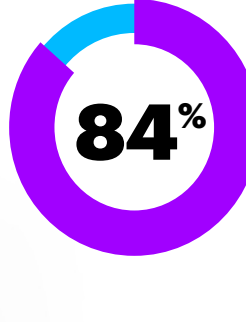
EXPLORE THIS TREND →

Trend 2

EXTENDED REALITY

The End of Distance

Extended reality technologies provide a bridge that connects people, places and information. Virtual and augmented reality technologies comprise “extended reality” or XR—which blurs the lines across physical and simulated worlds. XR technology makes immersive experiences commonplace and it closes the gaps of distance. In healthcare, this has important implications for enhancing medical training, improving clinical practices and bringing patients closer to care, no matter where they are.



83% of health executives agree that extended reality will create a new foundation for interaction, communication and information.



84% of health executives believe it's important to leverage extended reality solutions to close the gap of physical distance when engaging with employees or customers.



72% of health executives agree that extended reality will be widespread and impact virtually every industry over the next five years.

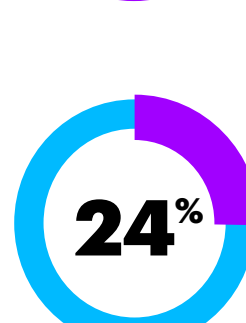
EXPLORE THIS TREND →

Trend 3

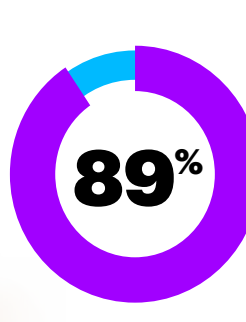
DATA VERACITY

The Importance of Trust

Autonomous, data-driven decision-making is increasing as healthcare uses more AI for administrative and clinical functions. However, AI is only as good as the data used to train it. Without establishing the veracity, or accuracy, of data, organizations leave themselves vulnerable. These vulnerabilities can do great harm because data underpins medical decisions, treatment plans and even whether an insurance claim is accepted or denied. Companies must follow a dual mandate for data manipulation.



86% of health executives agree that their organizations are basing their most critical systems and strategies on data, yet many have not invested in the capabilities to verify the truth within it.



24% of health executives state their organizations have been the target of adversarial AI multiple times.



89% of health executives agree that as organizations rely on data-driven decisions, the issue of data integrity will grow exponentially.

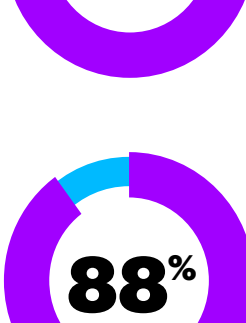
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Trend 4

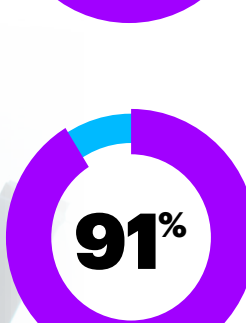
FRICITIONLESS BUSINESS

Built to Partner at Scale

As lines between industries blur, unexpected partners are collaborating to create experiences that bridge worlds. Technology-based partnerships allow networks to grow faster and into more ecosystems than ever before. However, healthcare legacy systems weren't built to support this kind of rapid and robust expansion. Soon enough, these legacy systems will become major hindrances to future growth. Two technologies have the potential to solve these challenges: microservices and blockchain.



88% of health executives anticipate the volume of data exchanged with ecosystem partners will increase over the next two years.



88% of health executives agree that microservices are critical for scaling and integrating ecosystem partnerships.



91% of health executives believe blockchain and smart contracts will be critical for their organization over the next three years.

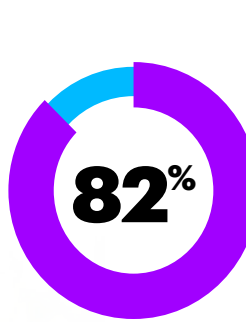
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Trend 5

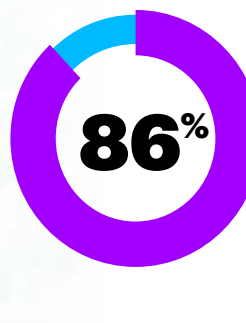
INTERNET OF THINKING

Creating Intelligent Distributed Systems

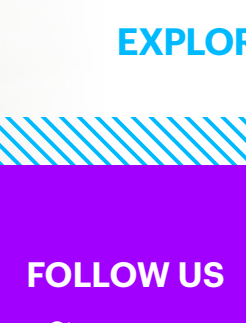
More healthcare organizations are developing intelligent environments that include a mix of robotics, extended reality, artificial intelligence and connected devices. However, the technical infrastructure to support this new hyperconnected environment has not evolved at the same pace. Healthcare organizations can adapt by pursuing three strategies: embed intelligent tools everywhere, balance the cloud versus edge computing, and leverage custom hardware.



85% of health executives agree that generating real-time insights from the volumes of data expected in the future will require computing at the edge, where data is generated.



82% of health executives say that to support real-time insights and actions, organizations need a renewed focus on custom hardware and hardware accelerators.



86% of health executives agree that enterprises must balance cloud and edge computing to maximize technology infrastructure agility and enable intelligence everywhere.

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FOR MORE INFORMATION

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