

# ***BUILDING A SYSTEM OF HEALTH FOR THE FUTURE***

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It is not surprising that the health care industry is undergoing disruption and is **reconstructing around innovation** and empowered consumers. Organizations operating within health care sectors, and related public entities should consider adopting new business models, technology, and processes to compete and thrive as the entire industry moves toward the Future of Health. With new priorities, challenges, and opportunities, choosing the right platform technology that is **innovative and sustainable** becomes increasingly essential.



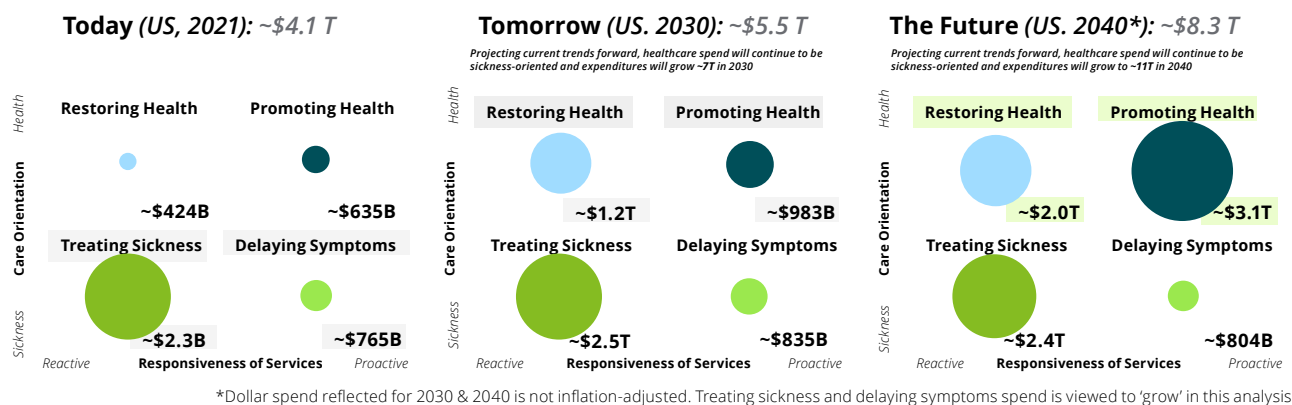
## The health care industry

The health care industry is characterized by many stakeholders with competing interests. The diversity of stakeholders, complex regulations, fragmentation of the industry, and variability in patient populations make it difficult for organizations to develop comprehensive systems on their own.

In addition, the industry is heavily regulated, with a wide

range of rules and regulations governing everything from drug development to medical billing. Regulations can create significant barriers to standardization, as stakeholders navigate complex and often contradictory rules. The focus for many communities and organizations is shifting toward wellness and away from sick care, as the **financial returns for promoting health and**

**wellness** are shown to outweigh those from the reactive focus on primarily treating disease. Indeed, almost all of today's spend focuses on sick care: with 80% of health care spend going to diagnosing and treating patients after they become sick. In contrast, by 2040 the Future of Health envisions a redefined ecosystem where wellbeing is prioritized<sup>1</sup>.



## The health care workforce

Health care worker burn-out factors include increased workload, high-stress levels, emotional exhaustion, lack of support, administrative burdens, and limited resources.

Two out of three physicians are considering leaving their roles as overworking continues to be a widespread challenge, according to Doximity's 2023 "Physician Compensation Report."

With double the number of nurses moving to contract roles in the last two years, there is an uptick in alternative work by building flexible internal programs to recruit and retain top nursing talent for years to come. **Strategic workforce approaches include** flexibility, retention, pipeline generation, and building a roadmap for creating a nursing program's national gold standard.

Organizations are motivated to achieve and maintain highest-quality caregiver satisfaction—higher quality employees equal higher quality patient care. Implementing modern technology and adopting a future-focused mindset will likely **attract the most diverse, high-performing individuals**. AI-driven scheduling and retention of professional staff to solve the workforce shortage, going beyond schedule planning to optimization. Better performers tend to come to places with better metrics, outcomes and working conditions.

## **The data**

Data is siloed along organizational boundaries, constraining the ability to provide services to patients across a care continuum within one organization or across organizations. This situation evolved as individual organizations had to buy and maintain the substantial

hardware and software required for health care. Data sharing is critical, and it's the natural starting point. Ensuring data access and consistency for clinical practice and interoperability for technology management provides seamless data sharing across

organizational boundaries. Several challenges are associated with healthcare data, including complexity, fragmentation, interoperability issues, and privacy and security concerns.

## **DELOITTE HEALTH, ORACLE ACCELERATED**

*Helping to solve data problems in healthcare through:*

1. **Standardization:** Developing standardized data formats, terminologies, and protocols promotes interoperability between different health care systems and enables seamless data exchange and application of new AI-driven models, centralized and vetted for accuracy, fairness and continuous improvement through learning.
2. **Interoperability:** Ensuring that different health care systems can communicate with each other to enable the sharing of data between providers.
3. **Data governance:** Ensuring patient data is managed responsibly and in compliance with applicable regulations.
4. **Privacy and security:** Implementing robust privacy and security protocols to safeguard patient data and prevent unauthorized access or breaches.
5. **Data analytics:** Leveraging data analytics tools and techniques to extract insights from large datasets and enable health care providers to make informed decisions.
6. **Patient empowerment:** Empowering patient ownership of their health data through tools such as personal health records improve data accuracy and completeness.
7. **Collaboration:** Collaboration between healthcare providers, policymakers, and other stakeholders identifies and addresses data-related challenges and best practices.
8. **Open, accessible data and models:**
  - **For care providers:** improve patient outcomes, able to anticipate and handle peaks in demand, improve workflows and support clinical research to inform future approaches to treatment.
  - **For patients:** manage their own care programs, benchmark local care services in terms of quality, and take preventative action based on specific health indicators.

## **Five priorities for Health care organizations right now:**

The technology that organizations choose should align and enable the business to drive growth, hire effectively and treat patients equitably. Automation, data management, and platform modernization are critical components of an organization's ability to treat patients effectively and remain competitive in the market.

These **five priority initiatives, identified by Deloitte and Oracle**, enable streamlined business interactions, and build upon capabilities to collaborate and drive toward an innovative future:

#### ***Next generation EHR:***

Convenient and seamless access to patient information and **complete medical records** across all interactions that empowers personalized care with tamper-proof security and privacy.

#### ***Data, analytics & insights:***

Leverage insights to improve performance, automate workflows, analyze data and build AI applications to create **evidence-based care** models that could improve patient experiences and clinician satisfaction. All while working to reduce the cost of care and enhancing population health.

#### ***Cloud modernization:***

Whether a full-scale migration or a hybrid approach, cloud platform modernization works to **improve costs and workload** and rationalize infrastructure and applications.

#### ***Back-office automation:***

Create business and operational efficiencies with connected Operational, Clinical, Financial, HR, and Supply Chain optimization running on an open, **intelligent AI-driven, cloud-based platform** to securely connect payers, providers and patients.

#### ***High-performance computing & AI***

Enabling intelligent health system operation with optimized workflows requires gathering novel data, including information from personal devices and wearable technology, to create discovery at an institutional level so that everyone - including those without AI experience - feel engaged.

Consider some of the **powerful capabilities** an integrated platform with AI capabilities can provide your organization:

**Develop clinical models** to inform real-time decision-making that combines imaging, environmental and lifestyle data to enable earlier disease detection.

**Utilize next-generation AI capabilities** that leverage advanced computing capabilities to lead from the front with a digitally focused, insight-driven, AI-enabled ecosystem.

**Mine real-time operational data** from hospital systems to enable managers to prioritize patient care using industry symptom and treatment metrics, improving clinical and operational decision-making.

## **Accelerate next with Deloitte and Oracle**

Promoting wellness, and preemptively treating sickness is Deloitte and Oracle's **vision for the Future of Healthcare**. Where personalized care is equitable, and available to all, leading to healthier, happier, and more productive communities, and with empowered health care professionals providing the best that modern care has to offer.

When you work with Deloitte and Oracle, you are creating a platform for **acceleration, ideation, and transformation** in your health care organization. You are harnessing deep industry experience, innovative technologies, and powerful solutions. You are creating a better future – for your organization, your people, and your patients. The next big idea, the next iteration and the next competitive advantage are closer than you think with Deloitte and Oracle.

**Deloitte and Oracle bring the experience and technology** that will help connect the entire health care ecosystem to bring this vision to fruition. Together we are connecting data with care – with a modern, industry-wide, human-centric health operating system.

**Join us today** and start the journey into the future of health care with confidence.

*Deloitte Health, Oracle Accelerated: A Modern Operating system for Health Care*

1. "The Future of Health™ Innovation is blurring traditional health care boundaries". Deloitte™. <https://www2.deloitte.com/us/en/pages/life-sciences-and-health-care/articles/future-of-health.html>

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