

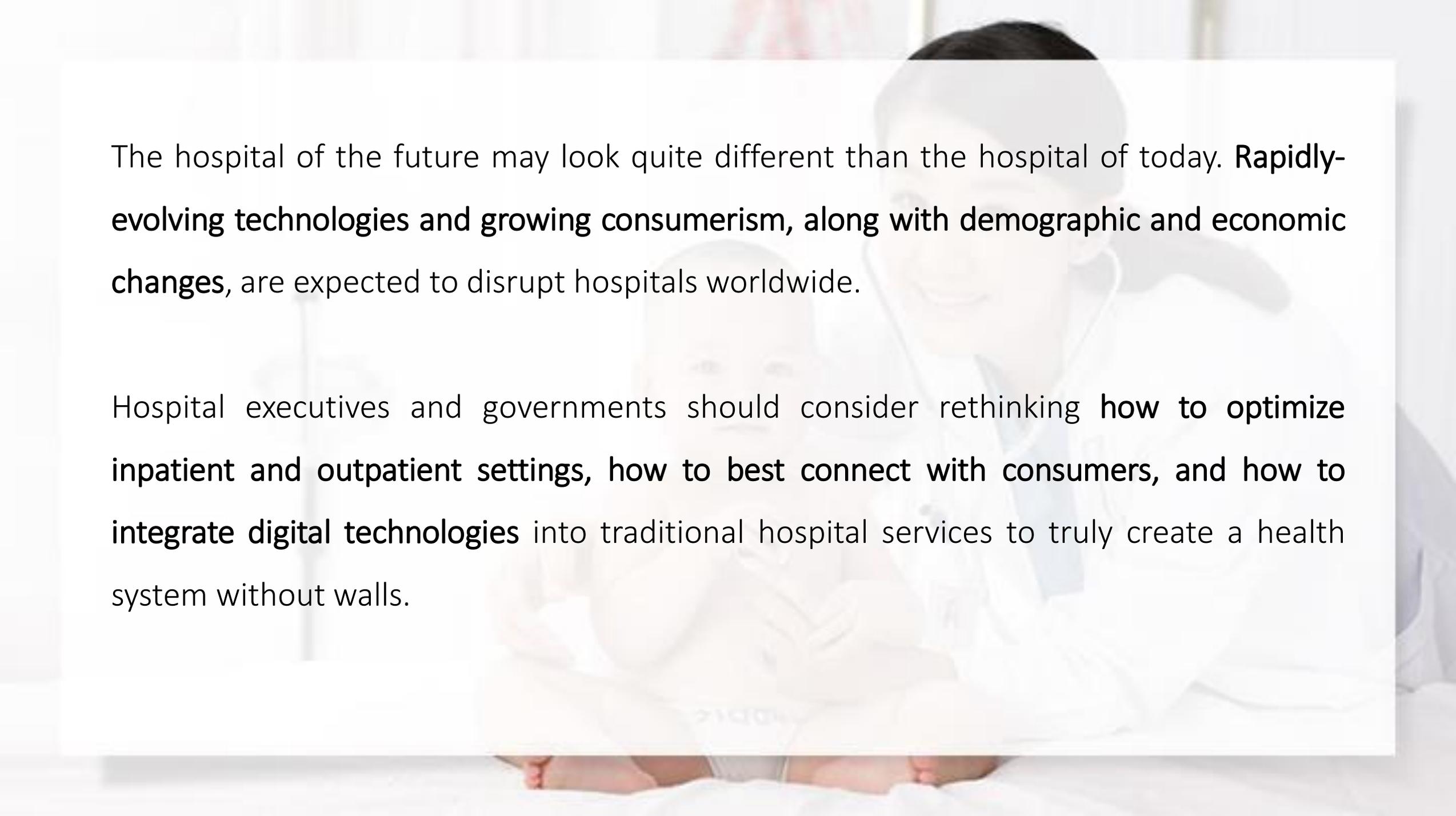


## Digital Transformation to SMART Hospital

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23 Juli 2020



A doctor in a white coat and stethoscope is examining a baby in a hospital bed. The doctor is leaning over the bed, and the baby is lying on its back. The background is a blurred hospital room.

The hospital of the future may look quite different than the hospital of today. **Rapidly-evolving technologies and growing consumerism, along with demographic and economic changes,** are expected to disrupt hospitals worldwide.

Hospital executives and governments should consider rethinking **how to optimize inpatient and outpatient settings, how to best connect with consumers, and how to integrate digital technologies** into traditional hospital services to truly create a health system without walls.

A photograph of a female doctor in a white lab coat and stethoscope, smiling warmly at a baby lying in a hospital bed. The scene is brightly lit, suggesting a clean and professional medical environment. The doctor is leaning over the bed, and the baby is looking towards the camera.

The digital hospital of the future can leverage technologies that transform :

**care delivery**

**patient experience**

**staff management**

**operations management**

**hospital design**

# Digital hospital of the future

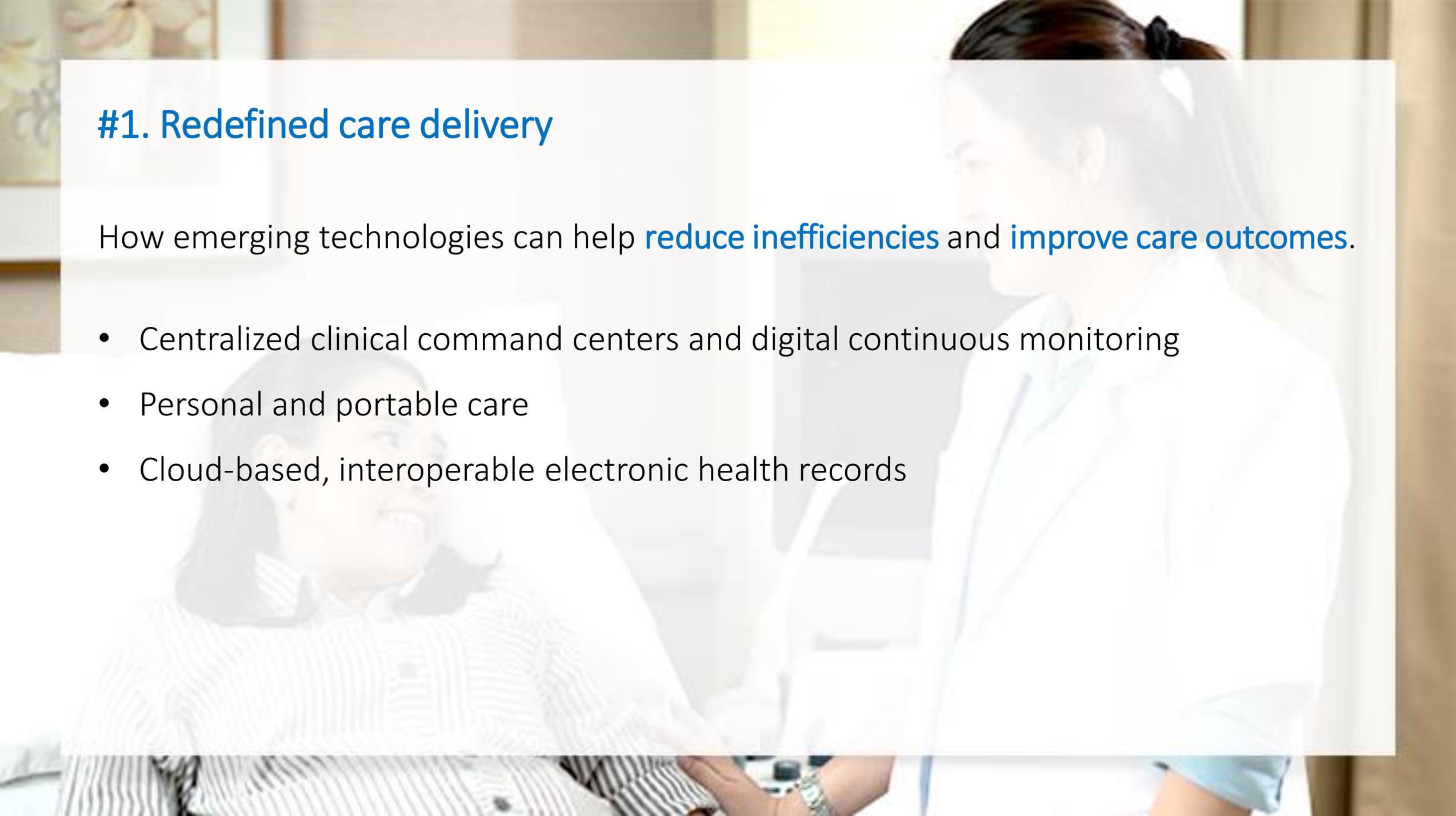
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## #1. Redefined care delivery

How emerging technologies can help **reduce inefficiencies** and **improve care outcomes**.

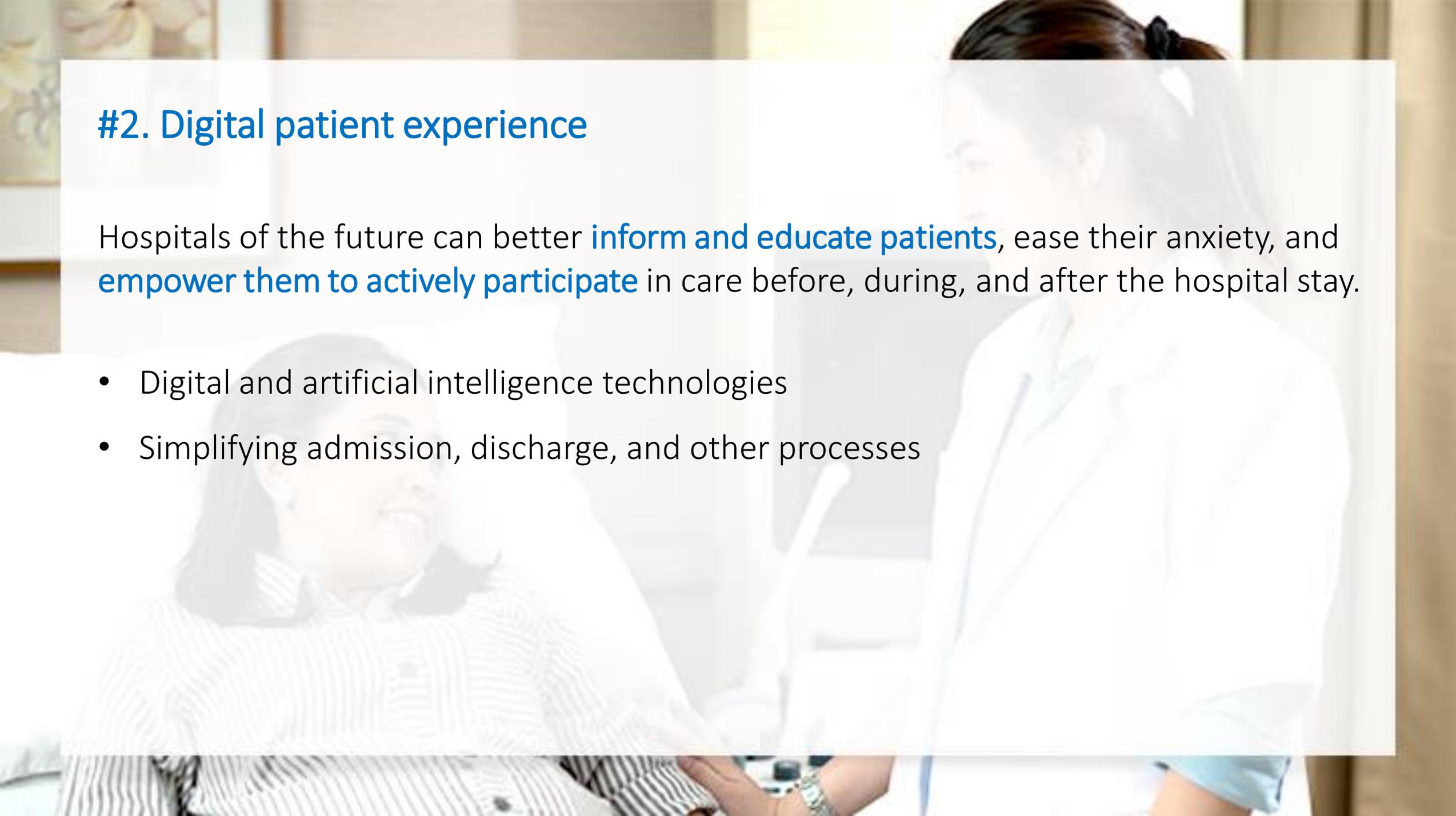
- Centralized clinical command centers and digital continuous monitoring
- Personal and portable care
- Cloud-based, interoperable electronic health records



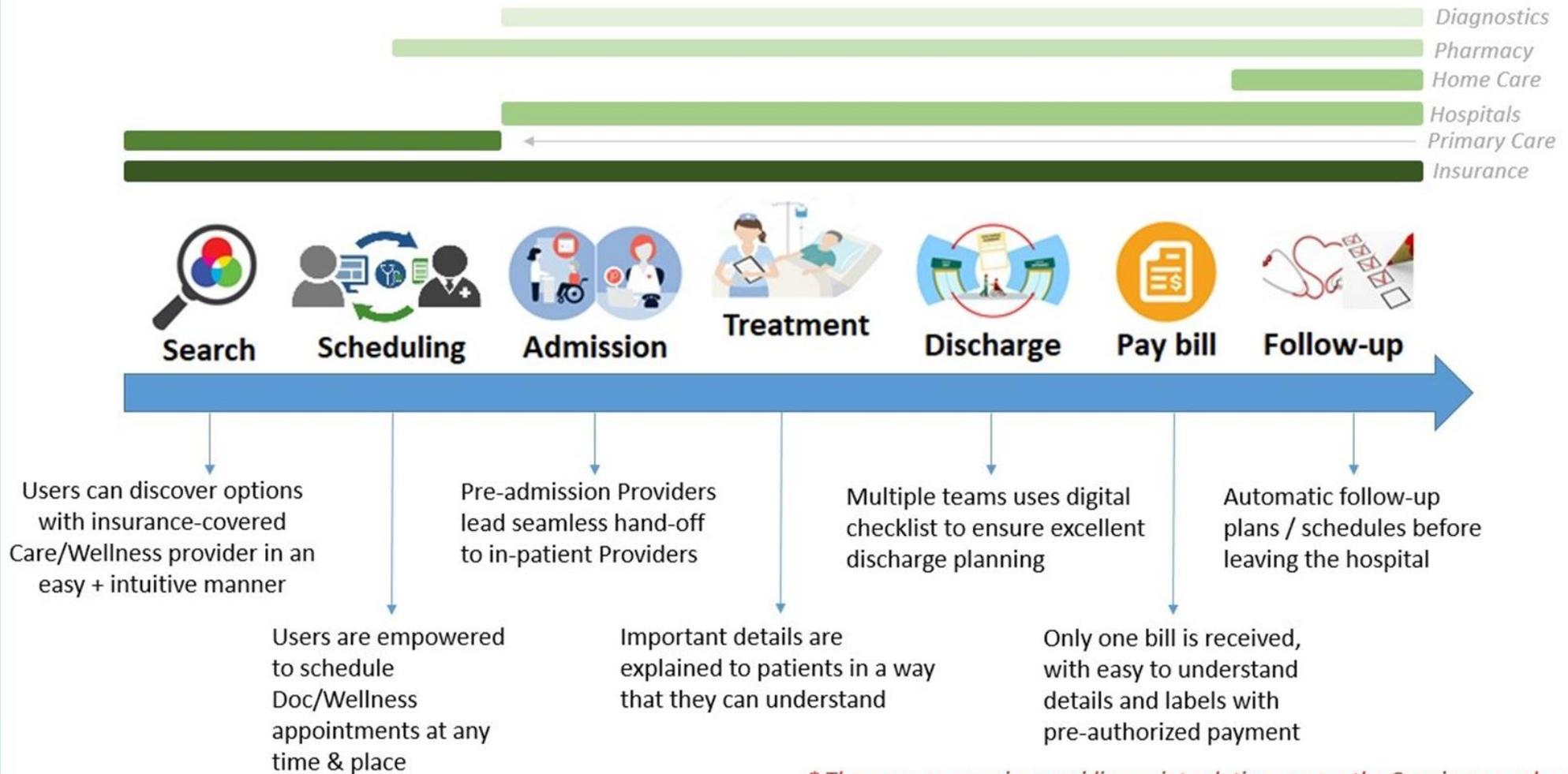
## #2. Digital patient experience

Hospitals of the future can better **inform and educate patients**, ease their anxiety, and **empower them to actively participate** in care before, during, and after the hospital stay.

- Digital and artificial intelligence technologies
- Simplifying admission, discharge, and other processes



# Consumer eXperience of Care journey is broken today



*\* There are companies providing point solutions as per the Care journey above*

### #3. Enhanced talent development

Three aspects of staff management—  
**recruitment, scheduling, and learning and development**

Recruitment and scheduling can **achieve efficiencies through analytics use.**

Staff development can focus on **continuous learning through virtual simulations and online courses**

## #4. Operational efficiencies through technology

Reduce costs and improve revenue by using robotics and automation to trim inefficient processes.

**Automation and robotics for care and ancillary services**

**Blockchain.** can improve hospital operations processes:

- a. Data interoperability
- b. Supply chain management
- c. Revenue cycle management

## #5. Healing and well-being designs

Enhance patient healing and increase staff productivity

Future hospital with features such as:

- a. Customized patient rooms
- b. Smart, ergonomic premises
- c. Modular lighting and noise management
- d. Many hospitals will focus on safety and security—by design

## Suggested next steps

**Care delivered digitally.** engage differently with patients. Remote patient monitoring, telehealth, advanced analytics, and wearables device

**Digitally enabled customer experience:** using digital solutions to aid omni-channel patient access, including customer apps, patient portals, personalized digital kits, and selfcheck-in kiosks.

**Digitized operations:** Many back-office functions can be digitally improved by using cloudbased enterprise resource planning solutions to make them shorter, faster, and more responsive

## The core elements of an enterprise digital strategy :

**Create a culture for digital transformation.** Senior management understands the importance of a digital future and drives support for its implementation at all organizational levels.

**Consider technology that communicates.** Connecting disparate applications, devices, and technologies—all highly interdependent—

**Make needed investments manageable.** Consider subscribing to certain technologies and services to help avoid significant upfront capital investments

## The core elements of an enterprise digital strategy :

**Play the long game.** flexibility and scalability during implementation can be critical. The planning team should confirm that project scope includes adding, modifying, or replacing technology at lower costs.

**Remember, data are core.** a solid foundation of capturing, storing, securing, and analyzing data. Organizations should create a strong, system-wide data infrastructure.

**Prepare for Talent 2.0.** An augmented workforce and use of new technologies requires current staff to learn new skills to manage and work alongside the robots and AI processes.

**Maintain cyber security.** With the proliferation of digital technologies, cyber breaches can be a major threat to hospitals of the future

# Digital Transformation Mitra Keluarga (MIKA)



## Digital Transformation MIKA

- MIKA realizes that the world has changed, where digital changes are needed in order MIKA can continue to survive in global competition.
- Internal improvement is required to give more **flexibility to the customer** and also to **improved internal control and data analytics** to supports company sustainability.
- Project aimed at making changes to the overall development and **integration with standardization procedures throughout MIKA**, through an international standard system called SAP.

# Digital Transformation MIKA



- **Proven Track** - Already used in large hospitals abroad
- **Consistent in developing** technology, data management and data security.
- Has a **specific module for the Hospital**, covering the Front-End to Back-End process
- Has a **good integration capability** with other applications

A photograph of a female doctor in a white lab coat and stethoscope sitting on a bed with a baby. The doctor is smiling and looking towards the camera. The baby is sitting up and looking towards the camera. The background is a bright, clinical setting. A decorative gold graphic consisting of two thick parallel lines that curve upwards and then split into two thinner lines is overlaid on the right side of the image.

Roll out start from **2019**

# Digital Transformation MIKA

Hospital Information System

Electronic Medical Record



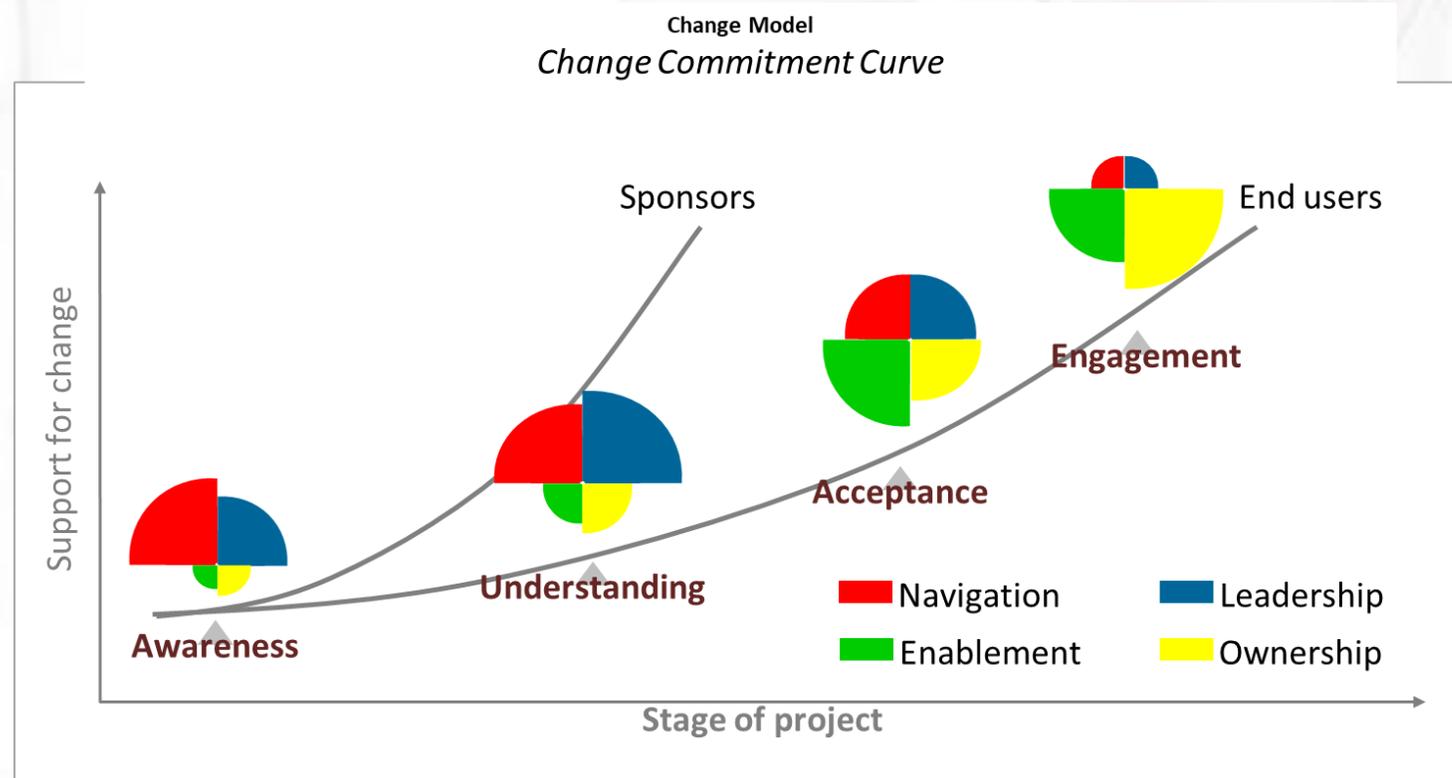
Standardization

Integration

Optimize Report

# Implementation challenge

Prepare human resources to deal with changes in terms of readiness, competence, motivation



# #diRumahAja Tetap Bisa TeleKonsultasi

Kemudahan ada dalam genggaman Anda.  
konsultasikan masalah kesehatan Anda  
dengan dokter kami.

Ketik "Hi"  
Kirim WA ke nomor  
 0822 1000 8080



Silahkan ikuti langkahnya:

-  1. Booking Appointment
-  2. Konsultasi kesehatan dengan dokter
-  3. Layanan pengantaran obat ke tempat Anda

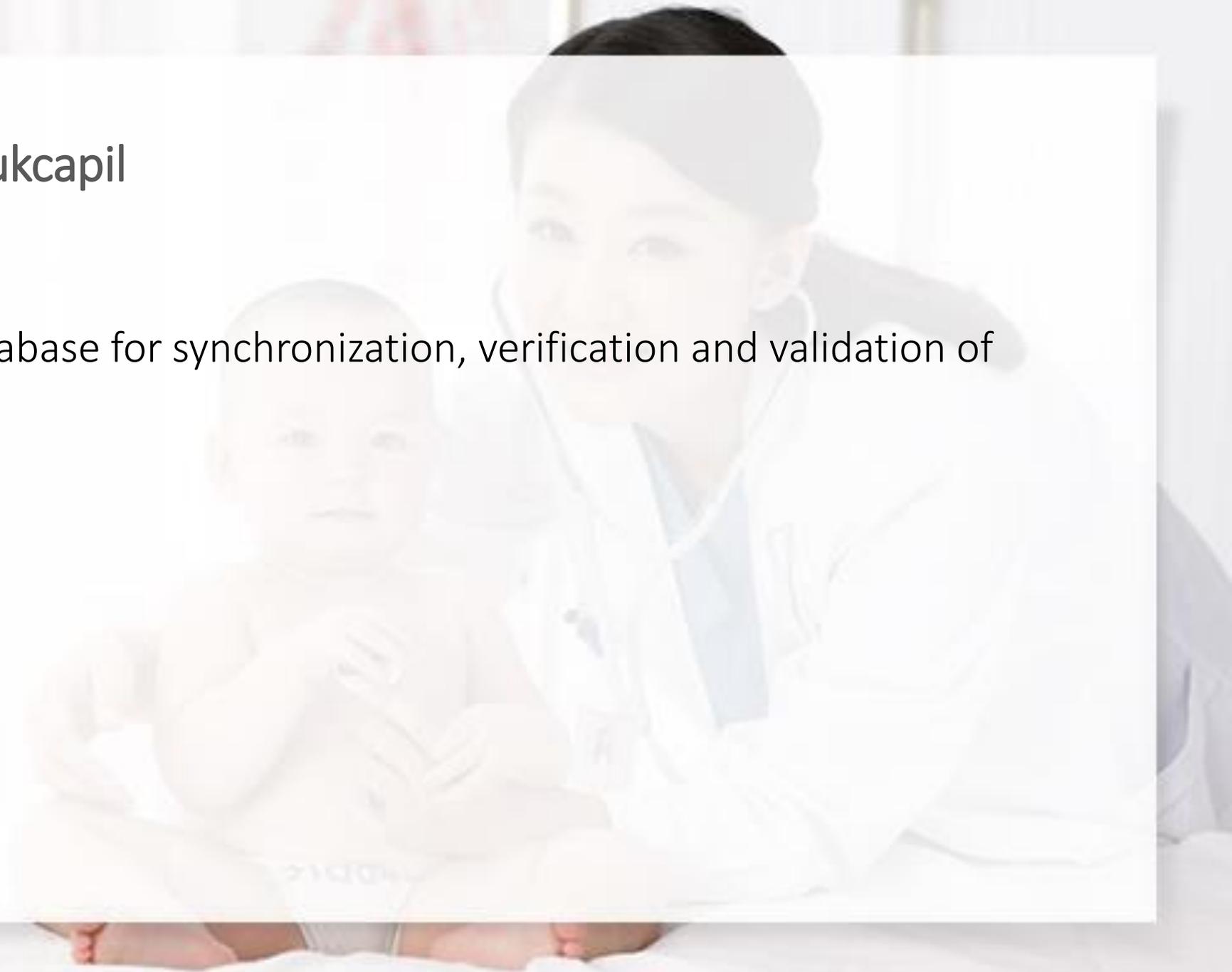
## MIKAMeD

Layanan Antar Obat



## Interface dengan Disdukcapil

Access population database for synchronization, verification and validation of patient data





Thank You

