

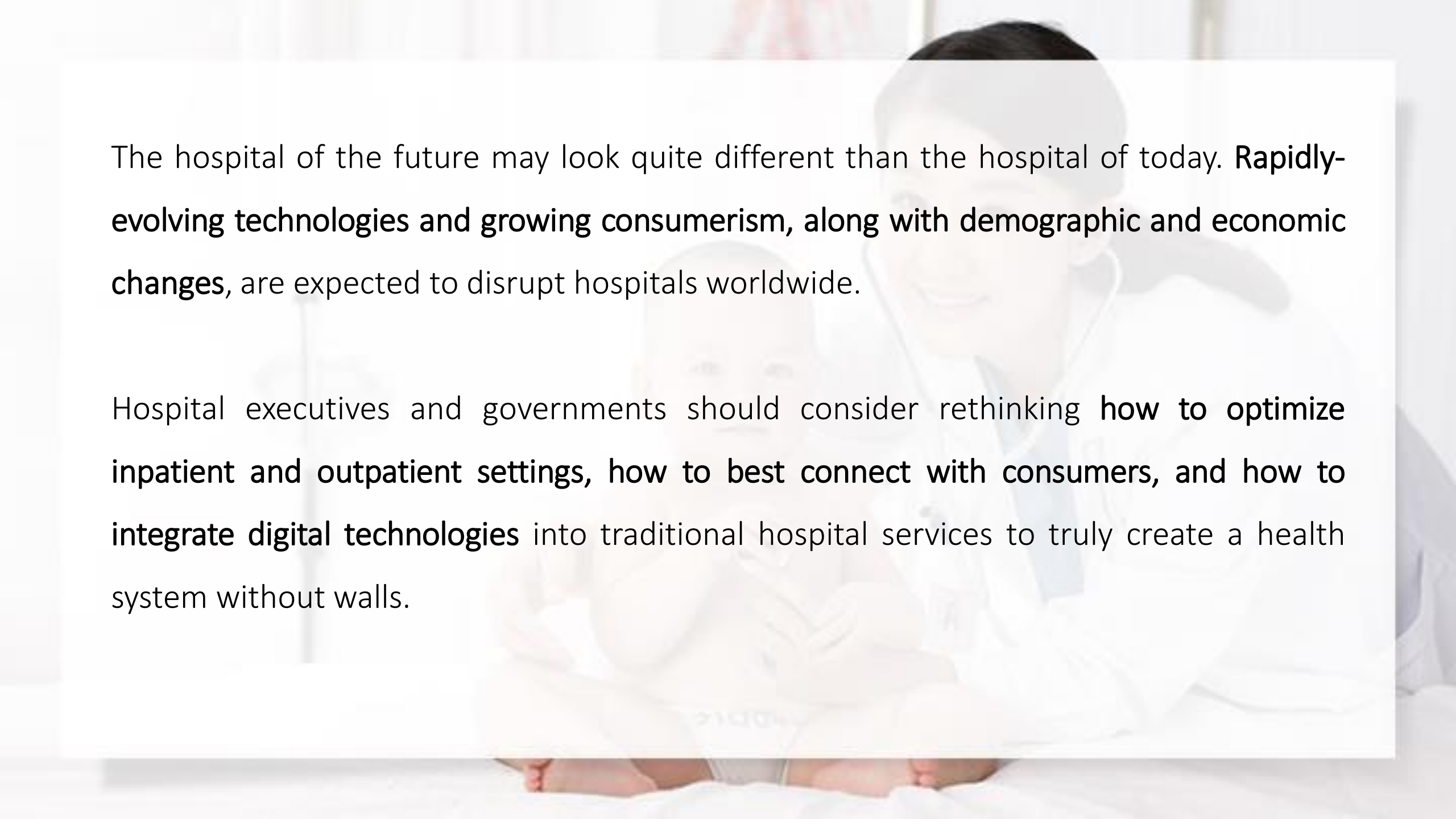


## Digital Transformation to SMART Hospital

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23 Juli 2020





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.



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

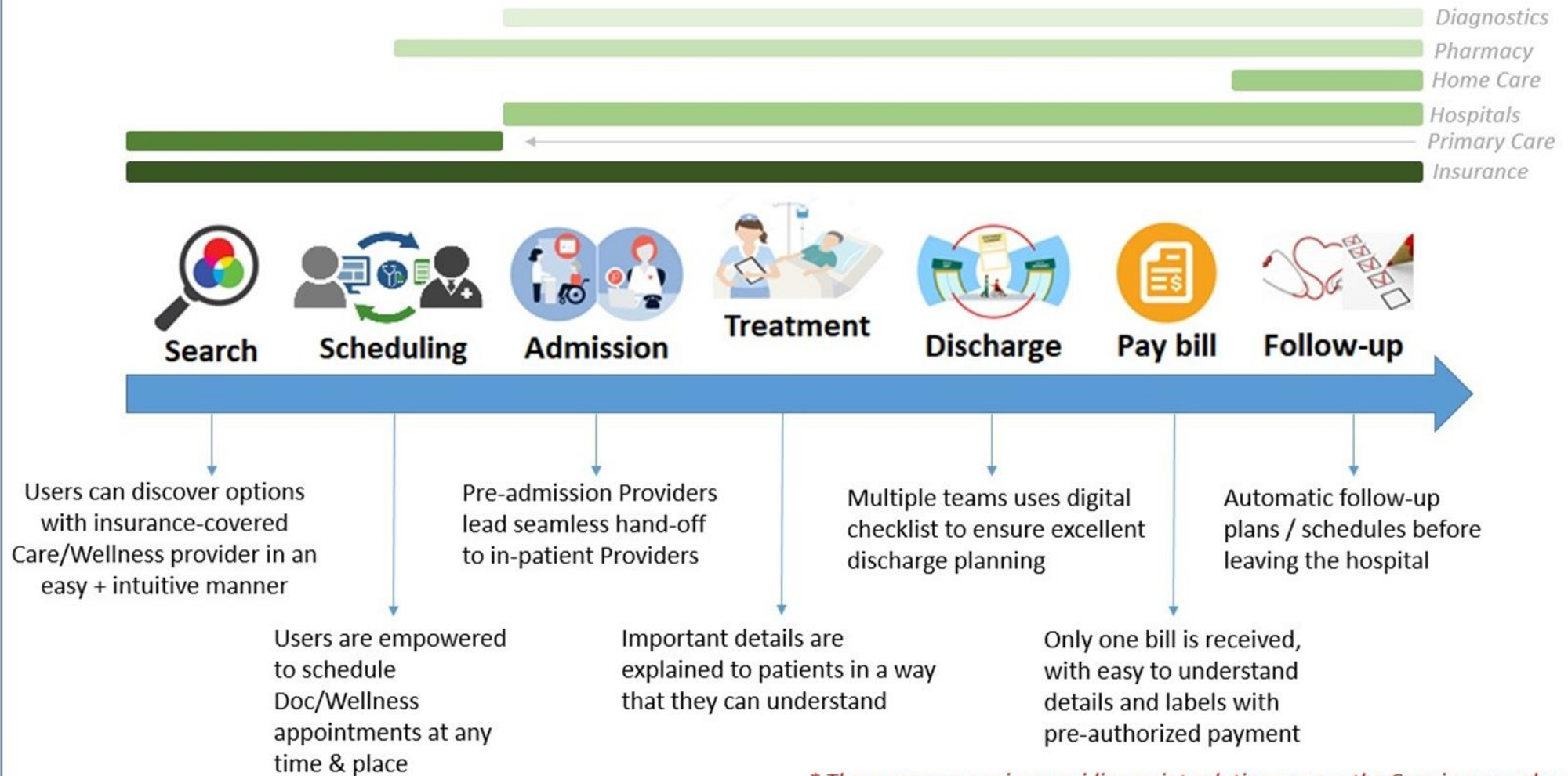
## #2. Digital patient experience

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

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## 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.

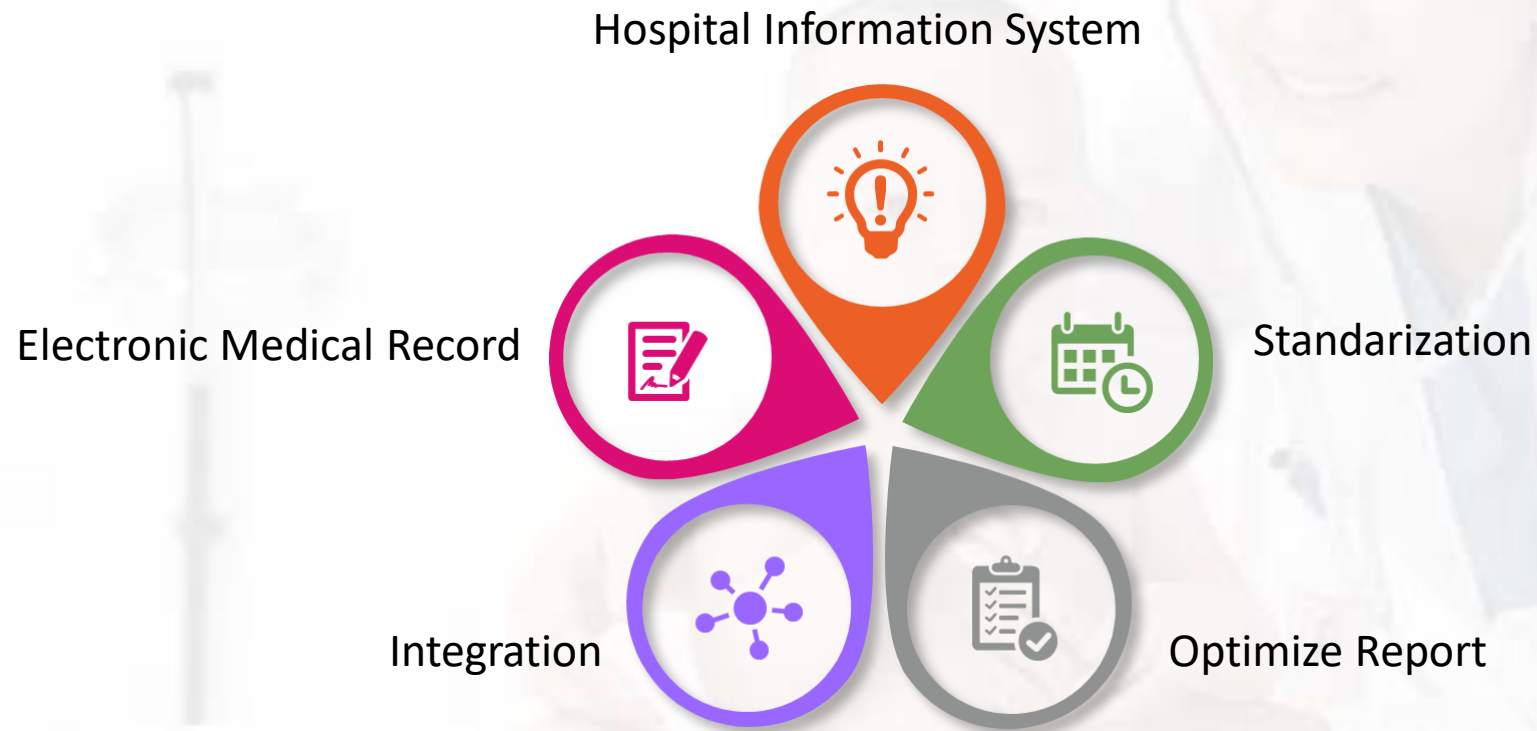
# Digital Transformation MIKA



- **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

Roll out start from **2019**

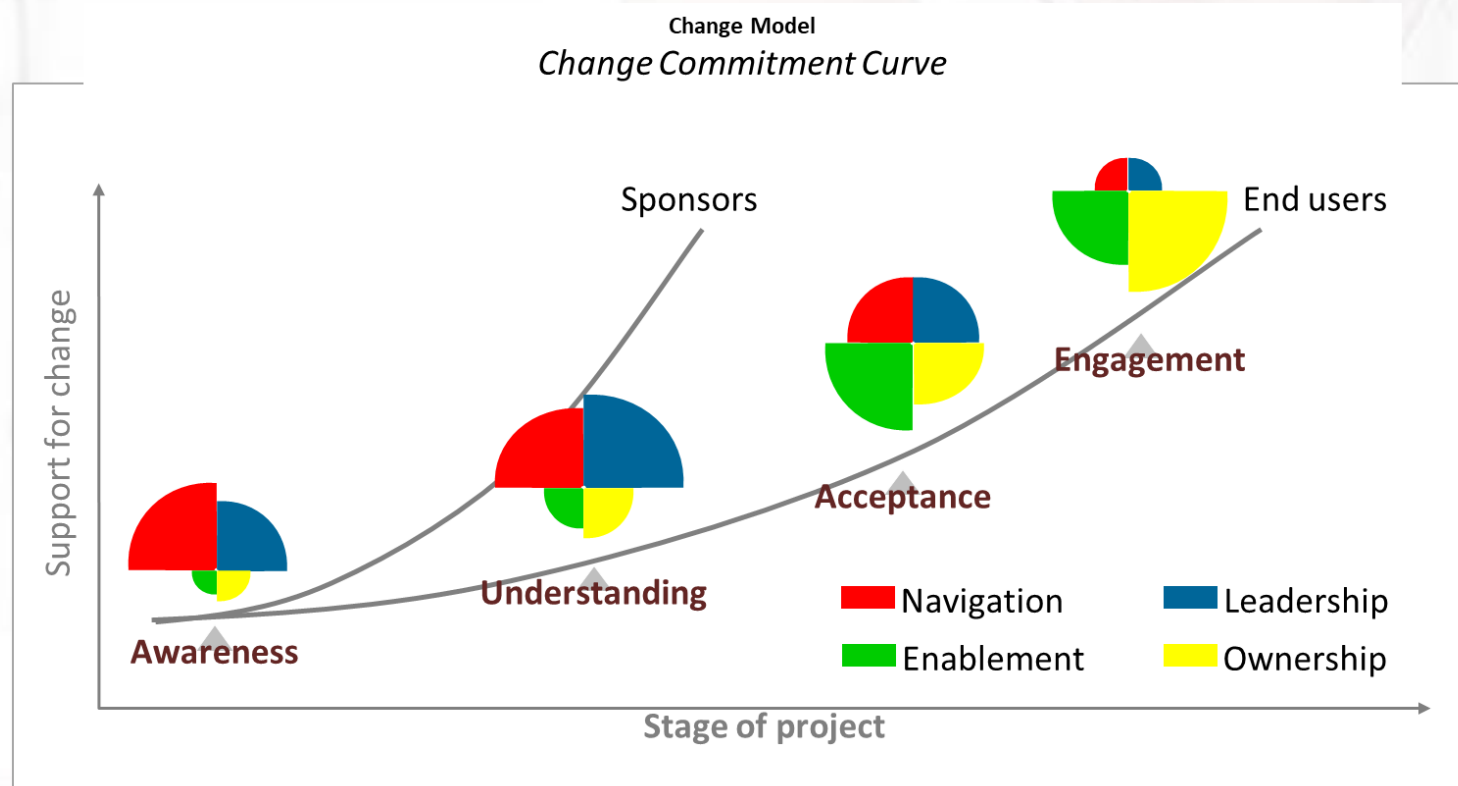
# Digital Transformation MIKA





## Implementation challenge

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



# #diRumahAja Tetap Bisa TeleKonsultasi

Kemudahan ada dalam genggamannya 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

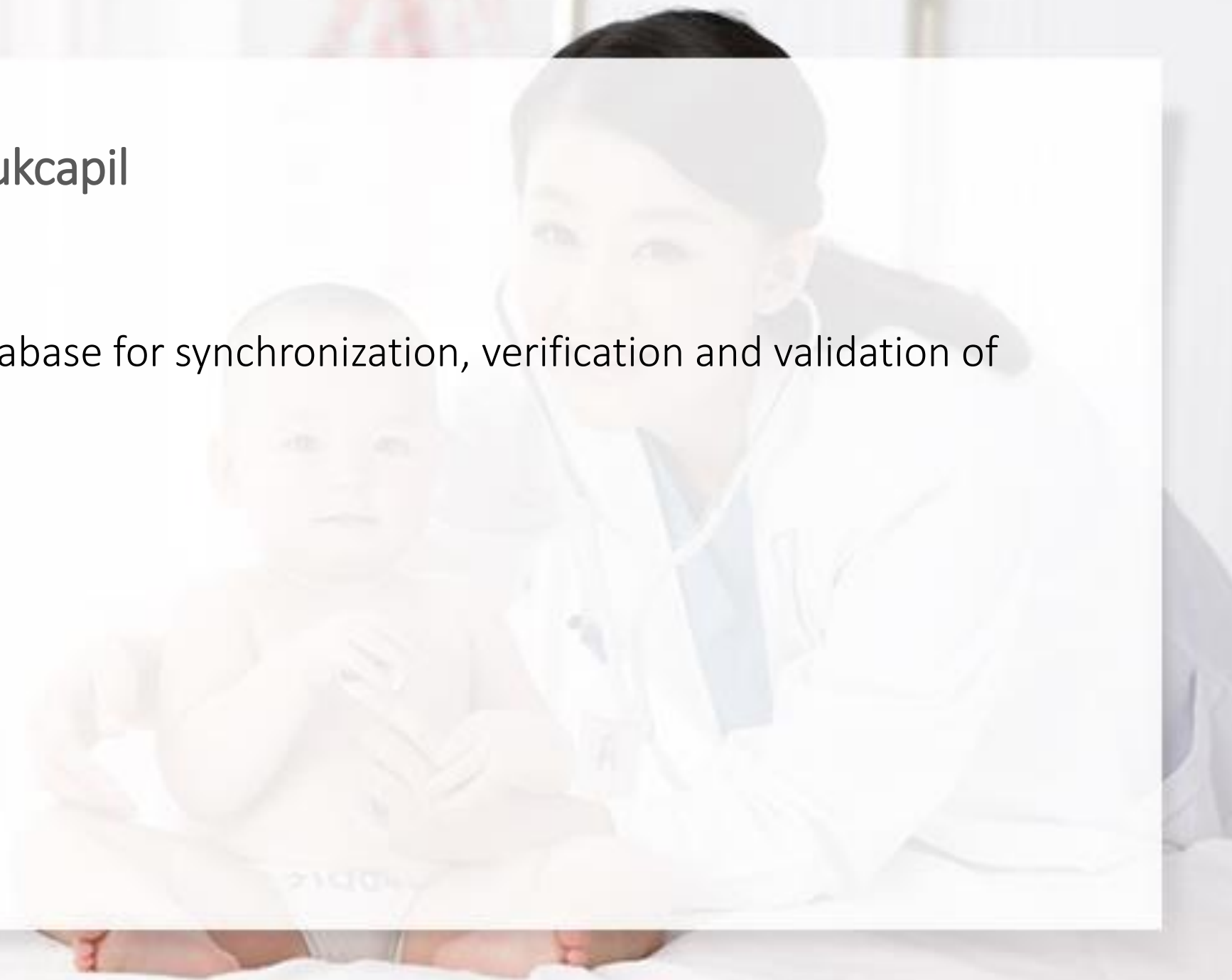
## MIKAMeD

Layanan Antar Obat



## Interface dengan Disdukcapil

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







Thank You