

The Path to Patient Satisfaction

Digitally Disrupting the Healthcare Industry

Technologies have changed the way surgeries are conducted, improved patient-doctor communications, and even altered how medications are administered—but they could do more to revolutionize the patient experience. Implementing advanced digital healthcare technologies can empower caregivers, deliver reliable technology, and improve safety and security for both patients and professionals. Continue on the path below to see how the patient experience can benefit from a smart healthcare transformation.



Deliver Reliable Technology

Improving patient outcomes starts with a good digital foundation. A reliable digital infrastructure is essential for providing comprehensive care—and provides the peace of mind that essential systems are protected from costly and dangerous outages.

Average monetary costs of data center outages:

per downtime incident
\$740,357

per minute of downtime
\$8,851

Healthcare costs include:

- Inability to access patient records
- Interruptions in providing medication
- Shut down of critical communication

Technology should



Be flexible to improve ease of use for caregiver



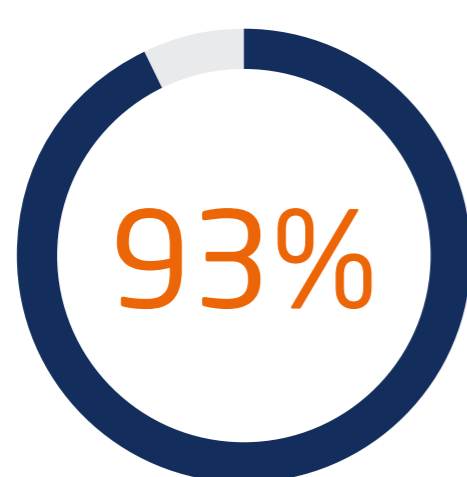
Minimize service disruptions that can severely impact the patient experience



Ensure communication remains open, even in times of crises

Empower Caregivers

Healthcare professionals have been working for years to break down treatment silos, and digital technologies can help them do it. Only when everyone works together to deliver holistic healthcare will patients get a personalized care experience.



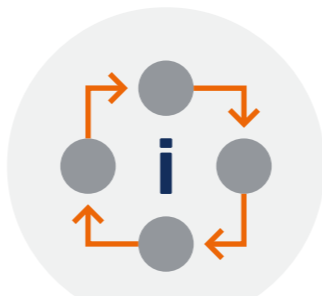
93% of patients say it is essential for care providers to easily share and receive important information about their medical history.²



Enabling better care collaboration with digital technologies can provide immediate, dynamic, and adaptive care through:



Anytime, anywhere provider access to communications and messages



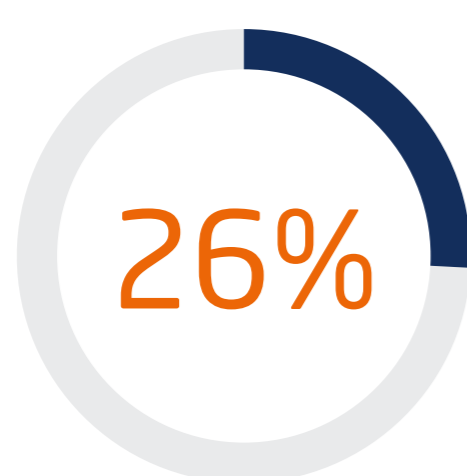
A seamless flow of information from patient to caregiver to centralized systems, and back



Onsite unified communications systems that put the patient first

Improve Safety and Security

Care facilities should be—above all else—safe environments. Providing safety and security is important for patients, staff, and their information.



26% of U.S. consumers have been affected by healthcare data breaches.³



Digital technologies can help prevent and mitigate fallout from:



On-site threats through facial recognition technologies



On-site emergencies with threat management practices



Information leakage through better data security

A digital transformation can greatly improve healthcare and ultimately provide better patient experiences. Technology can improve patient outcomes by making it easier to access information for more informed decision-making and enabling more responsive and personalized services.

Learn more about Smart Healthcare Transformation by visiting us at www.necam.com/SmartHealthcareTransformation

Sources

1. "Anticipating Economic Returns of Rural Telehealth," 2017, Smart Rural Community
2. "Patient Expectations of Medical Information Sharing & Personalized Healthcare," 2017, Transcend Insights
3. "2017 Consumer Survey: Healthcare Cybersecurity and Digital Trust," 2017, Accenture