

INDUSTRY
HEALTH
SPOTLIGHT

What must a CIO know before starting digital transformation?

Regulatory Compliance

Overwhelmed

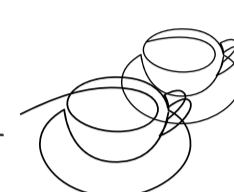
by data and systems?

Data breaches

matter professionally and personally

Healthcare is subject to stringent regulations; any digital transformation must comply to protect patient privacy and confidentiality.

Bottom line: Know your data and how to protect it. The Office of the Australian Information Commissioner (OAIC) reported that in 2020-2021, healthcare accounted for 23% of all data breaches, the highest of any industry. This underscores the importance of compliance to safeguard patient data and avoid costly breaches.



Interoperability

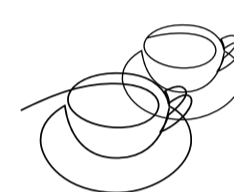
Connecting the HL7-way
is much more than interoperability

It's the standard

for data structure, meaning, security, workflow and privacy

Healthcare comprises multiple disparate systems for patient care, administration, and research. CIOs must prioritise interoperability to ensure seamless data exchange and integration between systems, providing a comprehensive view of patient information and improving care coordination.

Bottom line: As of 2021, 90% of Australians had a My Health Record (MHR), integrating data from various providers. CIOs must integrate with MHR for better care coordination and outcomes.



Data Security and Privacy

How good do you feel about data and privacy?

Knowing the gaps in your systems

makes all the difference

Protecting patient information is paramount in healthcare. CIOs must implement robust security measures, including encryption, access controls, and regular audits to safeguard against unauthorised access, breaches, and cyber threats.

Bottom line: A 2020 Australian Digital Health Agency report found **67% of healthcare organisations struggle** with integrating modern security measures due to outdated legacy systems, which often lack infrastructure for advanced security features, leaving them exposed.



After 30+ years of experience...

Strategic initiatives should be no more than 2-3 per annum. This will allow CIOs to break them down and deliver them confidently and consistently back to the business.



Clinical Workflow Integration

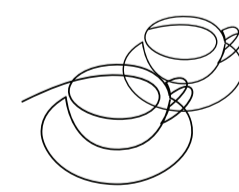
Adopting new workflows
comes down to basic human interaction

'Watch and tailor' is better

than process for process sake

Digital transformation should align with clinical workflows to boost efficiency and productivity without disrupting patient care. CIOs must involve clinicians and frontline staff in designing and implementing solutions to meet end-user needs and support optimal patient outcomes.

Bottom line: Major inhibitors include resistance to change, legacy system issues, insufficient training, high costs, data security concerns, interoperability challenges, workflow disruptions, and lack of leadership support. Addressing these is crucial for successful implementation.



ROI and Value-based Care

New and flashy
isn't always ROI savvy

Buzzwords won't

boost your bottom line

CIOs must evaluate the ROI of digital transformation initiatives and their alignment with value-based care models. Investing in technologies that improve patient outcomes, enhance care coordination, and reduce costs yields significant benefits for healthcare organisations and patients.

Bottom line: It's not getting cheaper to run a health care system with an aging population and increasing demand for healthcare services. Healthcare costs have risen to 28% of 2023-24 budget.

NSW Healthcare Spend

70% Rise in just a decade

\$18 billion

\$31 billion



Like to delve into, dissect or draw on my experience over a coffee — let's set up a time...

