The Health Care Experience Transformation

Why the drive for change?

Consider this:

- 49% of health care organizations believe that improving patient experiences is a top priority.
- 16% of health care organizations believe that improving patient experiences is a top priority.

Why is this important?

- Health care providers are under competitive pressures to provide better experiences.
- Providers who are already transforming to better serve their patients have done the research...

For health care providers that have begun the process of transformation, the road to change is being driven by many factors, but the primary focus is to make communication and collaboration easier.

High-quality health care experiences require modern technology. Out with the old equipment to maintain.

16% of health care providers are using digitization to reduce costs at the same time. (6)

Health care consumers are increasing their spend on existing infrastructures.

To meet consumer expectations and needs, health care providers are increasing their spend on technology.

81% of health care providers are in the process of transforming their practice model over the next 12 months - the highest percentage of any industry!

Footnotes:

(1) Gartner, 2019 CIO Agenda - A Health Care Provider’s Perspective, April 2019
(2) Forbes, Top 8 Health Care Predictions for 2019, November 2018
(3) Deloitte Insights, Inside the Patient Journey, September 2018
(4) SR/Solution Reach, Patient/Provider Relationship Study 2018
(5) Gartner, 2019 CIO Agenda - A Health Care Provider’s Perspective, April 2019
(6) Gartner, Business Drivers of Technology Decisions for Health Care Providers 2019