Inšpiratívne príklady digitalizácie zdravotníctva

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Patient experience: challenges and drivers

82%

of consumers expect the same access to technology in health care that they get from other consumer services

Sg2 National Health Care Consumerism and Insurance Coverage Survey, 2018

of first time visitors get lost and confused in hospitals.

Deloitte: "Deloitte Digital Report" 2013

70%

of consumers are frustrated when seeking a provider

77%

of consumers are frustrated when scheduling a physician visit

Sg2 National Health Care Consumerism and Insurance Coverage Survey, 2018

Hospitals that provide superior patient experience have net margins

50%

higher than average

Accenture: "U.S. Hospitals that Provide Superior Patient Experience Generate 50 Percent Higher Financial Performance than Average"

Nurses' time spent searching for equipment:

Health Management Technology: "The cost of missed appointments" 2017

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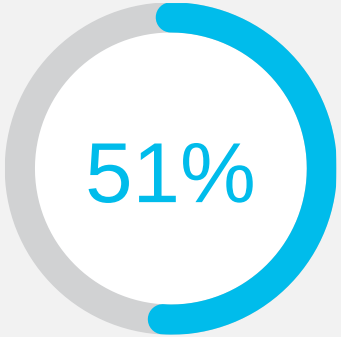
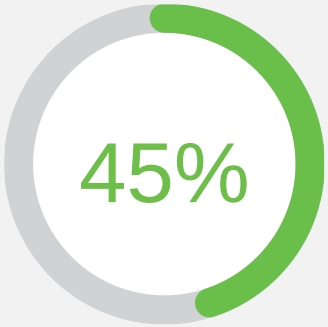
Legacy IT hinders healthcare innovation

IT decision makers/influencers at hospitals and health systems say, when asked about the barriers to advancing digital health initiatives:



Clinician resistance to adopting new solutions

Difficulties integrating legacy systems with new digital/mobile technologies



Identification/remediation of cybersecurity threats

HIT Consultant: "4 Digital Health Adoption Barriers for Hospitals & Health Systems"

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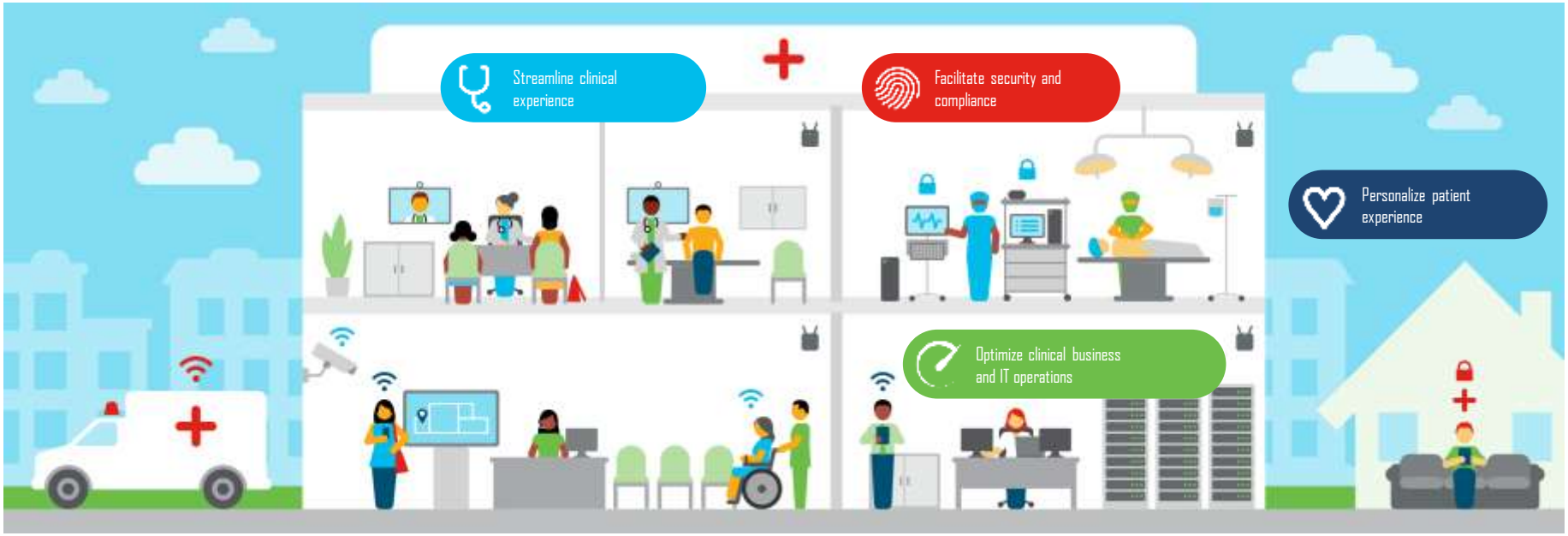
Cisco for healthcare



Personalize patient experience

- Guest wireless
- Mobile experiences—wayfinding
- Population health outreach
- In-patient bedside experience
- EHR-integrated telehealth

Streamline clinical experience

- Provider video consult
- Location services for clinical environments
- Clinical communications and collaboration
- Virtual patient observation

Facilitate security and compliance

- Network and micro-segmentation
- Healthcare cybersecurity

Optimize clinical business and IT operations

- Facilities and equipment monitoring
- Administrative collaboration
- Next generation data center
- Network optimization

WiFi + Analytics + Navigation

Patient expectations are increasing and the bar is rising to deliver the same access to technology in healthcare as seen in other consumer services. Cisco technology is the foundation for seamless access to care, integration, and a personalized experience for patients and consumers.

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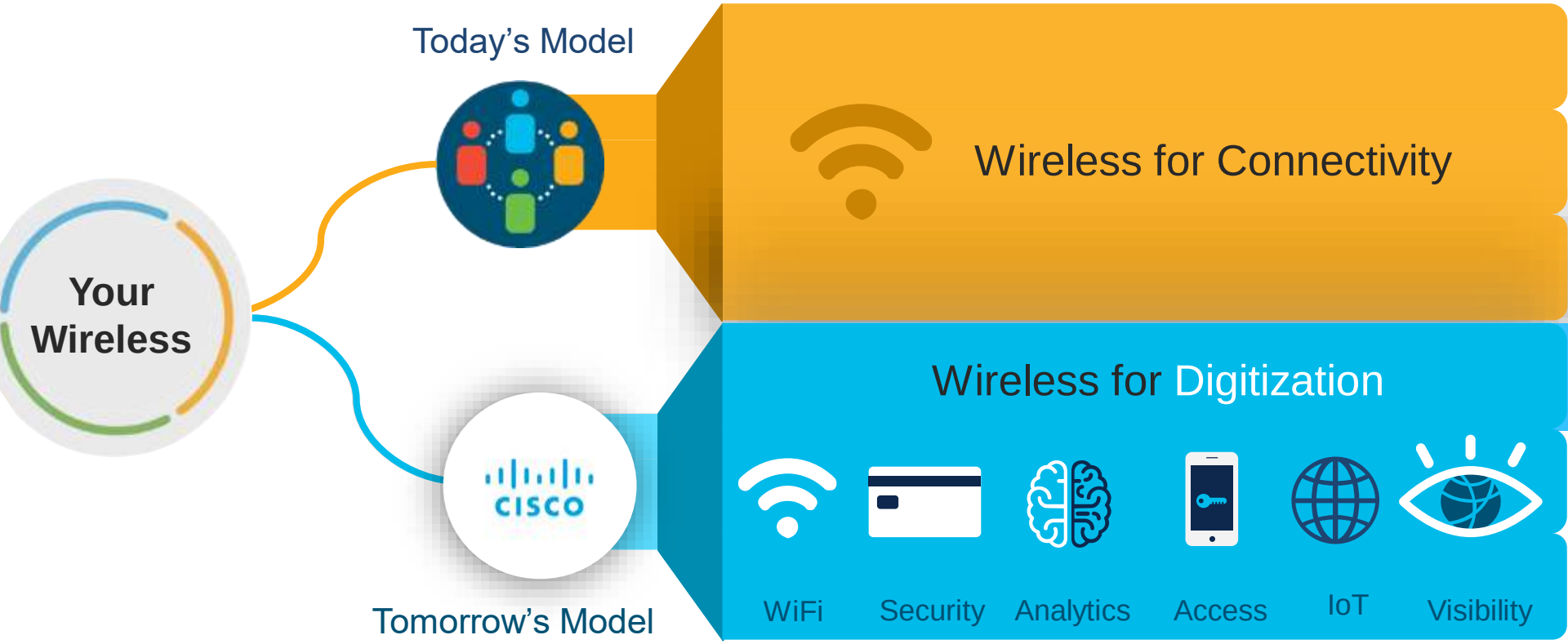

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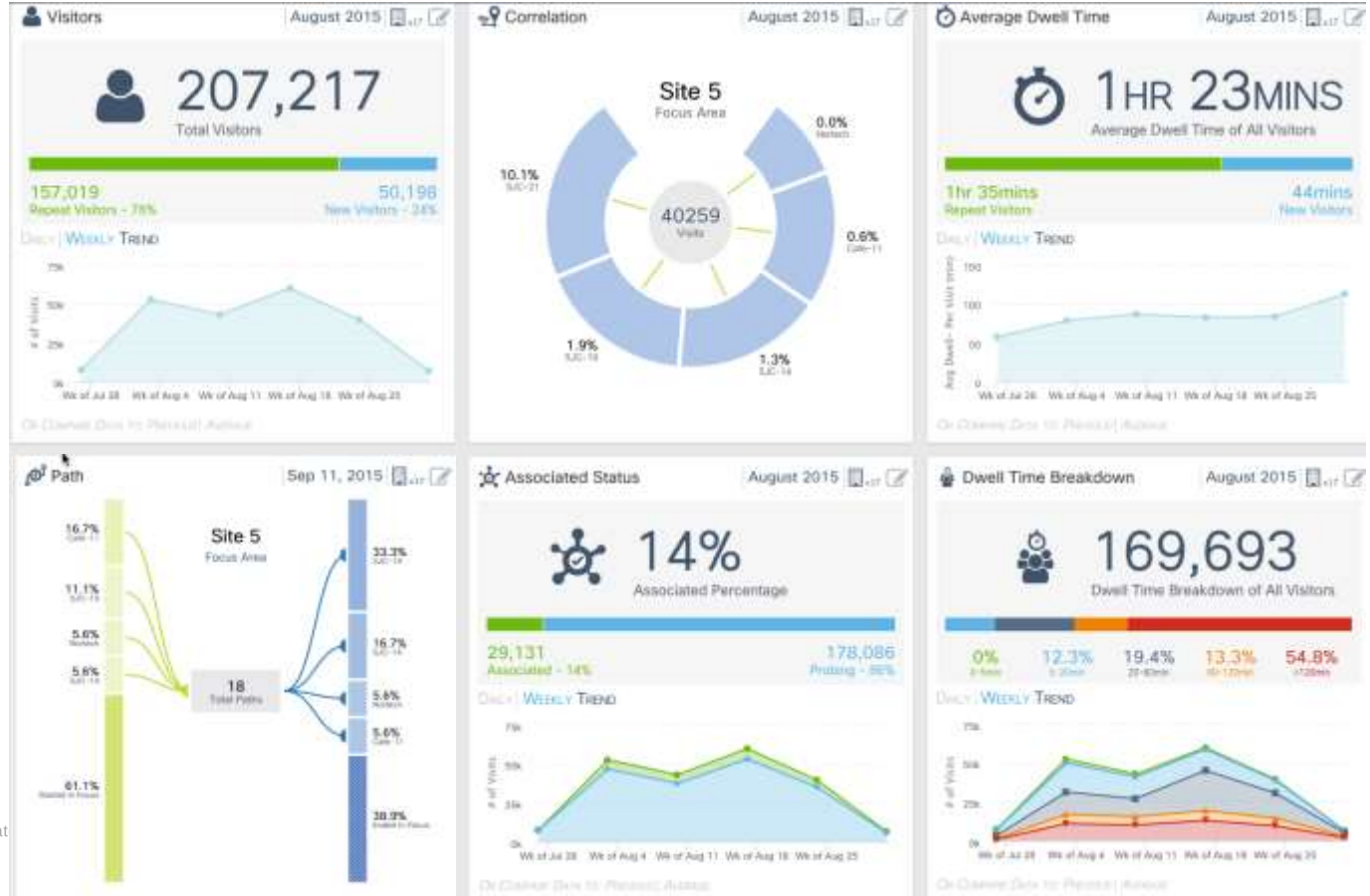
Leveraging Cisco Wireless Network for Digitization

Cisco DNA Spaces

- **See** — See what's Happening at your Properties
- **Act** — Leverage Digitization Toolkits to Act on Insights
- **Extend** — Drive business outcomes with Partner Apps

Digitizing Healthcare: People and Things

WiFi + Analytics



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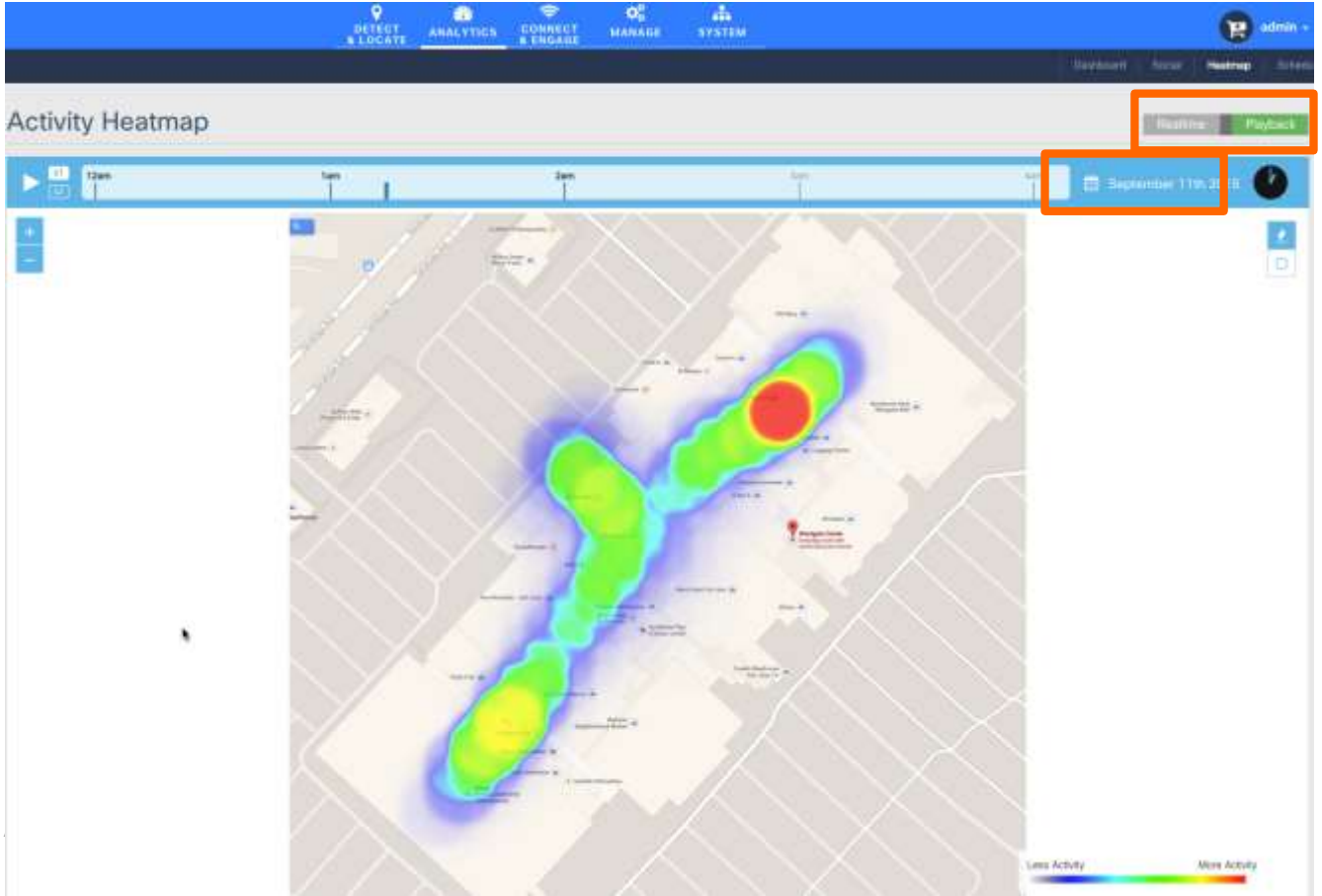
Heatmaps



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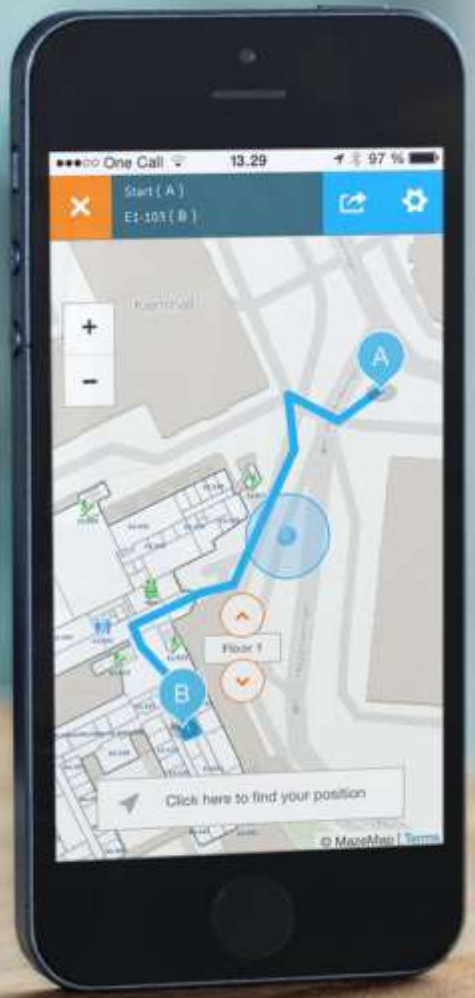


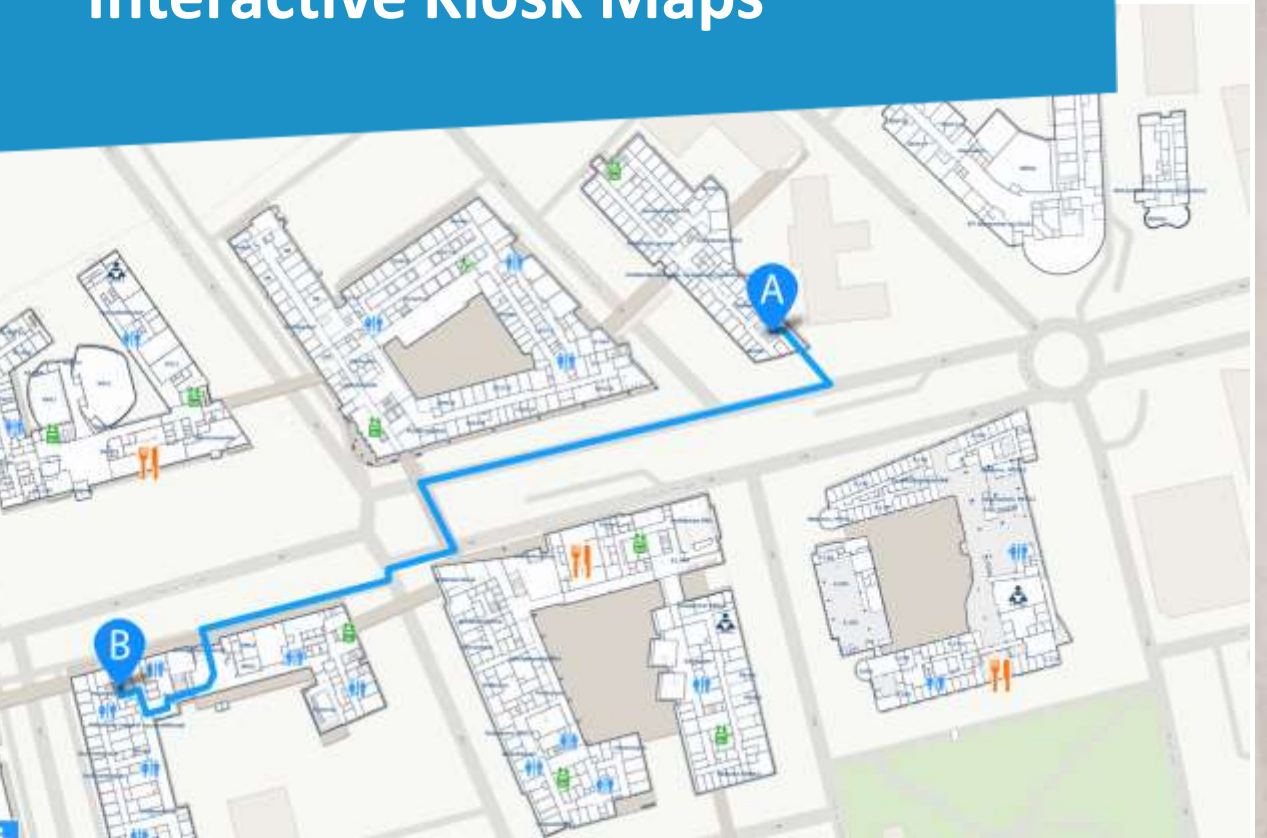
MazeMap is a provider of indoor maps and navigation services

We help anyone locate what they search indoors either it is **rooms** or **“things”**

MazeMap

Interconnection with digital systems:

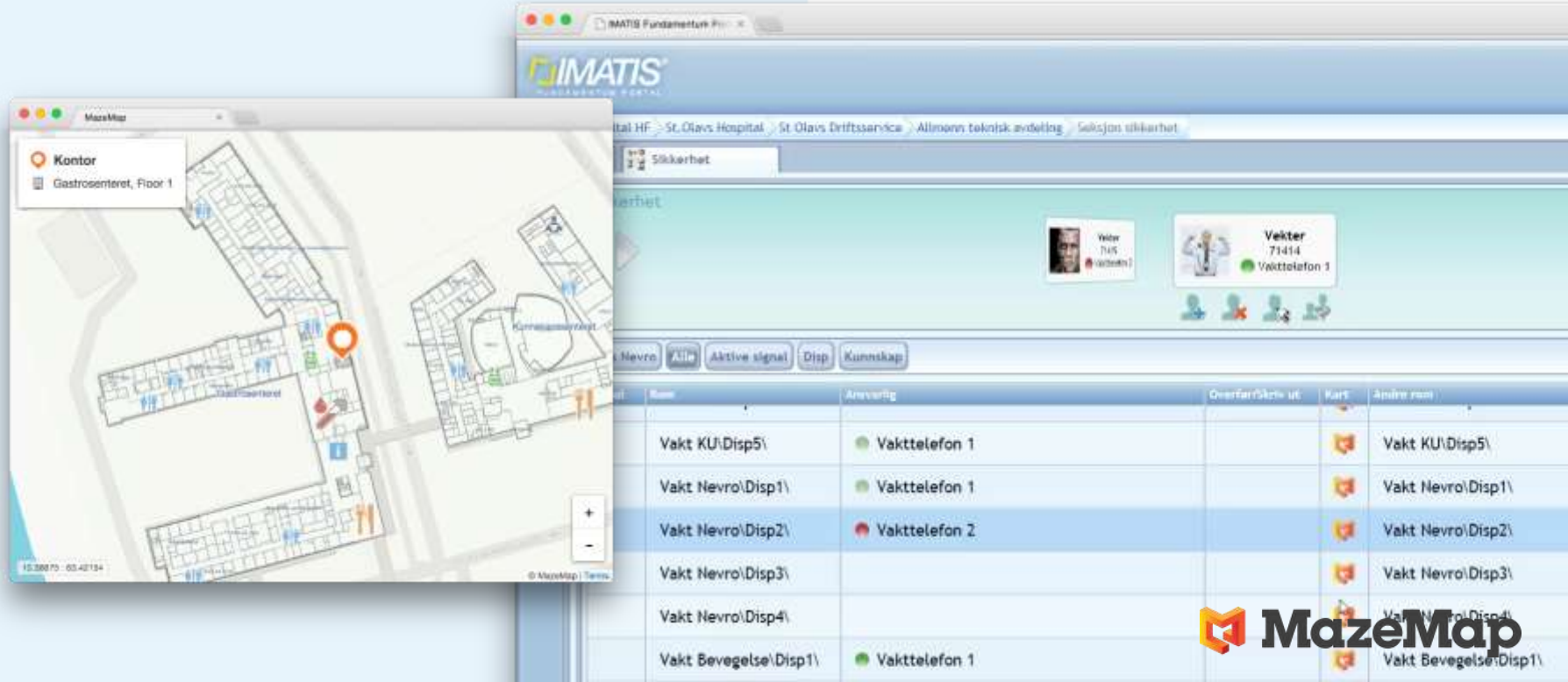
Interactive Kiosk Maps



Intergration with hospitals alarms:

Safes time in critical moments

ST. OLAVS HOSPITAL
TRONDHEIM UNIVERSITY HOSPITAL



MazeMap

WiFi + Data + IoT tracking

The complexity facing clinicians every day to deliver better patient care is compounding and operational challenges mean more patients per clinician to serve. Access to secure data enables care teams to stay connected allowing better delivery of patient care at the bedside.

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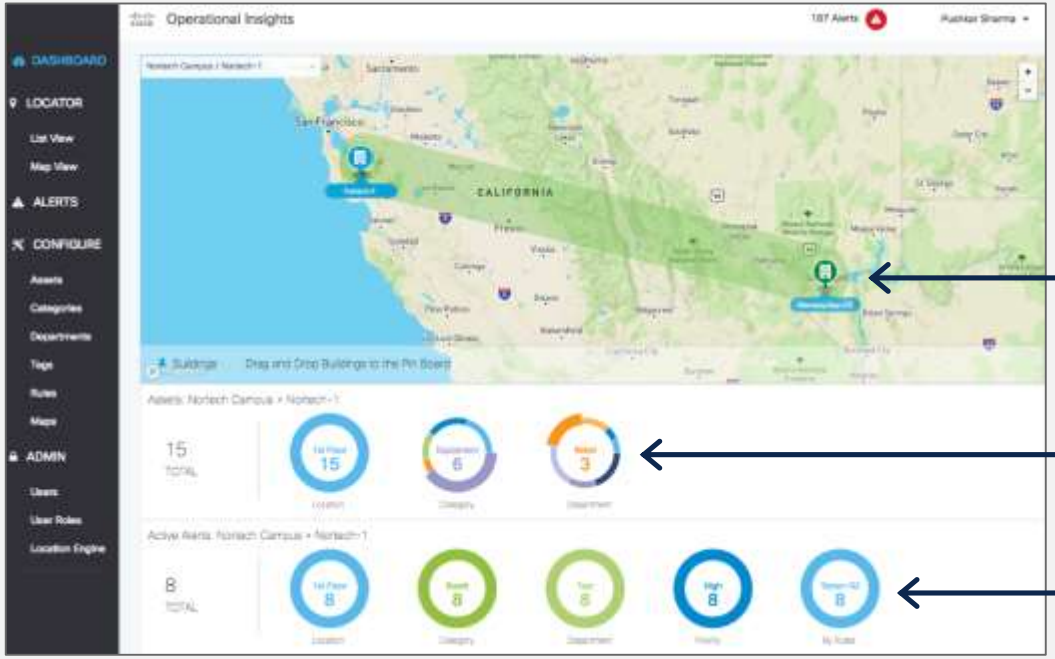
Main dashboard

Navigation panel



Customized data access by user role

Available locations on interactive map

Snapshot of all assets available to user

Outstanding alerts

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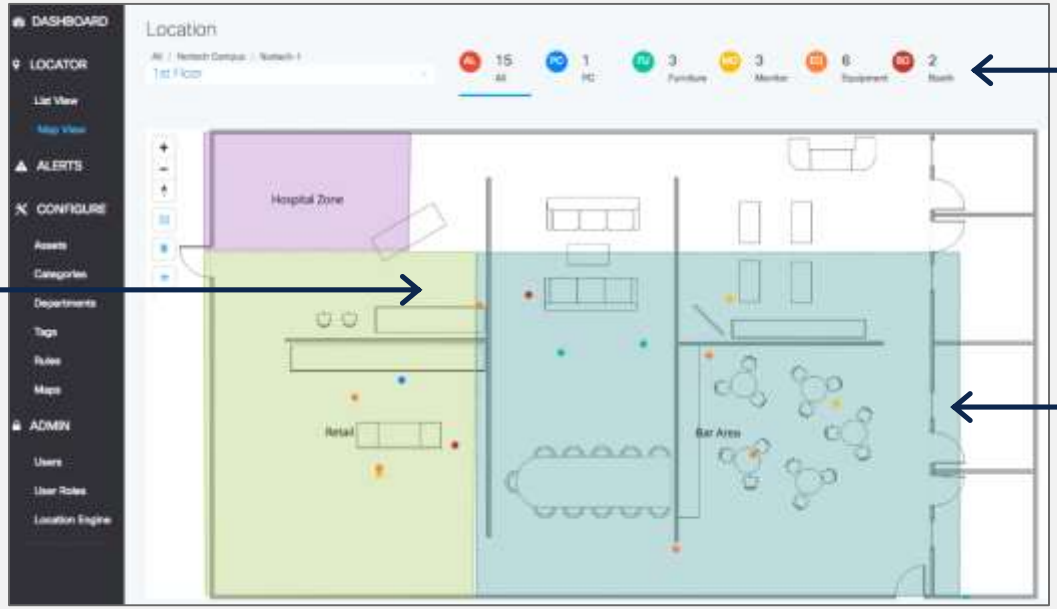
Map view

Click to view asset details



Filter map by category

Edit zones on map to create effective alerts

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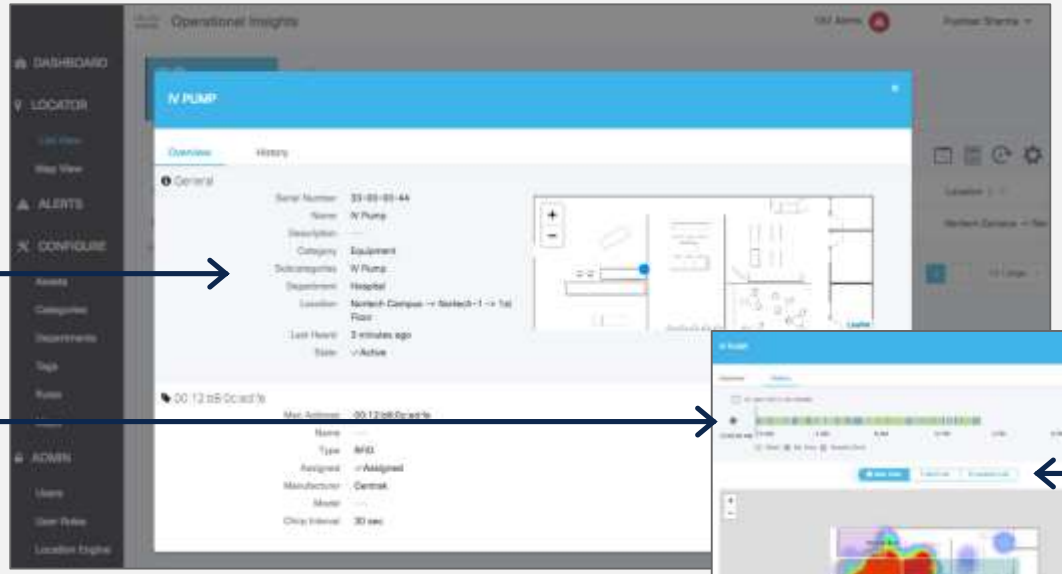
Asset details



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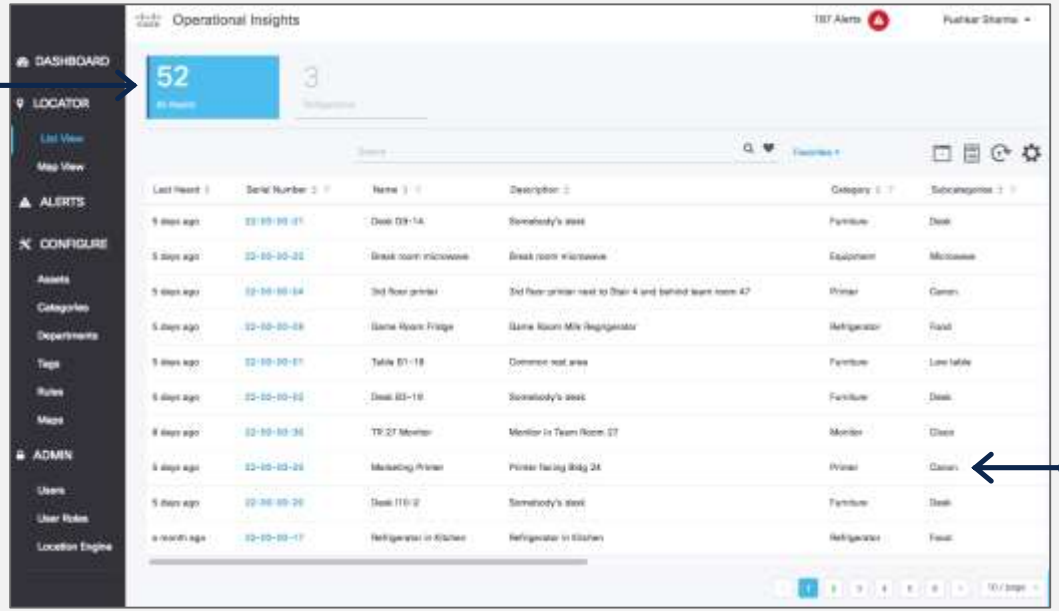
Existing rules

Add new rules



Activate, edit,
or delete rules

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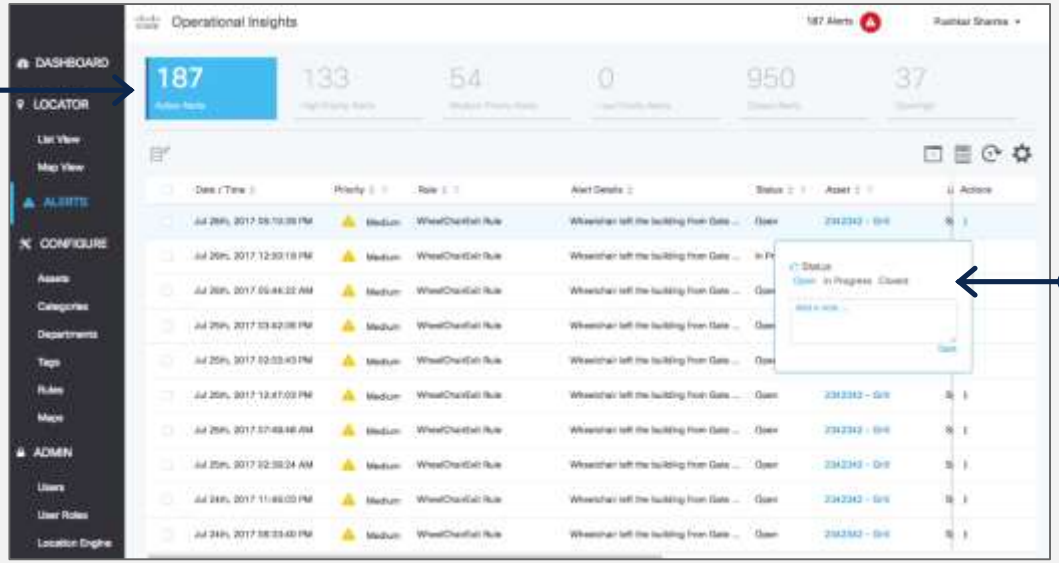
Alerts

Filter alerts for easier review



Update the status of an alert, comment, or close it when resolved

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Facilitate security and compliance

A medical record is one of the most valuable black-market assets often trading at 15 times a validated credit card. The threat surface in a healthcare system is one of the largest of any industry and why Cisco enables endpoint and network security to secure critical medical devices, electronic health records and clinical applications.

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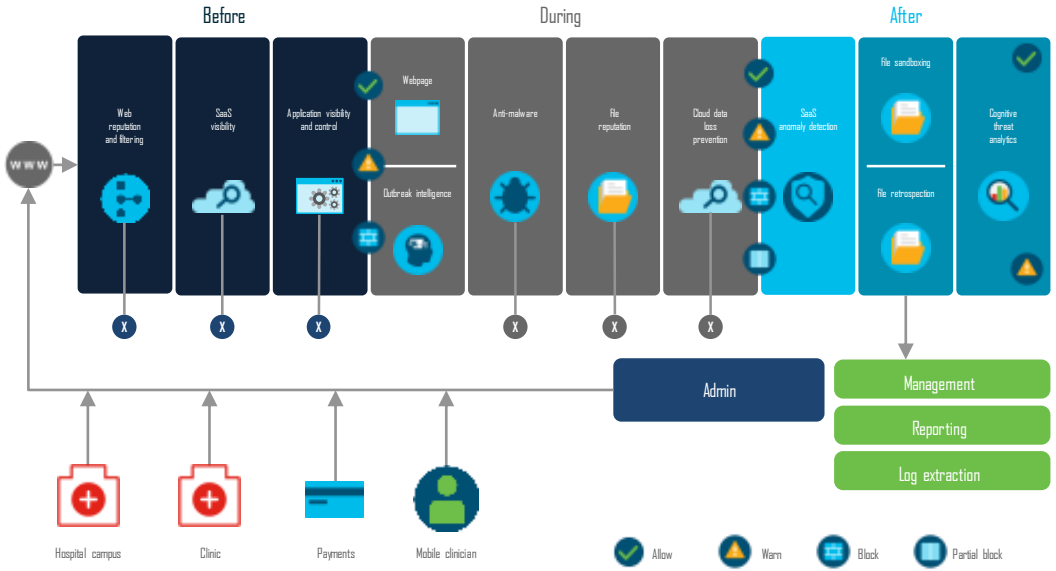
Healthcare cybersecurity



Cisco products

Web reputation and filtering	AMP/Threat Grid
SaaS visibility	CASB
Application visibility and control	NetFLow, Prime Infrastructure, Stealthwatch
Webpage	Umbrella
Outbreak Intelligence	Talos
Anti-malware	AMP
File reputation	AMP-ESA
Cloud data loss prevention	CloudLock
SaaS anomaly detection	Tetration
File sandboxing	AMP/Threat Grid
File retrospection	AMP-WSA
Cognitive threat analytics	CTA

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