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Vignettes

News bytes from your trusted technology partner

Healthcare edition
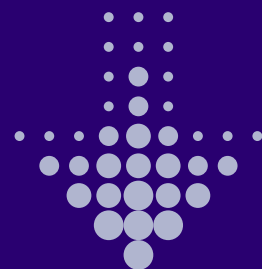
Dear Readers,

My team and I are excited to launch Vignettes, a quarterly news briefing. This is our effort to share with you our perspectives on market and technology trends as well as to update you on key developments and initiatives that we have taken in relevant areas of interest. As valued partners, we hope you will find this useful.

In this edition of our newsletter, focusing on the Healthcare industry, we will discuss how we design the Digital future of healthcare by connecting Patient-Provider-Payers and enhancing the patient experience by enabling providers through digital technology.

Tietoevry's North America-focused, wholly-owned subsidiary, EVRY USA, is an exhibitor at HIMSS23, the most influential health information technology event of the year, where we will showcase our digital healthcare offerings. In addition, our upcoming annual flagship tech fest - Tech Utsav 2023, will have demonstrations in niche digital technologies, including the healthcare sector.

The recent past has deepened our understanding of a much used (and abused) term, Digital Transformation. It is not just a mere process of embracing emerging technologies across the board, thereby transforming to "digital"; it involves readiness to accept and encourage cultural shifts and a re-evaluation of how a firm should operate. It is a comprehensive shift in how people use technology and how people think about using technology in every business decision. As a business, we work to keep our clients ahead of the curve by investing in the creation of assets and solutions that make use of cutting-edge technology in fields that matter to them.

If you would like to learn more about our offerings, I or any of my colleagues will be happy to discuss. And yes, please do share your feedback about this newsletter at **info.usa@tietoevry.com**

Read on! You will find Vignettes insightful.

Ram Mohan
EVP, EVRY USA/India

4 Digital Trends That Will Shape Healthcare in 2023

Robotic Process Automation

There is a lot of potential for robotic process automation in healthcare, especially in the elimination of time-consuming, error-prone manual processes. This is a great relief for hospital administration, who can now focus on more important tasks.

Virtual Reality bridging the training gaps!

Medical education can be done without putting patients' lives in danger, and the VR market is expected to reach $5.1 billion by 2025[1]. One of the most popular uses of VR technology is in training medical professionals, who found that it can reduce pain after surgery by 24% [2]. Surgeons trained on computer simulations perform surgeries 29% [2] faster and 7 [2] times fewer errors than their non-VR trained peers. If we sum up the possibilities, you will be surprised to know about the reduction of costs on the post-operative procedures for all 3 Ps.

Wearables Devices (IoMT)

The market for wearable medical devices is projected to grow annually by 4.4% (CAGR 2023 - 2030) [3]. This is due to the increasing demand for devices that can monitor health conditions in real-time. Additionally, telehealth and remote care services are becoming more accessible with the use of sophisticated technology.

Cyber Security preparedness

Well, by now, all the data generated through our wearable devices, all the patient data documented during our hospital visits or shared with clinical experts, and all the insurance details are stored away in the cloud safely. However, like every industry, healthcare is also vulnerable and prone to data breach. 93%[4] of cloud services in healthcare at a medium to high-security risk. Using strategies like security and authentication standards, the healthcare sector is learning from its peers about how to prevent patient data breaches.
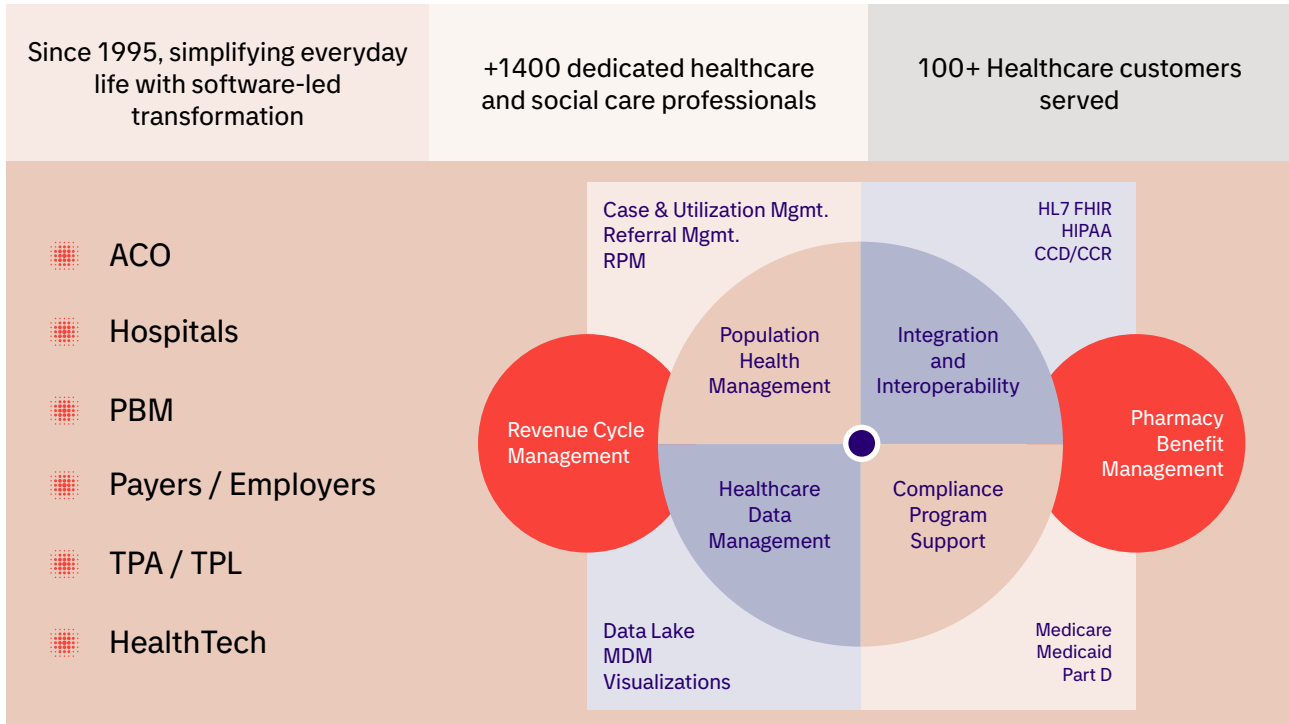
Industry Spotlight

"The future of the healthcare sector lies in developing patient-centered care models that contribute to the protection of a more durable supply chain. It has become essential for healthcare businesses to increase their usage of digital technology solutions in order to support these models and manage client experience.

The upcoming year appears to be quite bright. To customize consumer engagement and population management, we put a lot of effort into streamlining processes, increasing efficiency, creating data insights, and designing digital front door ecosystems. At Tietoevry, we collaborate with ACOs, Hospitals, Pharmacies, PBMs, and TPAs to create innovative and secure health information systems. Our team members have extensive industry experience, in-depth subject matter expertise, technical abilities, and a process-oriented approach to delivery."

Anitha Lakshmipathy
Associate Vice President, Healthcare
North America Market

Healthcare Practice Overview

We develop and deploy advanced digital solutions that enhance care quality and productivity for our North American customers.

Since 1995, simplifying everyday life with software-led transformation	+1400 dedicated healthcare and social care professionals	100+ Healthcare customers served

- ACO
- Hospitals
- PBM
- Payers / Employers
- TPA / TPL
- HealthTech

Case & Utilization Mgmt.
Referral Mgmt.
RPM

HL7 FHIR
HIPAA
CCD/CCR

Population Health Management

Integration and Interoperability

Revenue Cycle Management

Pharmacy Benefit Management

Healthcare Data Management

Compliance Program Support

Data Lake
MDM
Visualizations

Medicare
Medicaid
Part D

Healthcare Digital offerings

Our solutions are designed for people and create world-class user experiences. They enable collaboration between health & care professionals, citizens, patients, and colleagues and enhance the quality of work and job satisfaction. We have assets and provide services in the Data Integration and Automation Platform, NLP/NLU-based search-driven solutions for enterprise search and information management, conversational AI, digital assistants, AR VR solutions, and many more.

Healthcare Digital Front Door	Application Modernization	Healthcare Interoperability	Healthcare Data Management, Analytics & AI
Assisting customers in designing client engagement tools and improving experience	Helping them with modernizing, simplifying, and securing their health systems and improving their operational efficiency	Assisting them to architect and scale systems that can exchange data using industry-standard protocols	Helping organizations turn data into a decision-making asset to provide the right care at the right time

IoMT	Health Innovation	Digital adoption of applications	Clinicians learning hub
Delivering secure and reliable IoMT solutions to improve care delivery	Working with clients in a co-innovation model to solve business cases using Next Gen Tech	Delivering tool-driven insights to bring suitable in-app guidance to help users complete their workflow without getting stuck	Providers education management with the help of intelligent information integration and knowledge graphs

A few enhanced offerings are:	PHM – EHR integration	AR VR in Healthcare	SF / Azure Cloud Services and Migrations	Regulatory Reporting for Providers and Payers

HIMSS 23

Tietoevry's North America-focused wholly-owned subsidiary EVRY USA is an exhibitor at HIMSS23

The HIMSS Global Health Conference & Exhibition is the most influential health information technology event of the year, where thousands of professionals throughout the global health ecosystem meet to build relationships during lively networking events, learn from experts in hot topic education sessions, and discover innovative health tech products to solve their most significant challenges.

Visit us on April 17-21, 2023, Booth # 6025, Innovation Hub on the HIMSS23 exhibit floor | McCormick Place Convention Center I Chicago, IL.

Tech Utsav 2023

We are delighted to announce Tietoevry India's annual tech fest – the thirteenth edition of Tech Utsav 2023. The tech fest is a symposium of technical accomplishments and investments made by Tietoevry India in the niche digital technologies. This event will feature demonstrations from innovative minds who have addressed real-world problems.

Tech Utsav is an excellent platform for our customers to interact with employees and industry experts. In addition, it provides excellent opportunities for our customers to exchange business concepts with thought leaders from various sectors.

The event will be hosted **onsite on May 3, 2023**, at the Bangalore office, and we will be live for the **virtual event on May 16, 2023**. We welcome you to the virtual tech fest to experience engaging & innovative demos, expert talks, and interesting panel discussions. The link to join the virtual tech fest will be shared closer to the event.

New Launches

Tietoevry has designed an intuitive virtual reality training platform to allow nursing staff to repeatedly practice tracheostomy care protocol in an immersive sandbox environment to develop confidence in the care protocol. The training sessions can be facilitated by experts where multiple nursing staff can join and learn. For solution details, kindly visit **Virtual Reality Tracheostomy Care** - An intuitive training platform for nursing staff.

Recent Wins

Leader in Home Health Services in USA
Customer is a US leader in personal care, medical and non-medical home health, hospice and palliative care, and care management. The customer is growing rapidly with a large number of acquisitions in the recent past and we have been chosen as their strategic partner to support their various digital transformation initiatives. We look forward to deepening the partnership, as technology solutions become an even more important differentiator in the health and care management business.

Global Leader in Life Science Analytics Services
Customer is a leader in providing trusted insights and analytics to Life Sciences and research companies. Tietoevry has been selected as a trusted partner to provide services including application modernization, data warehousing solutions and other niche digital technology areas across the geographies of US and Europe.

Events & Happenings

▶ Webinar: Fireside Tech Chat Series | AR Commerce: How will it disrupt the Retail Customer Experience?

▶ Webinar: Fireside chat Tech series on 'Building enduring business value using ML Ops'

▶ Webinar: Fireside chat Tech series on 'Transforming Patient Experience with Next-Gen Technologies'.

▤ Whitepaper: Augmented Reality and Virtual Reality in Healthcare

▤ Article: The Problem of Computing Safety Stock in an Omnichannel World | SupplyChainBrain

▤ In-person Event: Tietoevry participated in the 9th edition of NASSCOM Annual Technology Conference (NATC) 2022, with the theme 'Digital Next: Architecting Sustainable Intelligent Ecosystem'. Read more

Social Conscience

Tietoevry India partnered with the NASSCOM Foundation for a joint CSR partnership program 'Tech For Good' aimed at accelerating technology innovation and adoption for social good. The initiative, the Social Innovation Catalyst program, was closely aligned with our company's purpose of 'creating purposeful technology that reinvents the world for good'. The objective of this initiative was to help selected non-profit organizations create sustainable solutions that solve key development issues and community problems through innovative use of technology. Read more

Meet the squad

Shridhar Purohit, Prajnya Kamat, Jinu V Kumar Rajasekaran Souraban, Anudeep Kulkarni, Sreshta Shetty Souvik Mukherjee, Krishnakoli Roy, Mala Chandrashekar, Lokeshwaran Ravi

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