The webinar will begin shortly

System Modernization

QUISITIVE

Quisitive Technology Solutions

December 2021

Who We Are

01
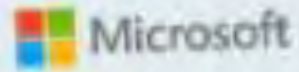
Our Healthcare Solutions

Data and Insights
- OnRamp to Azure Data for Healthcare
- Image Archiving
- Patient Insights
- RCM Insights
- Integration Connectors
- FHIR CDM
- Population Management

Industry Solutions
- Digital Front Door / Patient Portal
- Physician Engagement
- Virtual Telehealth
- Patient Remote Monitoring
- Patient Engagement
- Referral Management
- Care Coordination

Business Applications
- Supply Chain Management
- Human Resource Management
- Financials Management
- Revenue Cycle Management

Cloud Infrastructure
- Data Center Consolidation
- Identity and Security Management
- Merger Acquisition and Divestiture
- Tenant Migrations
- End Point Management
- M365 Migration

QUISITIVE™   mazikcare

Speakers

Syed Fahad, Vice President, Quisitive. Syed brings more than 20 years of experience as a global business leader in innovative technology. Syed leads a dynamic team of healthcare and technology professionals to deliver cutting-edge solutions for value-based care. Syed has a Master of Science in Artificial Intelligence from the Illinois Institute of Technology.

Robert Carek, Vice President, Quisitive Global Solution Development. With over 20 years of experience in Consulting across Healthcare Technology and Operations, Rob provides executive oversight to a senior team of Azure technologists who specialize in identifying and accelerating Healthcare Digital Transformation leveraging Microsoft Azure.

Dan Rosen, VP, Technology Solutions and CISO, Inform Diagnostics. Dan has over twenty years of Information Technology Leadership from small companies to large, multi-national organizations. Personalized approach to organizational change management. His focus is on improving business operational performance through the effective application of technology.

Agenda

Who We Are — 1

2 — Healthcare Systems

Challenges and Solutions — 3

4 — Customer Journey: Inform Diagnostics

Questions & Answers, Next Steps — 5

QUISITIVE™

Healthcare Systems

02

QUISITIVE™

Healthcare Business Drivers

Medical Technology Innovation

New therapeutic, diagnostic and care innovation model arising from the move toward digitalization, medical innovations, the advancement of science and new technology entrants

Strategic Technology Change

A sea change in how the industry uses technology arising from applied innovation, disruptive user experiences, and disruption in technology standards and architectural principles

Structural Change

Retailers, digital giants and digital natives continue to expand their reach into care delivery with virtual care, wearable integration, and primary care or chronic condition services — putting pressure on providers to accelerate competitive offerings and partnerships

Uncertainty

COVID-19 has made permanent changes to the way we work and the extent to which our home and work lives intersect, and how these behaviors will change employee and patient expectations is unknown

Business Impact

Direct-to-consumer offerings create new competitors and partners

Use virtual care and grow in-the-home capabilities as an opportunity to connect with competitors for partnerships and referrals

Composability allows you to confront uncertainty

Reconceive conventional functions as patient- and clinician-facing packaged business capabilities that will be durable

Composability enables value-based care

Use composability to implement care coordination capabilities that drive value at the population health level

New lines of virtual care business drive value to patients

Be more relevant to patients by evaluating pharmacy, behavioral and other ancillary services that can be easily delivered virtually

Operational Impact

"Care anywhere" becomes the provider imperative

Build patient journeys and experiences that are sensitive to patients' health status and location.

Improving the clinician experience is critical for success

Journey-map the clinician experiences with the most friction, and work to implement operational and strategic changes.

Analytics, AI and automation are essential tools for providers

Information is the currency of healthcare's future, and investments in AI, automation and analytics can accelerate time to value.

Interoperability is a business opportunity, not just a requirement

Seek to exceed regulatory minimums with your vendors. To deliver care within the health ecosystem, build for interoperability across complex care pathways.

QUISITIVE™

Technology Impact

Use of composable technologies and cloud is essential

Move to modular cloud-based platforms, and reconceive "surround" systems as supporting business capabilities, and advance your interoperability

Your data fabric is foundational to delivering virtual care, improved clinician experience

Consider solutions in MDM and CRM to accelerate time to value curating data for use

Virtual care is here to stay, but video visits alone are not adequate

Develop a broader virtual care roadmap that extends into remote patient monitoring and automation, and base investment decisions on that wider ambition

Industrywide change is coming, whether you are ready for it or not

Assess newer technologies to determine your appetite for risk and rewards in areas like AI and automation

QUISITIVE ™

Recommendation

Reduce reliance on monolithic systems by adopting composable technologies

Have vendors share how they will compose experiences and support health data and application orchestration if they are to be a part of your future architecture.

Harness clinicians as citizen developers to improve UX

Build effective fusion teams between IT and clinical informatics. Composable applications allow clinicians to participate in building and improving their UX to reduce burnout.

Invest in data, analytics and AI to deliver relevant consumer experiences

Make your digital platforms "industrial strength" to support new business capabilities as the immediate future remains uncertain.

Check your assumptions by asking your IT team, "Are we really as digital as we think we are?"

Adjust IT governance to reflect the need for greater steering and involvement from SMEs who can see digital opportunities in business terms.

QUISITIVE™

Needs and Solutions

03

Priority Scenarios

DELIVERING A
CONNECTED EXPERIENCE

Modernize Legacy Applications
Quisitive will bring expertise to application portfolio transformation and development in Azure Native & Open-Source Technologies
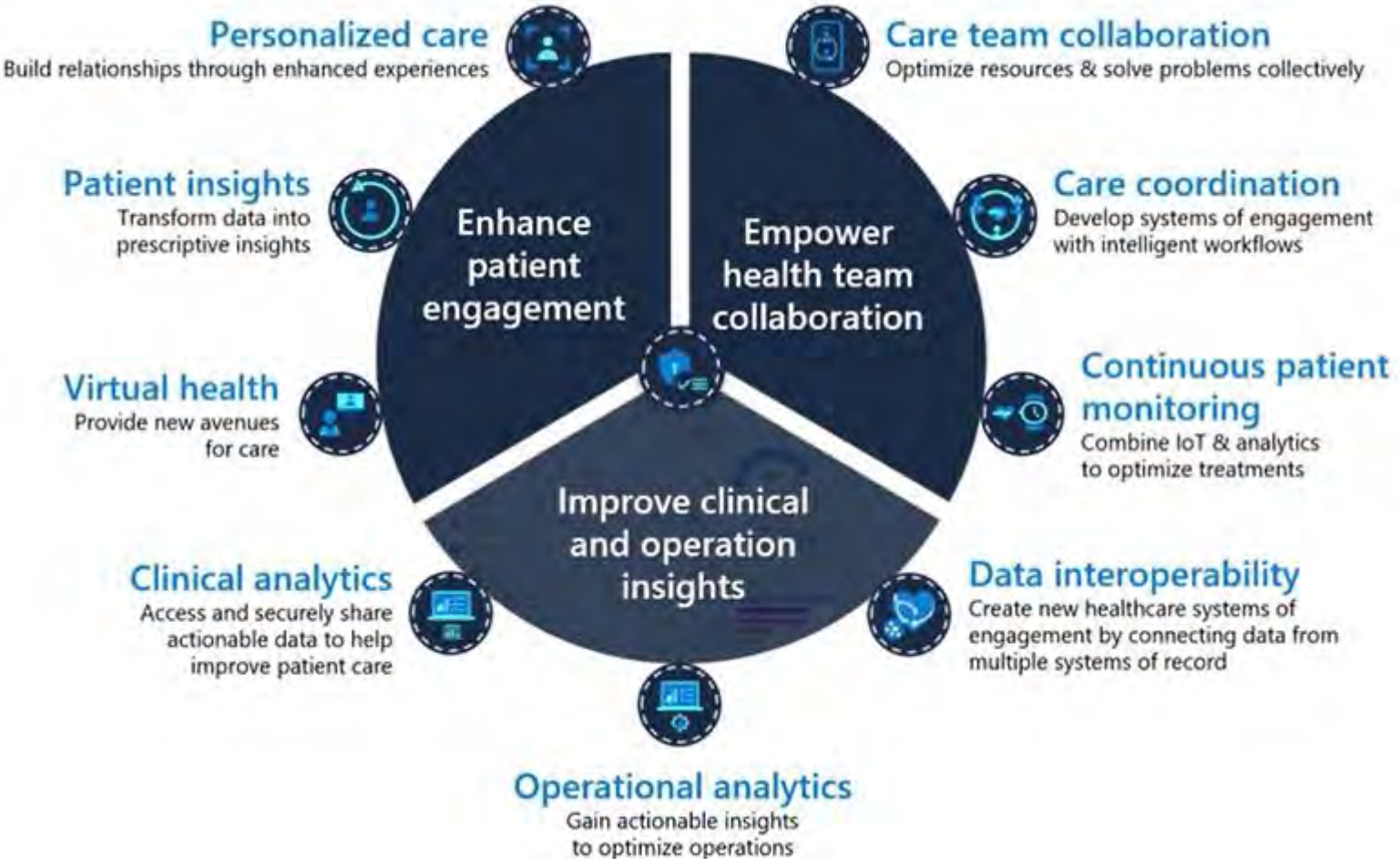
Deliver Actionable Insights
Combining applications, data, and analytics will lead to data-driven organizations and higher performance
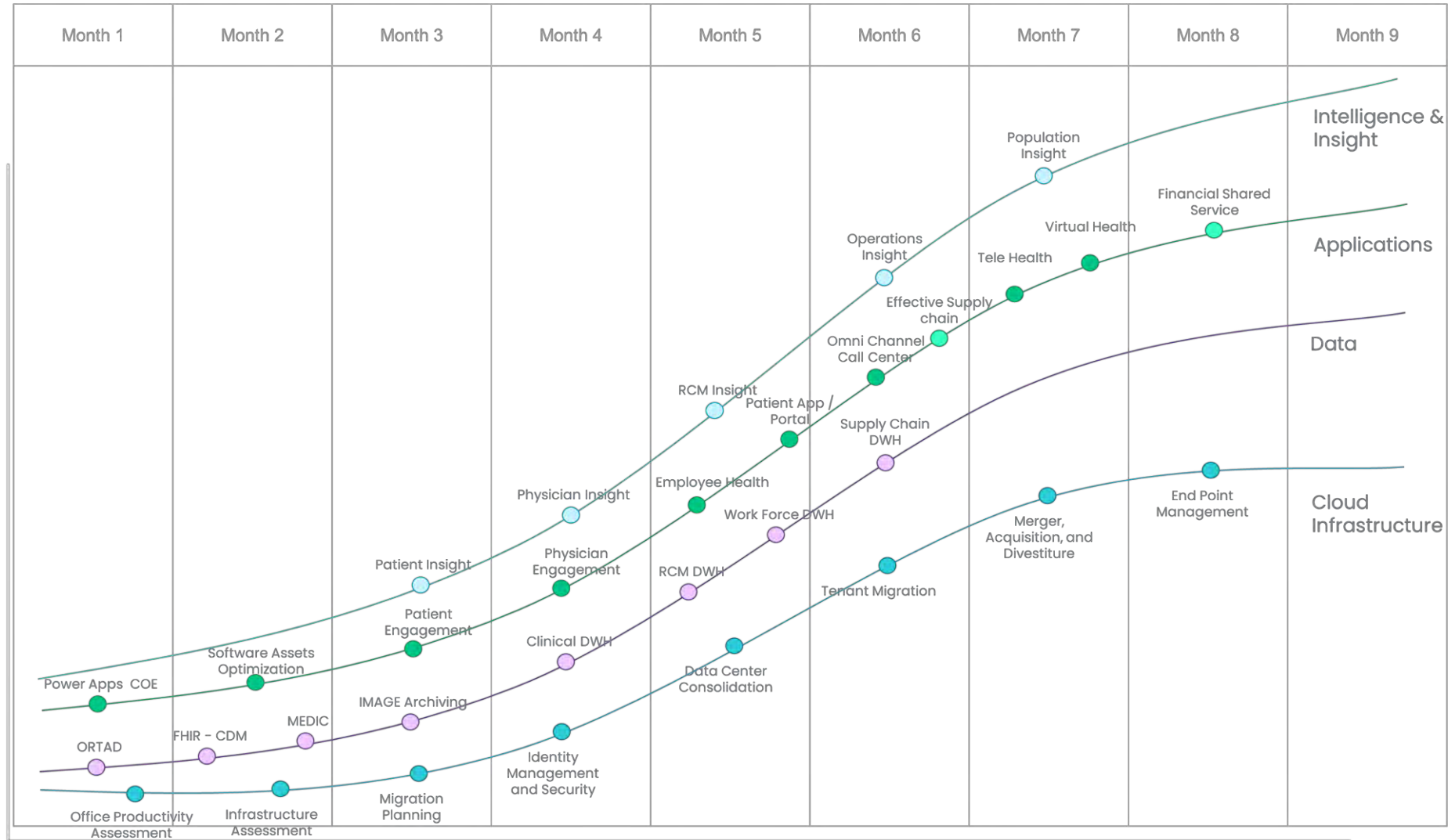
Improve Employee Productivity
Raise the bar for employee connection and productivity by way of modern workplace technologies

QUISITIVE ™

15

Modernize to the Cloud

Approach for Modernization

Process to Establish Modernization Pipeline

APP GROUPS
On Premises

Select Apps to Rationalize

RATIONALIZE
Selected Apps

Select subset to Modernize

ARCHITECT
The Subset

Rationalize, architect, plan & migrate until all viable applications are modernized in Azure

MODERNIZE
The Subset

Enact Change Control

PLAN
The Move
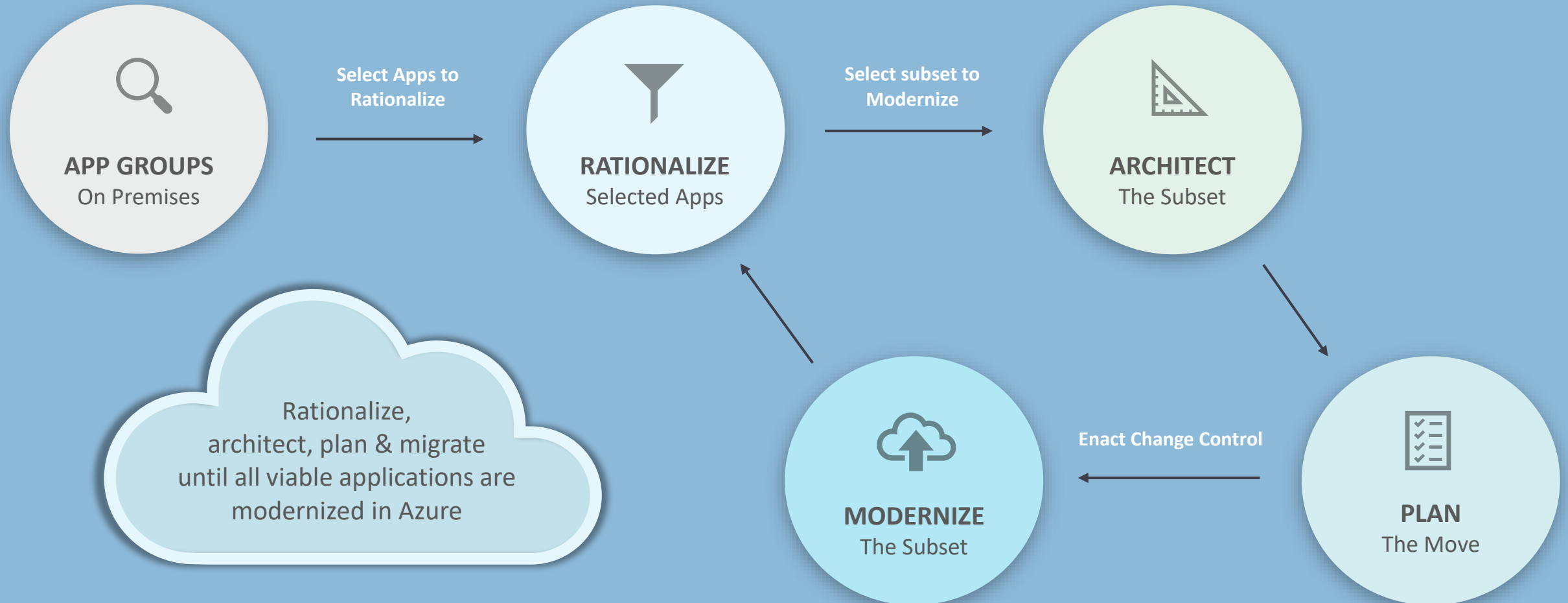
Architect the Application in Azure

- Review design options & define end states, including:
  - Serverless cloud compute
  - Microservices for logic and processes
  - PaaS datastores, matching processing needs with cost performant platforms
  - Azure native API driven architecture
  - IaaS, wherever selected for business requirements
  - Landing zone for secure operations
- Determine Azure services & refine cost models
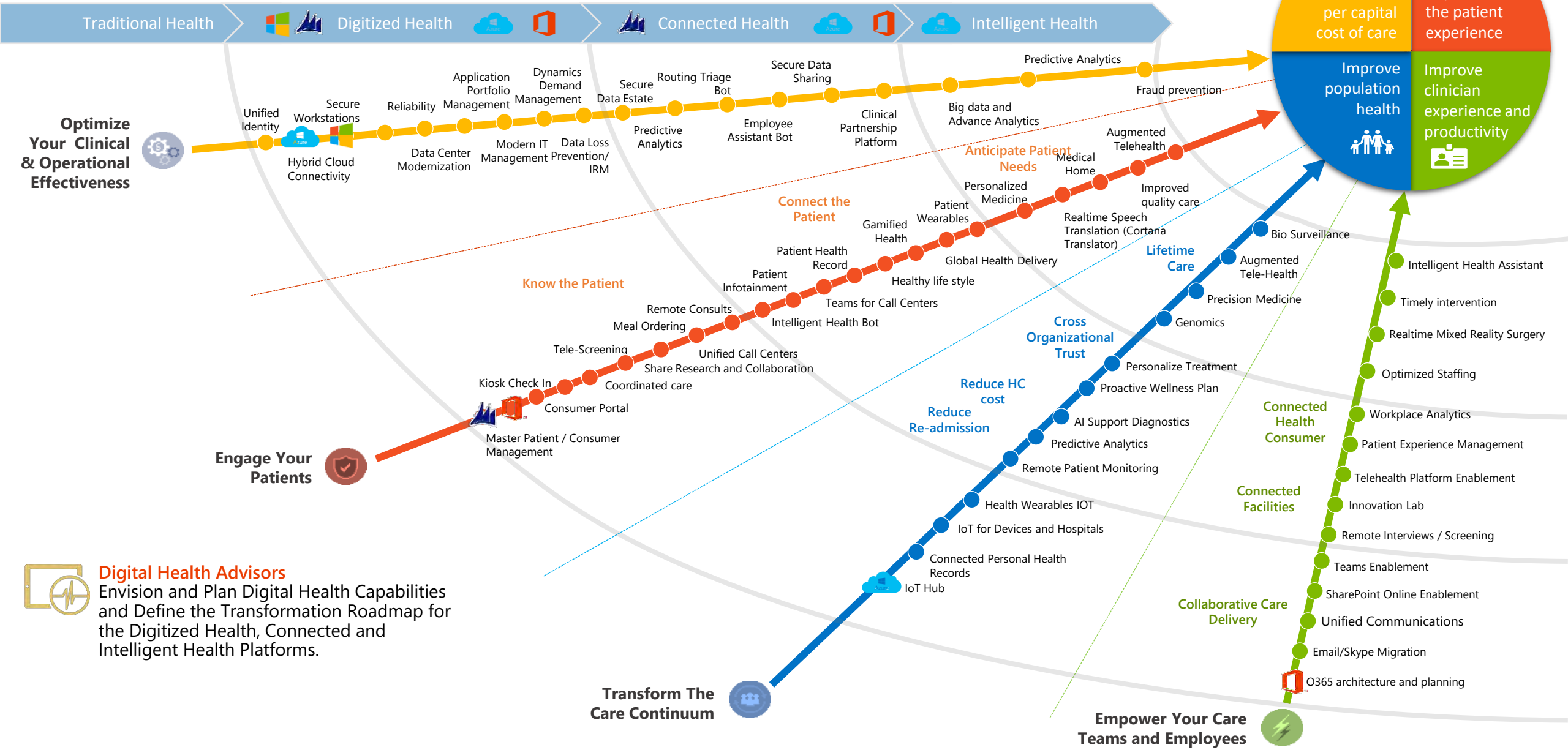- Finalize the Azure architecture

Modernizing Applications in Azure

- Provision resources
- Develop microservices
- Set up datastores
- Remediate the application
- Move to modern platform or replicate
- Failover testing by app owner
- Remediate until successful

Digital Health Powered by the Intelligent Health Platform

Health Industry Quadruple Aim²

- Lower the per capital cost of care
- Improve the patient experience
- Improve population health
- Improve clinician experience and productivity

Traditional Health › **Digitized Health** › **Connected Health** › **Intelligent Health**

Optimize Your Clinical & Operational Effectiveness

Unified Identity · Hybrid Cloud Connectivity · Secure Workstations · Reliability · Data Center Modernization · Application Portfolio Management · Modern IT Management · Dynamics Demand Management · Data Loss Prevention/IRM · Secure Data Estate · Predictive Analytics · Routing Triage Bot · Employee Assistant Bot · Secure Data Sharing · Clinical Partnership Platform · Big data and Advance Analytics · Predictive Analytics · Fraud prevention

Engage Your Patients

Know the Patient

Master Patient / Consumer Management · Kiosk Check In · Consumer Portal · Coordinated care · Share Research and Collaboration · Unified Call Centers · Tele-Screening · Meal Ordering · Remote Consults · Patient Infotainment · Patient Health Record · Intelligent Health Bot · Teams for Call Centers · Healthy life style · Global Health Delivery

Connect the Patient

Gamified Health · Patient Wearables · Personalized Medicine · Realtime Speech Translation (Cortana Translator) · Improved quality care · Medical Home · Augmented Telehealth

Anticipate Patient Needs

Transform The Care Continuum

IoT Hub · Connected Personal Health Records · IoT for Devices and Hospitals · Health Wearables IOT · Remote Patient Monitoring · Predictive Analytics · AI Support Diagnostics · Proactive Wellness Plan · Personalize Treatment · Genomics · Precision Medicine · Augmented Tele-Health · Bio Surveillance

Reduce Re-admission

Reduce HC cost

Cross Organizational Trust

Lifetime Care

Empower Your Care Teams and Employees

Collaborative Care Delivery

O365 architecture and planning · Email/Skype Migration · Unified Communications · SharePoint Online Enablement · Teams Enablement · Remote Interviews / Screening · Innovation Lab · Telehealth Platform Enablement · Patient Experience Management · Workplace Analytics · Optimized Staffing · Realtime Mixed Reality Surgery · Timely intervention · Intelligent Health Assistant

Connected Facilities

Connected Health Consumer

Digital Health Advisors
Envision and Plan Digital Health Capabilities and Define the Transformation Roadmap for the Digitized Health, Connected and Intelligent Health Platforms.

Customer Journey: Inform Diagnostics

04

INFORM DIAGNOSTICS

Inform Diagnostics is a leading anatomic pathology laboratory. Our tenured pathologists provide reliable, high-quality diagnostic services in the following subspecialties:

Modernization Drivers:

• Connect the art of technology with the science of lab operations and diagnostic pathology to optimize patient, client, and employee experiences

• Manage data as a strategic asset

• Transform core systems to be consistent with a company-wide platform architecture strategy

• Improve resiliency and responsiveness to meet changing business requirements

• Reduce capital outlays and optimize return on investment by leveraging subscriptions and utility-based pricing models

Gastrointestinal Pathology

Our comprehensive services can help diagnose a full range of GI conditions, including Crohn's disease and hepatitis.

Dermatopathology

Our dermatopathology lab is one of the largest in the United States and uses ancillary testing and molecular diagnostics to aid in precision diagnoses.

Urologic Pathology

Urologists trust our advanced, in-house testing and the highly detailed prostate biopsy reports we provide.

Hematopathology

We provide progressive molecular and antibody-based diagnostics, as well as advanced genetic testing.

Breast Pathology

We offer exceptional services for radiologists, surgeons and oncologists in the area of breast disease treatment and management.

COVID-19 Testing

Our tenured team of hematopathologists can deliver definitive results for COVID-19 testing within 1-2 days.

✓ Adaptability   ✓ Quality   ✓ Operational excellence   ✓ Face-to-face relationships   ✓ Best client experience   ✓ Enterprise services

QUISITIVE™

Questions and Answers, Next Steps

05

How to Get Started

1. Modernization increases productivity
    - Identify a KPI for a legacy system and demonstrate how modernizing will improve that return
        - Modernizing applications reduces resource drag
        - Provides a measurable increase in productivity

2. Modernization can be phases and sprints
    - Modernization doesn't even need to be the huge, all-encompassing project that many fear

3. Internal resistance to change
    - Embrace change to drive productivity and a more engaged workforce
    - No more time-taking work-arounds

4. Best practices include the technology solution, but also the assessment, planning, training, and communications
    - Cloud technology supports modernization

Next Steps

Microsoft Catalyst IDEA Framework

Build, plan, and execute business transformation strategies with a proven, innovative approach from Quisitive and Microsoft Catalyst – an envisioning and planning program that employs Microsoft Dynamics 365, the Microsoft Power Platform, and the Microsoft Cloud.

WHY MICROSOFT CATALYST?

Leverage a powerful and proven Microsoft approach for your digital transformation.

Solve business challenges and shape the future state of your organization.

Accelerate your journey and realize value faster.

Connect with us today: **Ask@quisitive.com**