

# A better digital experience for clinicians and patients



## A trend towards transformational healthcare

Healthcare providers find themselves in the eye of the storm, with multiple seismic shifts driving change across every level of their operations - from how clinicians access information, to how patients access and receive consultations and treatment. New technologies such as AI, and modernization of healthcare providers' platforms, networks and applications promise a way to address this. Such transformation can deliver better healthcare experiences and outcomes, while improving productivity and enabling new services that reflect the changing way we want - and need - to access health expertise and treatment.

This transformation is also vital. The top theme at HIMMS was that healthcare is losing employees due to long hours and high stress. Most of this related to the amount of administrative overhead on staff due to antiquated healthcare systems not sharing data between each other requiring staff to re-enter the same data over and over again for each system. At the same time regulators are requiring healthcare providers to offer greater equity in access to healthcare - creating additional financial pressure. Patients, insurers and regulators are all influencing a pivot towards performance measurement based on achieving better experiences and positive outcomes.

## Digital services in healthcare delivery

Digital technologies can help clinicians and patients access information more quickly, update records seamlessly, and create faster, frictionless appointment booking, while easing collaboration between clinicians and between clinicians and patients. Patients are seen, served and supported more quickly, and have better access and more visibility into their care plans, treatments and prescription records - even when physical mobility may be an issue. Costs of care can be reduced and focused on treatments rather than administration. Better for patients, more efficient for clinicians and cost effective for healthcare providers.

**“93% of physicians feel that digital health tools are an advantage for patient care <sup>1</sup>.”**

## Risk and reward in adopting digital models

Healthcare staff must be able to easily access information and applications. Delays can lead to stress for clinicians and longer waiting times for patients. Liability for any patient care issues that can be linked to IT is also a concern among many clinicians<sup>2</sup>.

However, many healthcare providers face challenges in securing the technical expertise and resources required to maintain a productive environment. There can be significant implications for data security and protection, as healthcare records are highly protected by privacy regulation.

To proceed on their digital healthcare journey, world-class healthcare providers are recognizing the need to modernize their IT environments and are seeing Digital Experience Management (DEM) services as the way forward.

## Putting people at the heart of digital healthcare

Together, Kyndryl and Riverbed are committed to helping healthcare providers improve clinician productivity and patient experience by providing essential IT transformation improving cost and security within their environment.

Kyndryl Digital Workplace Services with Riverbed's Aternity solution, leveraging full-fidelity telemetry and unified observability to ensure the experience of using digital solutions is a positive one. This means different users' requirements can be supported and productivity improvements can be delivered across clinical staff, while helping healthcare providers optimize spend and de-risk their adoption of new technologies.

<sup>1</sup> American Medical Association: digital health care 2022 study findings SEP 28, 2022

<sup>2</sup> American Medical Association: digital health care 2022 study findings SEP 28, 2022

# A large NHS Trust reduced the rate of unresponsive screens with Aternity, an issue that was accounting for about 700 ‘lost’ hours per month. That time is now focused on patient care.

## Better clinician productivity and patient experience

The success of a healthcare provider’s digital services begins and ends with how they serve the needs of people and their real-world experiences, rather than being based on obscure technical metrics.

Healthcare provider infrastructure and applications are modernized to support hybrid care models, driving higher clinician productivity and better patient experiences. This often includes developing a holistic cloud strategy that takes regulatory requirements into consideration. Kyndryl teams migrate critical workloads to the cloud and optimize them to improve access and flexibility.

Kyndryl also manages the integration of data and applications resulting from acquisitions or mergers. This ensures the interoperability of systems and enables the compliant sharing of patient information so healthcare providers can develop patient journeys that lead to improved health outcomes.

Aternity provides observability to address challenges across all IT domains and services, simplifying and streamlining complex interactions across the IT estate. Real time, reliable data offers insights on user experience, application performance and network dependability. Issues can be proactively identified and addressed, often before staff or patients are even aware – thanks to advanced automation and self-learning capabilities.

Clinicians can focus on patient care, armed with information and applications that help inform their engagement, diagnosis, and treatment. Patients don’t have to repeat their information and benefit from reduced wait times.



## 80% of physicians use tele-visits/virtual visits with 30% using remote monitoring devices<sup>3</sup>.

### More accessible and equitable patient care

IT services and some healthcare services may be centralized, but clinicians often need to be where their patients are. This means providing better virtual services to those clinicians in hub locations or working remotely. In these circumstances, it's critical clinicians can rely on the devices and applications that support them when working in the field.

Kyndryl helps healthcare providers adopt a secure, cloud-based infrastructure to ease the delivery of data and applications across different devices and locations. Cloud collaboration tools are established and optimized to support tele-health and clinician communications effectively, while eliminating the common problem of data duplication.

Aternity regularly saves a snapshot of the data for archival purposes, while Unified Observability collates all data to understand the end-user's experience and optimize it. Visibility of the performance of clinicians' devices and applications means experiences can be managed both in the moment and over time. Clinicians can focus on serving and supporting patients wherever they may be – and patients who have struggled with access to healthcare can receive the care they need.

### Protect patient privacy by keeping records secure

Patient data is highly regulated, and with good reason. The protection of patient privacy is paramount in establishing trust with a healthcare provider and the potential for misuse of patient information is growing. Unapproved disclosure can lead to sizeable fines and regulatory sanctions. The increased use of hand-held devices, sensors and un-secured Wi-fi adds more risk.

Kyndryl will fully analyze the organization's risk profile and current level of cybersecurity maturity. From this basis, a clear roadmap is created to address any security concerns and increase system resilience. Governance models are also developed to facilitate compliant information exchange between medical staff, administrators, and patients.

Aternity provides automated assessment, monitoring, and remediation, strengthening security posture and enforcing governance principles. Rather than having to identify potential issues and prioritize which pose the greatest risk, the technology ensures security updates are correctly deployed on all devices. Any device displaying concerning behavior will alert support teams to the issue. Device Management and Lifecycle services ensure that older, less secure devices are replaced and disposed of properly.

## NHS trusts are saving between 45-60% of their hardware budget by using Aternity to only replace devices when required.

<sup>3</sup> American Medical Association: digital health care 2022 study findings SEP 28, 2022

## An integrated digital ecosystem that enables the future of healthcare

Kyndryl and Riverbed accelerate healthcare modernization, giving clear, data-driven insights into which systems are vulnerable or require more urgent attention.

Visibility is provided into the performance of critical healthcare systems - before and after implementation. This insight is incorporated into IT transformation roadmaps. Automation removes time-consuming, low value, repetitive tasks from IT staff and clinicians to improve their productivity.

Better insights help healthcare providers make more informed decisions and determine new technologies that will support their future goals. Kyndryl's wide range of expertise, including, deep domain knowledge and experience in healthcare environments helps drive value from healthcare data, making use of AI and Machine Learning (ML) to help healthcare focus resources and develop targeted strategies to improve future patient care.

## Partners in transformational digital healthcare

Kyndryl and Riverbed's combined services and solutions leverage real-time, holistic data to help healthcare organizations make smarter decisions and deliver better outcomes for clinicians, patients and their communities.

To find out more about how to deliver digital healthcare services that improve clinician productivity and patient experience, visit Kyndryl's Digital [Workplace Services](#) and the [Kyndryl-Riverbed alliance](#).



### Why Kyndryl?

Kyndryl has deep expertise in designing, running and managing the most modern, efficient and reliable technology infrastructure that the world depends on every day. We are committed to advancing the critical infrastructure that powers human progress. We're building on our foundation of excellence by creating systems in new ways: bringing in the right partners, investing in our business and working side by side with our customers to unlock potential.

### For more information

To learn how Kyndryl Digital Workplace Services can help your organization, contact your Kyndryl representative or visit [kyndryl.com](https://www.kyndryl.com).

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