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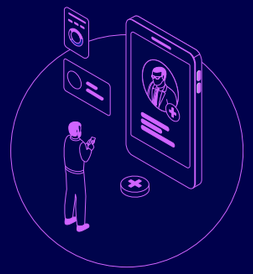
EBOOK

HEALTHCARE INTEGRATION

Prescription for disruption

How connected systems bring healthcare payers, providers, and life sciences organizations together to improve care outcomes

Contents

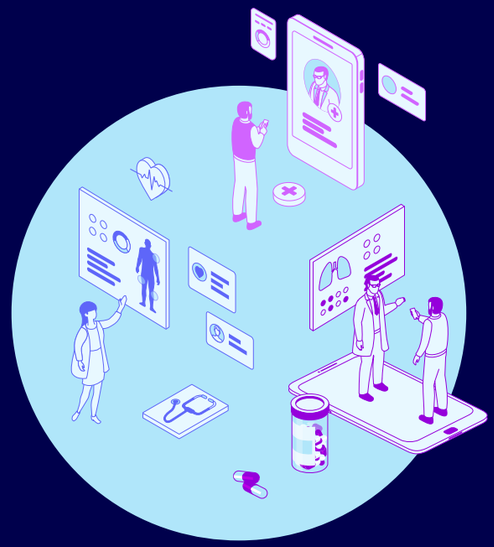


Introduction: Changing landscape of healthcare

The healthcare industry is at a crossroads. From overflowing intensive care units and overworked clinicians and staff to grappling with supply chain issues involving PPE and respirators, COVID-19 has tested our current health systems, including:

- → Patients electing to postpone well visits and preventative care and procedures.
- → Growth in telehealth and virtual care.
- → Staffing shortages with COVID-positive employees or forced quarantines due to exposure and staff burnout.
- → The struggle for health systems to stand up support services for their workers, like mental health programs and childcare.
- → Unprecedented demand on payers to address members' immediate needs and coordinate in real-time with providers.

COVID-19 has forever changed the healthcare landscape, with lasting effects on how healthcare moves forward – and they all come with significant costs. Yet, even before the pandemic, the industry was already experiencing disruption. Multiple challenges already facing the healthcare industry prior to COVID-19 are compounding the strain on resources, and are all contributing factors to a growing tax on the entire system.



Introduction: Today's top challenges

Increased expenses

Both a growing and aging population contribute to the rise in healthcare costs. A recent report pointed to the increase in disease prevalence, service price, utilization of services enabling prices to balloon. Additionally, specialization within the healthcare system – which carries hidden costs related to the exchange of information between different stakeholders across the continuum of care – can lead to greater overall expenses.

Decreased level of care

A growing amount of data and bureaucracy, coupled with the increased caseload from the COVID-19 pandemic, have put a strain on healthcare workers' time, diminishing the ability to deliver quality care. One study found that 1/3 of physicians spend 20 hours or more per week charting EHR data entry and other administrative tasks, rather than direct patient care. With less time to meet with patients, waiting times have increased, while time spent treating patients has decreased, resulting in frustration and less favorable patient and member outcomes.

New market entrants

Unaddressed patient needs have incentivized new market entrants who see an opportunity to succeed where incumbents have struggled. Their aim is to unseat established organizations by leveraging agility in delivering better, lower-cost products and services to patients, members, and doctors, thereby encroaching on traditional healthcare organizations' market share.

Strategic acquisitions

Mergers & acquisitions (M&A) has become a favored strategy for large healthcare organizations to develop the scale needed to better address patient needs. This gives health systems the ability to expand their physician network, enabling payers to negotiate lower rates. Despite the global pandemic, M&A topped $338 billion globally in 2020.

Government regulations

Legislative pressures have forced healthcare organizations to change their operating model to address patient dissatisfaction and concerns around health insurance accessibility, payment, and coverage, as well as increasing visibility to both prices and patients' own EHRs. The government-incentivized transition from fee-for-service reimbursement towards a value-based care model has redefined the economic model for hospitals and health systems.

HOSPITALS AND HEALTH SYSTEMS	Under increasing financial pressure to improve care outcomes, hospitals and health systems are adopting new applications to drive patient and member engagement and population health management solutions.
HEALTHCARE PAYERS	Facing increased competition across a growing number of channels, healthcare payers are leveraging modern CRM and SaaS technologies to drive member engagement and retention.
LIFE SCIENCES COMPANIES	With increasing R&D and go-to-market costs, life sciences companies are employing modern communications technologies to streamline new product development and improve sales and marketing efficacy.

Introduction: The need for new solutions

The many challenges healthcare and life sciences organizations are facing are putting a strain on the current system, and patient satisfaction has suffered. At the heart of many of these challenges is that the status-quo business model no longer fits the needs of today's healthcare industry. Organizations across the care continuum are increasingly turning to modern technologies to address patient dissatisfaction, meet government regulations, reduce staff burnout, and ultimately improve care outcomes.

However, adopting each of these technologies and services carries a connectivity cost – one typically absorbed by IT. For example, a CRM designed to improve how doctors interface with patients must be connected to the EHRs holding patient medical data to be useful. The number of systems containing vital patient or customer data has sharply increased, with a recent Health Informatics study finding that 75% of hospitals had over 10 EHR systems. Yet, IT teams resources are already overburdened, and these growing connectivity costs – and the need for interoperability – are hindering the successful adoption of these new technologies and services.

Only by resolving the challenges associated with connected data into a single source can organizations unlock the potential of new systems and applications to address the root causes of patient dissatisfaction and bypass their competition. This eBook will discuss why creating a single network of connected systems will bring healthcare payers, providers, and life sciences organizations together to improve care outcomes.

75%

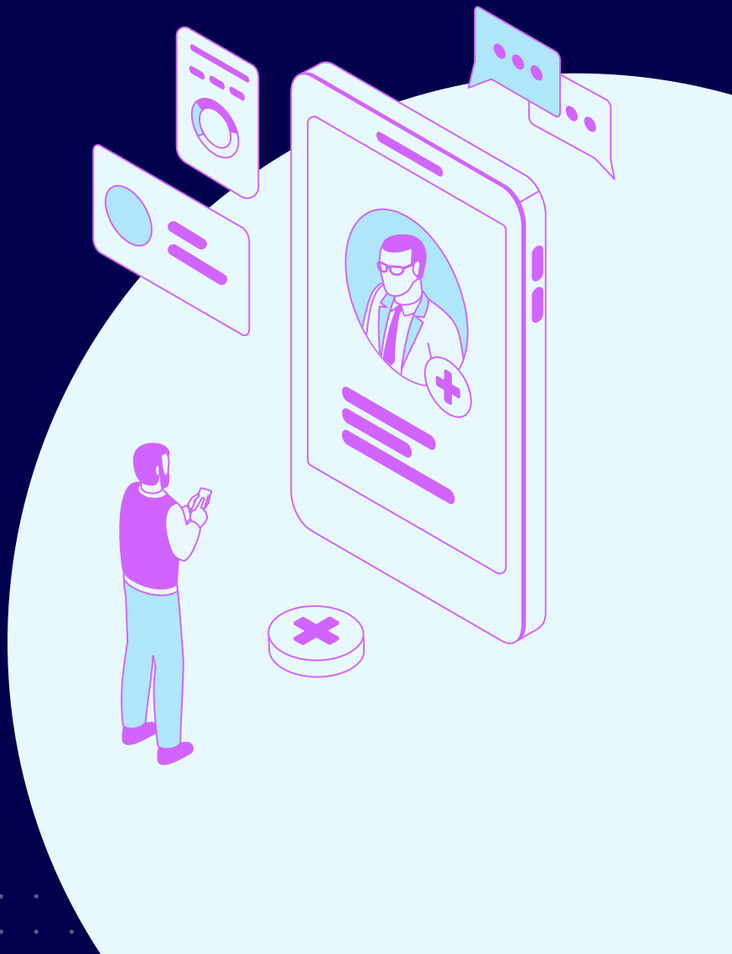
Percentage of hospitals with 10+ EHR systems.

HEALTH INFORMATICS

SECTION 01

The diagnosis: Industry disruption

Patient dissatisfaction with the healthcare system has reached a tipping point. In response to increasing costs and an antiquated care experience, legislatures have passed bills to transform the healthcare operating model, and new competitors have emerged to satisfy previously unmet patient needs.



Addressing the pain points

From increased competition to growing healthcare costs, each of the current challenges facing the industry represents a substantial threat to the care continuum status quo. As patient dissatisfaction increases, legislative pressures on these organizations have intensified, with the passage of new bills that require healthcare organizations to redefine their operating model. The extent to which IT can enable healthcare enterprises to adequately respond to these disruptions and better address patient needs will ultimately determine which organizations will thrive and which will falter.

As global governments enact new regulations in an effort to improve patient outcomes and the availability of affordable care, healthcare organizations feel the immediate impact. Each new regulation creates disruption the industry must take immediate action to address. The push from legislators, for example, to transition from fee-for-service to value-based care in the United States, established economic incentives for improving care quality, but also the need for updated systems to support the transition.

Mobile applications and IoT solutions provide a channel for healthcare organizations to better monitor patient health outside the four walls of the clinic for care anywhere, leading to improved care quality and access. Big data enables healthcare organizations to aggregate disparate clinical and non-clinical records to produce new insights in support of population health initiatives. With cloud technologies, healthcare organizations can more easily create a single view of their patients, enabling a superior experience for both doctors and patients.

The U.S. government-incentivized transition away from fee-for-service reimbursement towards value-based care has redefined the economic model for hospitals and health systems, requiring them to invest in proactively managing patient care instead of just reactively providing treatment when needed.

Leveraging technology to enable more proactive patient care

Patients are demanding more control over their care experience. A recent poll found that 26% of healthcare consumers are even willing to switch to a new provider for high-quality digital services. This desire for greater visibility into care plans – as well as legislation and new regulations – has forced healthcare organizations into digital transformation to better handle data and competitively differentiate themselves in the market.

One example is the passage of the 21st Century Cures Act that went into effect in November 2020 and mandates that healthcare providers give patients access to clinical notes. Additionally, HIPAA-compliant cloud applications can enable real-time access to visit history, lab records, outstanding claims, and other relevant healthcare data. Connected medical devices can even drive self-monitoring by providing real-time data access via a mobile or web application. Similarly, big data confers big benefits for patients by giving payers and providers the power to offer personalized care recommendations based on analysis of outcomes data.

However, the introduction of new patient-focused healthcare technologies has produced a more proactive generation of patients. They can procure better outcomes by being more connected, yet they also generate more medical data which they expect their care teams to leverage to provide a superior healthcare experience.

Delivering real-time, accessible, yet secure access to healthcare data is easier said than done. This often requires organizations to extract and orchestrate data from a wide range of systems and applications that were not designed to meet modern demands. Healthcare organizations must adapt or risk losing market share to those who are more capable of moving quickly, leveraging innovation to serve an increasingly proactive patient population.

26%

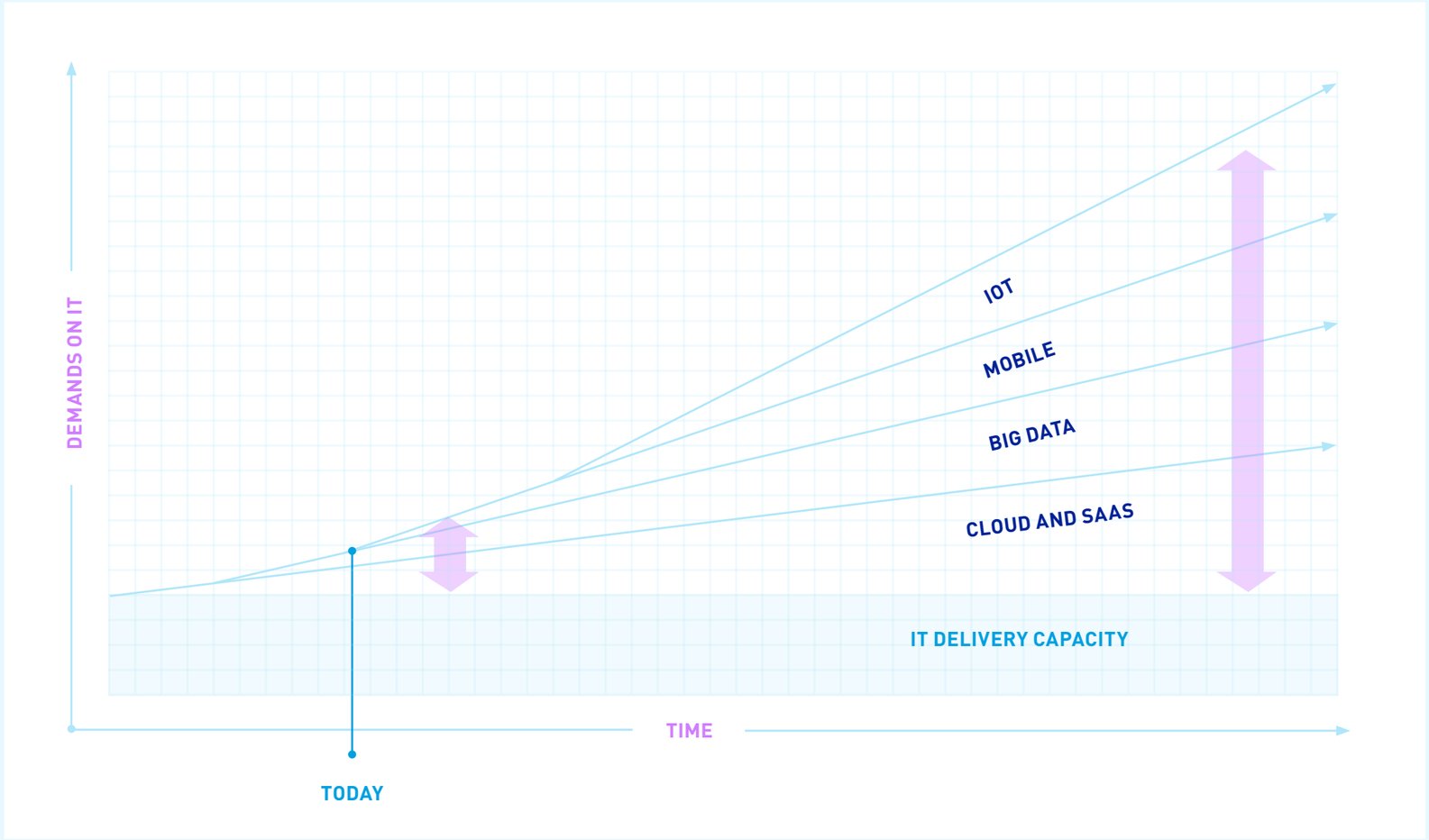
Percentage of healthcare consumers willing to switch to a new provider for high-quality digital services.

ACCENTURE

The healthcare IT delivery gap

Modern technologies such as cloud, mobile, and IoT, and big data provide the means for healthcare organizations to respond to industry disruption. However, realizing value from these technologies requires connecting them to other sources of data within the healthcare enterprise, which is a tenuous, time-consuming process. It is not enough for organizations to move to the cloud since cloud and SaaS technologies are only as powerful as the data that powers them.

An organization must have the capability to connect legacy systems and EHRs to new applications to provide real-time data access across the continuum. Similarly, healthcare organizations cannot simply build or adopt technologies without addressing underlying



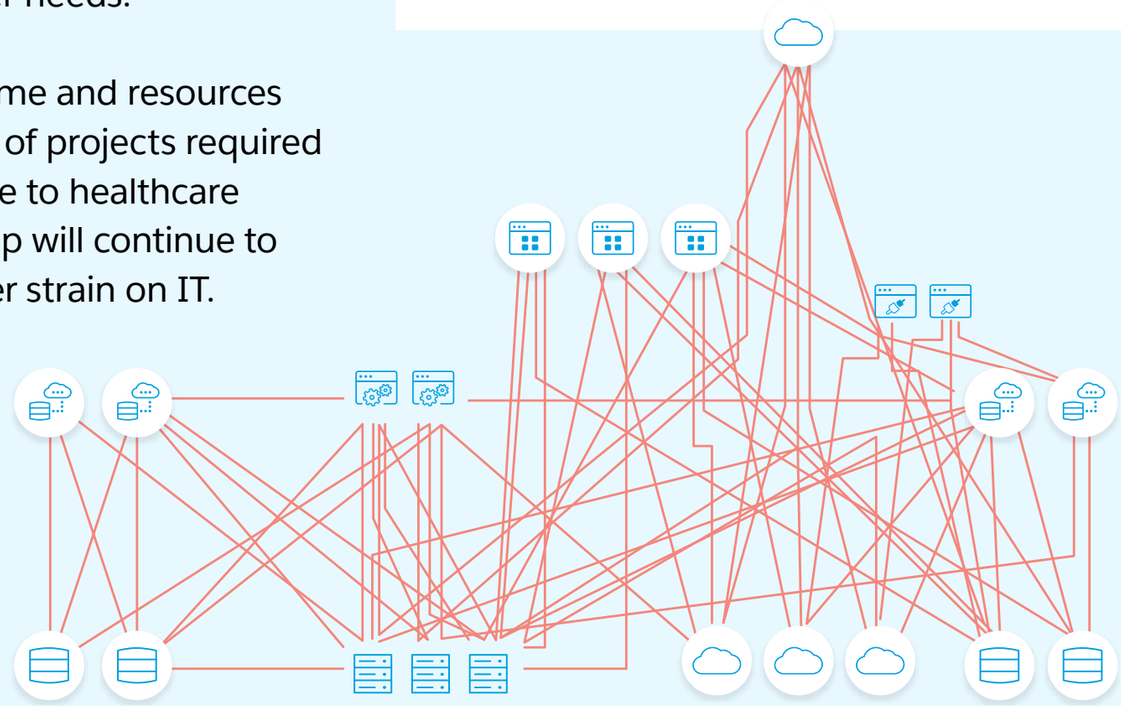
connectivity challenges and data silos that already exist.

Incorporating IoT technologies in healthcare also poses challenges. After all, there is no point in using a wearable device to monitor patient data if the clinician or patient cannot access the relevant data. Big data platforms, naturally, necessitate connectivity across different data sources for healthcare organizations to realize their benefits.

Organizations have increased their demand on IT teams by 30%, yet only 37% of IT teams were able to complete all of the projects asked of them. The result is an IT delivery gap between what the business needs to satisfy patient and clinician demands and ultimately what IT can deliver. This occurs because information resides in more places than ever before, and IT developers are spending more time creating custom code to bring these systems together, rather than being able to focus on what the end-user needs.

Given a finite amount of time and resources and an increasing number of projects required by the business in response to healthcare industry disruption, this gap will continue to widen, putting even greater strain on IT.

Point-to-point connectivity:
An unsophisticated and dated answer to connectivity challenges.



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The connectivity burden

Connectivity represents one of the primary drains on IT resources. Whether it's through point-to-point integrations or an enterprise service bus (ESB), traditional approaches to connectivity fall short of today's healthcare demands. With no opportunity for reuse, there will be a continued drain on IT resources. By tightly coupling applications, data, and devices, the organization is unable to pivot quickly to changing market demands. By not addressing this burden, healthcare organizations will be unable to adopt and implement the types of modern technologies that are crucial to addressing industry disruption and could face regulatory fines for not meeting the demands of these laws as well.

CURRENT CONNECTIVITY SOLUTIONS	WHY IT'S PROBLEMATIC
HARD-CODING POINT-TO-POINT INTEGRATIONS	→ No opportunity for reuse. → Tight coupling of applications, data, and devices. → Depletes IT resources, further contributing to the expansion of the IT delivery gap.
ESBS AND HL7 INTERFACE ENGINES	→ Modest increases to IT productivity. → No opportunity for reuse. → Does not address the problems created by tight coupling between systems.

SECTION 02

The prescription: API-led connectivity

APIs enable a new approach to closing the IT delivery gap. By seamlessly integrating systems, data can flow from one to the other securely, enabling quick and easy access. APIs provide a means through which healthcare organizations can achieve interoperability and provide a connected care experience.

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Drive accelerated project delivery

API-led connectivity is an approach to integration that builds upon the central tenets of Service Oriented Architecture (SOA) and reimagines its implementation to fit today's unique challenges. This approach to integration defines methods for connecting and exposing assets as modern APIs. Rather than connecting point-to-point, every asset becomes a modern API that is discoverable through self-service.

Large enterprises – including some of the world's largest life sciences organizations and healthcare payers and providers – have complex, interwoven connectivity needs that require multiple API-led connectivity building blocks. In this context, putting in a framework for ordering and structuring these building blocks is crucial. Agility and flexibility can only come from a multi-tier architecture containing three distinct layers of APIs:

API LAYERS	FUNCTION
SYSTEM APIS	Increase accessibility by providing consistent, managed, and secure access to backend systems of record (e.g., EHR, CRM, LIMS) by exposing them as APIs. System APIs enable users to access and reuse APIs for new projects easily, without needing to understand the underlying systems, democratizing innovation across your enterprise.
PROCESS APIS	Enable line of business (LoB) IT to orchestrate data exposed from system APIs, then combine them with some business logic to create high-value, reusable assets. For example, a pharmaceutical company can compose data exposed from multiple back-end systems of record to create a Customer API, which can then be reused in every project that requires customer data.
EXPERIENCE APIS	Configure data making it easily consumable by its intended audience. An EHR, a CRM application, and a mobile app, for instance, may require access to the same patient and member data, but require it in very different formats. Experience APIs enable IT to provide access to different audiences without needing to set up separate point-to-point integrations for each channel.

Close the IT delivery gap

API-led connectivity has the potential to drive key benefits to healthcare organizations. By increasing project delivery speed and closing the IT delivery gap, you can better serve patients and members while increasing clinician and staff satisfaction. The potential benefits of this model are enormous, with MuleSoft research showing that organizations can realize a 2-5x increase in project delivery speed. To close the IT delivery gap and enable the organization to successfully meet patient and member expectations while delivering the best employee experience, the industry must increase productivity. Advantages to this approach include:

IT as a platform for innovation

Through exposing data assets as services to a broad audience, IT can be a platform that allows lines of business within healthcare organizations to self-serve on their own projects and accelerates innovation in the process.

Increased developer productivity

API-led connectivity reimagines the central tenets of SOA, which means that logic is distilled to its constituent parts and reused across different applications. This approach prevents duplication efforts and allows developers to build on each other's efforts, as opposed to building from the ground up.

Predictable and controllable change

By ensuring modularization of integration logic and providing a logical separation between modules, IT leaders within healthcare organizations can better estimate, plan, and ensure changes to code with minimal testing and downstream work.

Greater agility through a loose coupling of systems

Typical IT architecture models have different levels of governance that are appropriate. The so-called bimodal IT or the two-speed IT approach makes this dichotomy explicit. API-led connectivity supports the ability to carefully manage and gate changes to core systems of records, while retaining the flexibility to iterate quickly for user-facing edge systems, such as web and mobile applications.

Deeper operational visibility

By approaching connectivity holistically, healthcare organizations can have better operational insight into whether an API or a particular interface is working. API-led connectivity provides end-to-end insight from the receipt of an initial API request call to the fulfillment of that request, based on an underlying database query. As a result, fine-grained analysis is possible.

Hospitals and health systems

For healthcare organizations to effectively respond to legislative disruption, accommodate changing patient expectations, and counter new market entrants like brick-and-mortar retail clinics and concierge care providers, they must digitally transform, fast. Payers and providers are increasingly investing in digital transformation to address these market disruptions to drive value-based care. From patient access to EHRs to the emergence of telehealth and virtual visits, new technologies and approaches are essential to driving rapid change, and API-led connectivity will play a major part.

Most health systems utilize several different systems to manage day-to-day operations and secure patient data. Historically, organizations have employed a point-to-point approach. However, if a new business requirement emerges, IT must build completely new integrations even when a new application consumes the same data and delivers the same functionality; none of the original work can be reused. It also leads to tight coupling of systems, meaning that if the existing EHR is ever replaced, custom code will be needed for every single application that consumes EHR data. This is not only time-consuming and costly but complicates the governance of PHI data movement across the EHR to the application.

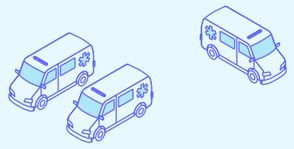
API-led connectivity enables composability, where APIs are reused across applications,

> **We chose to partner with MuleSoft because of its ability to connect clinical and non-clinical systems, both on-premise and in the cloud.**
>
> DR. MICHAEL BLUM, M.D., CHIEF MEDICAL INFORMATION OFFICER AT UCSF MEDICAL CENTER AND DIRECTOR OF THE UCSF MEDICAL CENTER FOR DIGITAL HEALTH INNOVATION

reducing the amount of custom code and point-to-point connections. Unlocking these EHRs with APIs allows teams to orchestrate that data into units of business value that can be repurposed in various parts of the organization, delivering massive productivity gains across the entire health system. Additionally, as the need to unlock core systems expands from traditional clinical systems such as EHRs and LIMS to non-clinical systems such as Workday or Salesforce, the benefits of an API-led approach will only increase.

Status quo approaches to connectivity are simply not suited to accommodate the increasing number of technologies and the massive amount of data that payers and providers must adapt to address patient dissatisfaction. API-led connectivity provides the foundation necessary to accommodate these technologies, thereby enabling improved care outcomes, reduced costs, and a better patient experience.

As the need to unlock core systems expands from traditional clinical systems to non-clinical systems, the benefits of an API-led approach will only increase.



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CUSTOMER SPOTLIGHT

NSW Health Pathology

Enhancing interoperability by integrating pathology data

New South Wales Health Pathology (NSWHP) is an Australian statewide health organization that delivers reliable pathology to the public. Their IT systems were siloed, making it difficult to deliver on key initiatives that would improve patient outcomes, maximize taxpayer benefits, and build a foundation for change.

NSWHP needed to deploy a technology platform capable of supplying its integration needs quickly, and MuleSoft's Anypoint Platform emerged as the best integration and API provider for their hybrid needs and strict regulatory requirements.

Their initial project sought to expand testing from laboratories to healthcare facilities so patients can get quality-endorsed results faster. Now, every provider has a 360-degree view of their patients and can provide them the best possible care.

The success delivered to date has created the foundation for an architecture that is agile, resilient, and responds quickly to unexpected demand on the state's pathology services.

Discover other successful projects with NSW Health Pathology.

5

MINUTES TO SYNC TO EHRS FOR NEAR REAL-TIME RESULTS

"MuleSoft's Anypoint Platform allows us to reliably, securely, and confidently transmit sensitive patient data to where it's needed."

JAMES PATTERSON, CIO,
NSW HEALTH PATHOLOGY

Health payers

Ever-evolving legislation, increased competition from non-traditional providers, and the growing number of health insurance options in the marketplace are putting pressure on healthcare payers to invest in digital transformation. To deliver an improved member experience, payer IT teams must adopt an operating model that leverages API-led connectivity to deliver increased member engagement and decreases operational costs.

However, myriad systems and highly sensitive patient data have made this transition a challenge. Most health payers have typically followed a point-to-point or SOA approach to integration. These approaches have been suitable in the past for quick delivery of a single project – especially when there are a limited number of endpoints and a slower pace of change. However, point-to-point connectivity has become less viable due to the sharp increase in applications and data sources that need to be connected. Traditional SOA approaches, on the other hand, simply cannot keep pace with new systems and applications being onboarded. For example, while the 834 EDI format has not changed in years, the requirements for patient experience portals or mobile applications for members are changing monthly.

API-led connectivity gives payers the ability to liberate data from core systems to accelerate technology

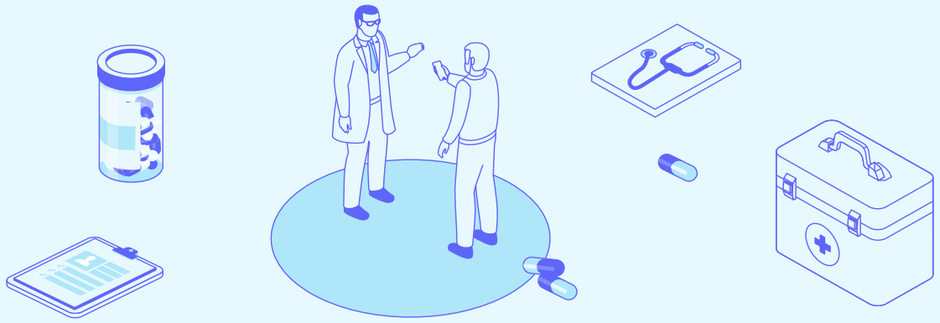
> **Thanks to this API-led approach, we now deliver the great experience that our clients deserve.**
>
> JAMES VERTINO, CEO, EBMS

adoption and better satisfy member needs. This approach provides IT teams with greater long-term flexibility by facilitating the loose coupling of systems.
This is critical because as health payers continue to migrate from on-premise systems to cloud-based applications, loosely coupled systems allow them to do so without needing to perform substantial rework on applications that consume data from these systems.

As business needs evolve, an API-led connectivity approach makes it easier for IT teams to add new sources of data with minimal incremental work required. This reuse drives IT productivity that enables teams to close the IT delivery gap.

In an increasingly competitive and disrupted market, effective digital transformation will be a key competitive differentiator between the health payers who thrive and those who falter.

As healthcare payers migrate from on-premises systems to cloud-based applications, loosely coupled systems allow them to do so without needing to perform substantial rework.



CUSTOMER SPOTLIGHT

EBMS

Increasing client satisfaction through API-led integration approach

As a third-party administrator of health plans, Employee Benefit Management Services (EBMS) administers health insurance for 300 employers.

Prior to MuleSoft, EBMS had to manually create up to 80,000 files per day to send to clients, with each using 10-20 different partners to support their health plan and employee benefits. With MuleSoft's Anypoint Platform, EBMS took an API-led integration approach – using APIs and web services to build an electronic data interchange (EDI) solution that connects to different organizations' systems and creates a single view of all data.

EBMS now has a real-time view of critical moments that happen in the insurance member journey and can now easily connect to new systems that their clients or employers have – getting employers onboarded in just two days instead of 15 days.

Learn more about the EBMS journey to increase customer satisfaction.

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50% REDUCTION IN CUSTOMER SERVICE CALLS

"With MuleSoft, we didn't need to completely overhaul the systems and data we have; instead, we built APIs that helped us better leverage existing data — fast."

JAMES VERTINO, CEO, EBMS

Life sciences

Life sciences companies form a vital part of the healthcare continuum, developing and distributing drugs, devices, and services to improve care outcomes. Yet, with increasing pressure from governments, consumers, and competitors to provide superior products at a lower price, these organizations are being forced to digitally transform their operations to reduce internal costs, improve customer and patient engagement, and accelerate the development of new products.

As life sciences IT teams attempt to increase project delivery speed, they face an explosion of endpoints across an endless number of applications, data, and devices. A point-to-point connectivity approach across an increasingly complex IT landscape creates a spaghetti code problem which leads to technical debt impacting core products' time to market (e.g., drugs, devices). Traditional SOA – designed to resolve some of the issues that result from a proliferation of point-to-point code – cannot move at the pace at which today's new systems and applications evolve and change. With an ever-increasing number of projects to deliver, greater agility and flexibility are necessary to keep up with the evolving needs of the business.

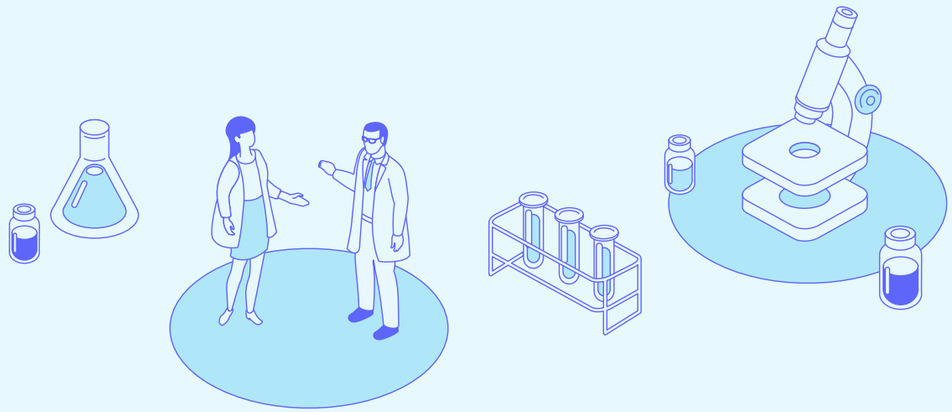
API-led connectivity provides a means for IT to establish this agility as a foundation on which more projects can be delivered in support of core business objectives. By leveraging an approach with reusable artifacts such as physician data, drug data, and eligibility, IT teams

> **An API-led approach allows us to seamlessly flow complex information across our enterprise.**
>
> CINDY HOOTS, CHIEF DIGITAL OFFICER AND CIO, ASTRAZENECA

can launch projects where these assets are accessed more easily and leveraged multiple times faster than before.

As therapies and devices evolve, there is increased complexity, requiring more R&D dollars to bring drugs and products to market. API-led connectivity can help IT teams manage this complexity by enabling greater speed and agility. As a result, IT teams can have a direct impact on development costs by streamlining operational efficiencies, drive competitive differentiation through superior patient and clinician engagement, and accelerate the go-to-market for new treatments. API-led connectivity transforms life sciences IT teams from a bottleneck to a springboard for exponential growth.

As therapies and devices grow more complex, API-led connectivity can help IT teams be faster and more agile.



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CUSTOMER SPOTLIGHT

Hologic

Delivering 360-degree customer views 3x faster

Hologic is an innovative healthcare company with market-leading products for early detection and intervention. Their goal: provide their growing sales and support teams with 360-degree customer views populated with real-time data.

Constrained with a heavyweight integration stack that slowed development time, the Information Systems (IS) team needed a faster way to deliver integrations to keep pace with the growing needs of the business.

To be successful, they needed a new integration platform that could support real-time data transfer across a variety of enterprise applications. Powered by MuleSoft's Anypoint Platform, the Hologic team has been able to increase the overall speed of development through their adoption of API-led connectivity.

As a result, in the first four months of use, the team produced 25 end-to-end, real-time integrations, and to date, MuleSoft's has enabled Hologic to build and launch integrations three times more quickly than before.

Find out how Hologic is further investing in improved customer experiences.

3X INTEGRATION SPEEDS

"No matter what new solutions our executives want to bring on, now that we have MuleSoft, we know we'll be able to integrate them easily."

VASIL VALKOV, SYSTEMS INTEGRATION AND SOFTWARE DEVELOPMENT MANAGER, HOLOGIC

SECTION 03

The cure: Charting a digital future for healthcare

API-led connectivity provides a proven methodology for healthcare organizations to increase IT project delivery speed and close the IT delivery gap. This enables the delivery of unmet patient and member expectations, increases employee satisfaction, meets evolving government regulations, and drives massive competitive differentiation.

A modern solution

API-led connectivity provides a proven methodology for healthcare organizations to increase IT project delivery speed and close the IT delivery gap, helping payers, providers, and life sciences organizations address unmet patient and member expectations, increase employee satisfaction, respond to evolving government regulations, and drive massive competitive differentiation.

MuleSoft provides unique capabilities that make it the optimal solution for realizing API-led connectivity across the healthcare industry. As the only platform purpose-built to deliver API-led connectivity, Anypoint Platform combines all of the functionality required to deliver an unmatched combination of capabilities that allow healthcare organizations to innovate faster in the service of better patient care.

Support for the full API lifecycle

Anypoint Platform enables the modern API to be treated more like a product than just code by supporting the full API lifecycle, as well as the entire software development life cycle (SDLC) – from designing, collaborating, building, and testing to deploying, publishing, versioning, and retiring APIs.

Ubiquitous connectivity

Anypoint Platform can connect to any source of data, enabling rapid implementation of API building blocks. The platform allows users to connect any endpoint with pre-built generic protocol, transport and database, and application connectors.

Flexible deployment

With the emergence of public and private clouds, deployment environments are evolving. Anypoint Platform enables healthcare organizations to write once and deploy anywhere – in the cloud, on-premises, or in a hybrid environment – managing networks as a single fabric, regardless of where API nodes are deployed.

A unified platform

Anypoint Platform provides enterprise-grade connectivity and support on a single platform, eliminating the need to manage multiple products, vendor relationships, and skillsets. Unifying the functionality required to realize API-led connectivity under a single platform and management plan streamlines development and simplifies application maintenance, giving organizations the ability to focus more on those who matter most, the end-user.

Security by design

With Anypoint Platform, every connectivity asset can be governed using policies with every node, connection, and API automatically registered, meaning they are all inherently secured with unparalleled visibility into what applications access which systems. Plus, Anypoint Platform's dynamic policy enforcement enables security and governance requirements to be changed independently of the underlying code, increasing agility without compromising on security.

Conclusion

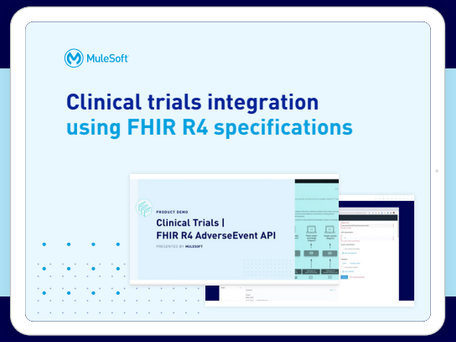
With disruption coming from every direction, healthcare and life sciences organizations must not simply adapt, but embrace disruption to thrive. The status quo IT operating model simply does not provide the agility required to adopt the increasing number of technologies that are needed to respond to industry disruption, and therefore no longer meets the needs of this rapidly changing industry. Healthcare organizations that continue along this path will be consumed by the IT delivery gap, and find themselves unable to meet patient and member demands.

Healthcare and life sciences companies are constantly evolving to best serve customers, members, and patients, and those being served are demanding a technology solution to consistently deliver the best care outcomes possible. API-led connectivity provides a means for organizations to transform IT from a bottleneck hindering progress into a platform that enables innovation.

Whether it is by building portals to provide patients access to medical records, offering mobile applications that allow members to find tailored health insurance plans, or adopting technologies to enable the faster development of life-saving drugs, a strategic roadmap built in partnership with IT will help reduce costs, improve care outcomes, and mitigate patient dissatisfaction.

The time to change is now. Across every industry, from retail to banking to transportation, one trend has held constant: the fast outcompete the slow. The stakes for healthcare companies, however, are even higher. IT innovation in healthcare does more than impact the bottom line; it can save lives.

Build a care plan for your digital innovation journey



Solve for interoperability challenges

Learn how an API-led methodology enables payers and providers to power EHR connectivity and how MuleSoft Accelerator for Healthcare can help organizations cope with ever-changing regulations around inter-operability, like CMS and ONC mandates in this on-demand webinar.

Deliver a better patient experience

Get an inside look at how MuleSoft Accelerator for Healthcare provides customers a simpler, faster way to develop a 360-degree view of their patients, enabling them to provide a better patient experience and faster care coordination.

Improve data security for clinical trials

Watch this on-demand demo to learn how one health system handled sensitive patient data during a clinical trial using FHIR R4 specification. Plus, discover how MuleSoft Accelerator for Healthcare directly addresses the most pressing interoperability concerns.

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