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Australia's Path To Data-Informed Healthcare Excellence

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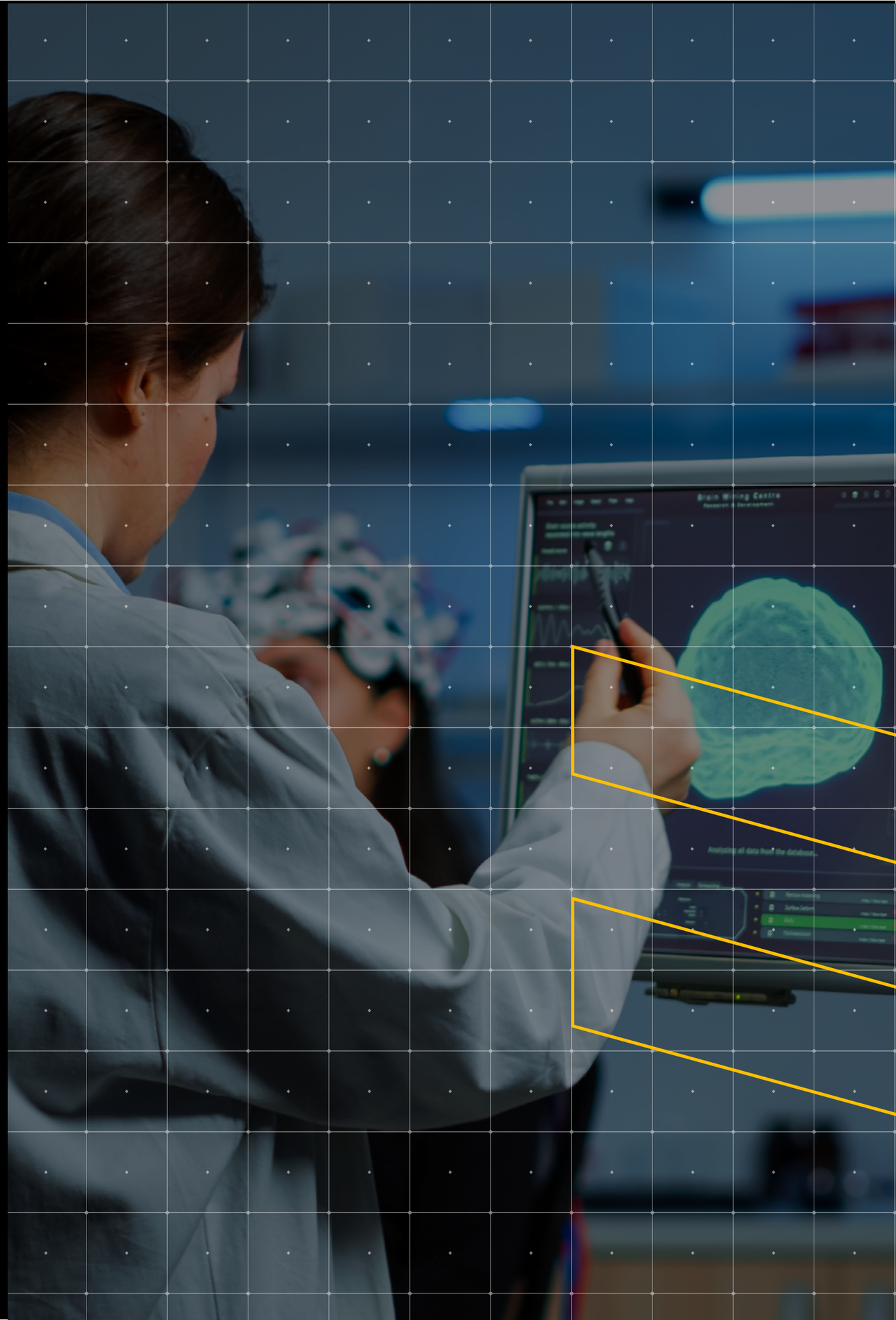


Introduction

This eBook explores why Australian healthcare providers must prioritise their data capabilities and outlines the 5 key considerations for those seeking to build trust and data synergy.

Healthcare organisations manage vast amounts of data, from patient records and medical images to device data and clinical notes. While this data has the potential to improve care, optimise operations, and allocate resources, it remains fragmented across multiple systems, limiting its effectiveness.

Priorities also vary by provider type. Residential healthcare providers delivering home care services need reliable, mobile access to data. In acute care hospitals, securing patient records is critical to prevent unauthorised access and protect sensitive information. Automating repetitive tasks allows care staff across all settings to focus on better patient outcomes.

To leverage the power of healthcare data, robust data management, governance, and security are essential. Modernising legacy systems and strategically adopting cloud technologies can streamline operations, while managing the growing number of healthcare devices requires careful planning.

But what's truly needed is building trust and data synergy by breaking down silos, promoting data sharing, and ensuring data quality and consistency across the organisation.

Australia's Digital Health Blueprint

"This next phase of digital transformation will drive information sharing and advance real time data exchange to make information available when and where it's needed, in line with consumer consent and strong privacy and cyber security standards."

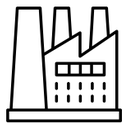
National Digital Health Strategy

Australia's healthcare sector is undergoing a profound transformation driven by a complex interplay of factors. Central to this evolution is the National Digital Health Strategy, which outlines a vision for a more efficient, patient-centric, and inclusive healthcare system. By prioritising digital enablement, individual-focused care, inclusivity, and data-informed decision-making, the strategy aims to streamline healthcare services for all Australians.

Data emerges as the linchpin, powering these initiatives and driving innovation across the healthcare ecosystem.

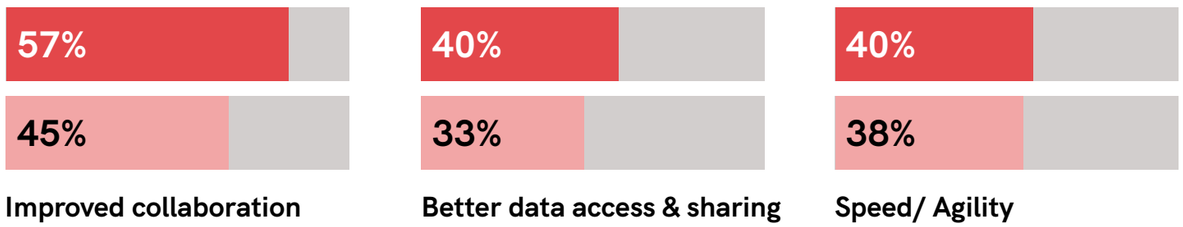
CLOUD ADOPTION & BUSINESS RESILIENCE TOP TECH PRIORITY IN AUSTRALIAN HEALTHCARE

63% Healthcare



55% Other Industries

BIGGEST REASONS FOR CLOUD ADOPTION



Healthcare organisations have a more critical need for enhanced collaboration and better data access and sharing within the ecosystem. Their unique data requirements demand robust and reliable systems to support optimal patient care and operations.

N=202; Ecosystm-Nexon Digital Landscape Study, 2024

Catalysts of Change in Australian Healthcare

Value-Based Care

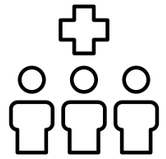
A shift towards patient-centric outcomes is reshaping healthcare delivery. Value-based care models prioritise quality over quantity, rewarding providers for improved patient outcome rather than service volume. This approach fosters preventative care, seamless care coordination, and the integration of innovative technologies.

Regulatory Landscape

Australia's evolving healthcare regulatory environment is driving industry transformation. Mandates for electronic health records, data sharing standards, and telehealth reimbursement are reshaping operational practices. Healthcare organisations must navigate these regulatory complexities while maintaining patient focus.

The Rise of Virtual Care

Technology and policy advancements have accelerated the adoption of virtual care. Remote consultations and digital health services are expanding access, especially for rural and remote populations. Healthcare providers are adapting their models to deliver care effectively beyond traditional clinic or hospital walls.



The Empowered Patient

Patients are taking a more active role in their healthcare journey. Armed with information and technology, they seek personalised care, cost transparency, and convenient access. Healthcare organisations must adapt to meet these expectations, offering patient-centric solutions and leveraging data to inform treatment decisions.

Healthcare providers in Australia must balance modernisation with funding pressures, resource allocation, and the need for exceptional care. It has become equally important to prioritise patient-centric care, embrace technology, and navigate regulations.

Data Synergy & Trust Drives Healthcare Transformation

Australian healthcare organisations are modernising technology to meet patient expectations, clinician needs, regulations, and government policies. A core focus of this modernisation is achieving data synergy by seamlessly integrating and analysing data from diverse sources, enabling a unified view of patients across platforms to enhance decision-making.

Data-informed approaches are shaping technology adoption in healthcare, but building trust in data is crucial for widespread adoption of these solutions.

Despite 77% of Australian healthcare organisations recognising data and analytics as crucial for achieving business goals, a significant 55% of stakeholders express a lack of full trust in the organisation's data.

Ecosystm, 2024

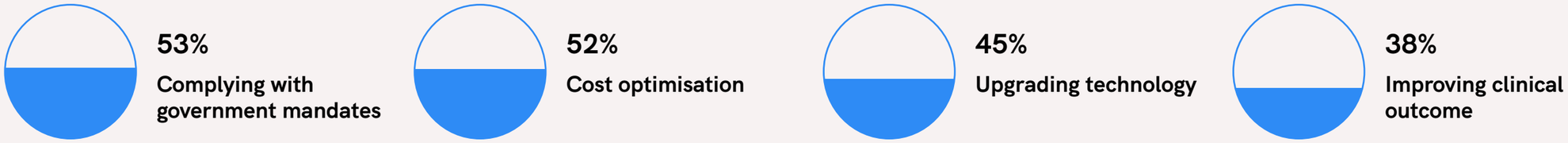
Here are 5 key considerations for healthcare providers in Australia seeking to build data synergy and trust:

- Robust Data Compliance Framework
- Effective Data Management Strategies
- Enhanced Security and Data Privacy Measures
- Strategic Cloud Adoption
- Strong Device Management Capabilities

#1 Embracing New Technologies: A Balancing Act

Healthcare providers must innovate to match medical advancements, improve outcomes, and manage the increasing complexity of healthcare delivery. However, Australian healthcare organisations prioritise compliance and cost optimisation. Successfully adopting new technologies requires balancing innovation with these goals. Establishing a robust data governance framework and carefully evaluating digital initiatives can help organisations enhance patient care while ensuring compliance and optimising costs.

Key Business Priorities of Healthcare Organisations in Australia



Q: What are the organisation's 3 main business priorities for the next 12 months?
N=60; Source: Ecosystm, 2024

Establishing a strong data governance framework requires:

→ **Compliance with Regulations.** Understand the complexities of the regulatory environment and identify the relevant regulations/frameworks such as HIPAA and Health Regulatory Policy Framework (HRPF).

→ **Defining Clear Data Policies and Standards.** Develop comprehensive internal policies that outline data ownership, access rights, retention schedules, and security measures.

→ **Creating a Data Governance Committee.** Build a cross-functional team responsible for overseeing data governance initiatives and ensuring compliance with regulations as well as internal guardrails.

→ **Data Classification.** Categorise data based on sensitivity and value to determine appropriate security and access controls.

#2

Mastering Data: More Than Just Compliance

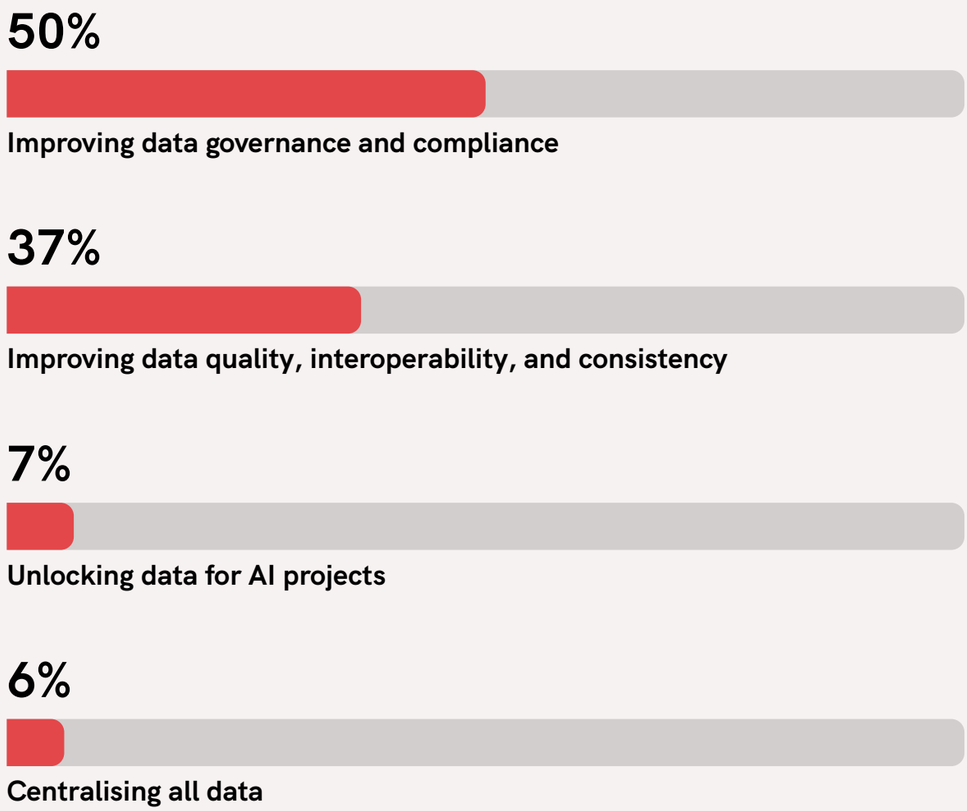
Healthcare organisations must equally prioritise data governance, integration, and quality assurance. In Australia's highly regulated healthcare industry, the focus has often been on data governance.

However, organisations must look beyond compliance to also emphasise identifying, managing, and transforming data into actionable insights that drive better decision-making, enhanced operations, and improved patient outcomes. By prioritising a robust data infrastructure and breaking down silos, they can build a foundation that enables effective AI use.

Effective data management requires a focus on:

- **Interoperability.** A unified data roadmap is crucial for integrating EMRs, medical devices, and external systems. Standards like HL7 and FHIR ensure compatibility, while master data management (MDM) ensures consistency.
- **Data Quality.** High data integrity requires clear accuracy, consistency, and timeliness metrics. Regular cleansing, validation, and automated tools, alongside employee training, are essential.
- **Clinician Buy-In.** IT-clinical collaboration is vital to align data management with clinical needs, ensuring the right data is made available for clinical decision-making.
- **Audits.** Regular audits enhance data management, assess governance, and ensure compliance, maintaining data integrity and patient privacy.

Australia's Healthcare Organisations Need to Look Beyond Data Compliance



Q: What is the major area of focus for the organisation's data initiatives for the next 12 months?
N=30; Source: Ecosystm-Nexon Digital Landscape Study, 2024

#3 Protecting Patient Data: A Critical Imperative

As AI becomes central to improved clinical and operational efficiency, healthcare organisations must manage large volumes of sensitive data while facing sophisticated cyberattacks. These threats extend beyond financial motives, with state-sponsored disruptions adding complexity. As cyber threats grow, regulators are tightening requirements, especially for industries such as Healthcare that handle critical data.

Australian Healthcare Organisations Grapple with Cyber Tool Proliferation and Awareness Gaps

53% An accurate assessment of cyber posture & risk

50% Weak access controls/ lack of role-based security controls

47% Low cyber awareness among employees

47% Understanding of the relevant compliance environment

47% Having enough/ qualified, trained security staff

43% Finding, assessing, and deploying security technologies

43% Ensuring that security tools are aligned to policies and processes

Q: What are the organisations' 3 biggest cyber challenges?
N=30; Source: Ecosystm-Nexon Digital Landscape Study, 2024

Automation and orchestration technologies bolster compliance, safeguard data, accelerate recovery, and streamline audits.

Security essentials for healthcare providers:

→ **Balancing Risk and Protection.** Privacy breaches can incur fines. Effective risk management involves assessing threats and implementing controls aligned with risk tolerance.

→ **Automating Patch Management.** Automation eases the burden of patch management, ensuring swift, error-free deployment, and compliance.

→ **Closing the Breach Gap.** Layered defence strategies, continuous monitoring, and real-time visibility help detect and mitigate breaches quickly.

→ **Streamlining Compliance Tests.** Automated, frequent testing ensures quick disaster recovery and compliance without disrupting operations.

→ **Orchestrating Disaster Recovery.** Comprehensive DR strategies minimise downtime and financial loss, leveraging advanced technology for near-instant recovery across diverse IT environments.

→ **Safeguarding Sensitive Data.** Encrypting data at rest and in transit, using off-site backups, restricting unauthorised access, and securing against ransomware threats are critical security essentials in Healthcare.

#4

Healthcare Modernisation: Leveraging Cloud for AI-Led Innovation

The cloud is the future of healthcare, enabling organisations to embrace AI innovation. It enhances clinical outcomes, boosts patient engagement, and has the potential to optimise costs. Seamless healthcare record access improves collaboration and diagnoses, while cloud-based tools empower patients with easy access to their data and care teams. The cloud's scalability and reliability ensure efficient operations, secure data, and minimal disruptions, leading to optimised healthcare costs.

Managing healthcare cloud effectively involves:

1. **Unified Cloud Management.** Simplify operations with a single management layer that integrates multi-cloud and on-premises infrastructure across distributed locations.
2. **Optimisation.** Review costs and functionality to centralise data and leverage AI for predicting and supporting healthcare outcomes.
3. **AIOps.** Leverage AIOps to automate tasks, reduce alert fatigue, and allow operations teams to focus on strategic initiatives.
4. **Data Security and Compliance.** Protect sensitive data with strong encryption and compliance measures across cloud environments.
5. **Integration.** Ensure seamless data exchange between cloud systems, EMRs, and external platforms to empower clinicians and patients wherever they are.

Australia's Healthcare Providers Embrace Cloud Benefits, But Face Management Challenges

40%
Managing network infrastructure requirements

40%
Understanding cloud consumption and usage

40%
Integration and data migration across environments

37%
Application performance/latency

30%
Optimising cloud architecture and security

Q: What are the organisation's 3 biggest challenges in managing the cloud environment?
N=30; Source: Ecosystm-Nexon Digital Landscape Study, 2024

#5 Effective Device Management: A Healthcare Imperative

The increasing complexity of the healthcare device ecosystem presents major challenges for technology leaders. With the rise of medical devices and wearables inside and outside provider organisations, ensuring patient safety, operational efficiency, and data security is critical. Effective device management – focusing on device security, interoperability, and data management – allows healthcare organisations to streamline workflows, improve patient care, and mitigate risks.

Only 23% of healthcare organisations in Australia can analyse all device data – whether structured or unstructured.

Ecosystm, 2024

Australia's Healthcare Stakeholders Want Better Device Interoperability

58%
Want seamless data exchange across all devices

57%
Want access to real-time data irrespective of device

40%
Want better clinical and operational workflows across the care continuum

Q: What changes do you want in the way you access data now?
N=60; Source: Ecosystm, 2024

Managing the device sprawl requires:

- **A Device Inventory.** Understand all devices, including types, manufacturers, protocols, and functionalities, to support effective management and risk assessment.
- **Device Security.** Implement strong security measures, including firmware updates, access controls, and network segmentation.
- **Interoperability.** Facilitate seamless data exchange and integration between systems to enhance workflows and reduce errors.
- **Data Management Policies.** Develop clear policies for handling device-generated data to ensure integrity, compliance, and efficient use.
- **Continual Training.** Provide ongoing education to clinicians and patients on device use, security, data management, and workflow changes to improve outcomes and efficiency.

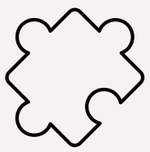
Ecosystm Opinion

Healthcare modernisation requires a strategic approach and seamless integration of digital technologies. Cloud, AI, and cybersecurity are key enablers, driving secure, efficient, and patient-centric care.

These technologies unlock the full potential of transformation: cloud delivers scalability and cost efficiency, AI powers advanced analytics and automation, and robust cybersecurity protects sensitive patient data. When effectively combined, they streamline operations and reduce complexity.

However, integrating these technologies can be challenging. Partnering with a managed services provider enables healthcare organisations to optimise costs, enhance service delivery, strengthen security, and adapt swiftly to the evolving healthcare landscape.

Essential Attributes for a Successful Managed Services Partnership in Healthcare

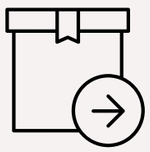


57%

Alignment with organisation strategy/culture

57%

Quality of service delivery and support



43%

End-to-end capabilities

40%

Strong account management

40%

Industry expertise

Q: What are the top 3 factors used to select a new service provider?
N=30; Source: Ecosystm-Nexon Digital Landscape Study, 2024

Revolutionising Healthcare: The Power of Hewlett Packard Enterprise (HPE) and Nexon Asia Pacific (Nexon)

In today's fast-paced healthcare environment, providers need robust, secure, and flexible technology solutions to stay ahead. Enter HPE and Nexon, a collaboration designed to transform how healthcare providers build, manage, and accelerate their technology delivery.

Imagine having the power to manage data-intensive workloads seamlessly, access patient data at the edge, and leverage real-time AI and analytics to enhance patient care. With HPE's cutting-edge infrastructure and Nexon's ability to seamlessly and securely deliver and manage integrated digital solutions, this vision becomes a reality. Our partnership ensures that you have the cloud of your choice, fortified with top-tier data protection and storage solutions, providing a consistent and secure experience across your cloud environment.

But it doesn't stop there. Our AI-driven operations, observability, and automation capabilities mean you can innovate at speed, delivering exceptional care without the usual technological headaches. Supported by Nexon's knowledgeable consultants, you can confidently navigate your digital transformation journey.

Discover how the synergy between HPE and Nexon can empower your healthcare organisation to deliver the continuum of care with unparalleled efficiency and security. Ready to revolutionise your healthcare delivery? Let's move forward together.

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About Ecosystm

Ecosystm is a Digital Research and Advisory Company with its global headquarters in Singapore. We bring together tech buyers, tech vendors and analysts onto one integrated platform to enable the best decisionmaking in the evolving digital economy. Ecosystm has moved away from the highly inefficient business models of traditional research firms and instead focuses on research democratisation, with an emphasis on accessibility, transparency, and autonomy. Ecosystm's broad portfolio of advisory services is provided by a team of Analysts from a variety of backgrounds that include career analysts, CIOs and business leaders, and domain experts with decades of experience in their field. Visit ecosystm.io

About Nexon Asia Pacific

Nexon Asia Pacific (Nexon) is an award-winning digital consulting and managed services partner for mid-market and government organisations across Australia. We have a uniquely broad suite of solutions to service clients who require end-to-end capabilities coupled with specialist expertise in security, cloud, and digital solutions.

Our end-to-end solutions help clients to solve problems, address frictions, and accelerate growth. Committed to the highest standards of responsiveness, competency, and transparency, Nexon is built on a unique client care model that is fuelled by continuous feedback. With 500+ staff, we employ some of the country's most experienced consultants and empower teams to make decisions that accelerate change for client organisations.

As a certified and accredited local and state government provider, CREST, and ISO-certified, Nexon partners with world-class technology vendors to deliver innovative solutions and service excellence.

We help our clients move from a position of overwhelm to empowerment, looking forward to a more agile and digital future.

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About Hewlett Packard Enterprise

Hewlett Packard Enterprise is the global edge-to-cloud platform-as-a-service company that helps organisations accelerate outcomes by unlocking value from all their data, everywhere. Built on decades of reimagining the future and innovating to advance the way we live and work, HPE delivers unique, open, and intelligent technology solutions, with a consistent experience across all clouds and edges, to help customers develop new business models, engage in new ways, and increase operational performance. For more information, visit: http://www.hpe.com

This ebook is sponsored by Nexon Asia Pacific and HPE. It is based on the analyst's subject matter expertise in the area of coverage in addition to insights from interactions with technology buyers in multiple industries and technology vendors, industry events, and secondary research.

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