HIMSS18 The leading health information and technology conference

WHERE **THE WORLD** CONNECTS FOR HEALTH

Conference & Exhibition | March 5–9, 2018

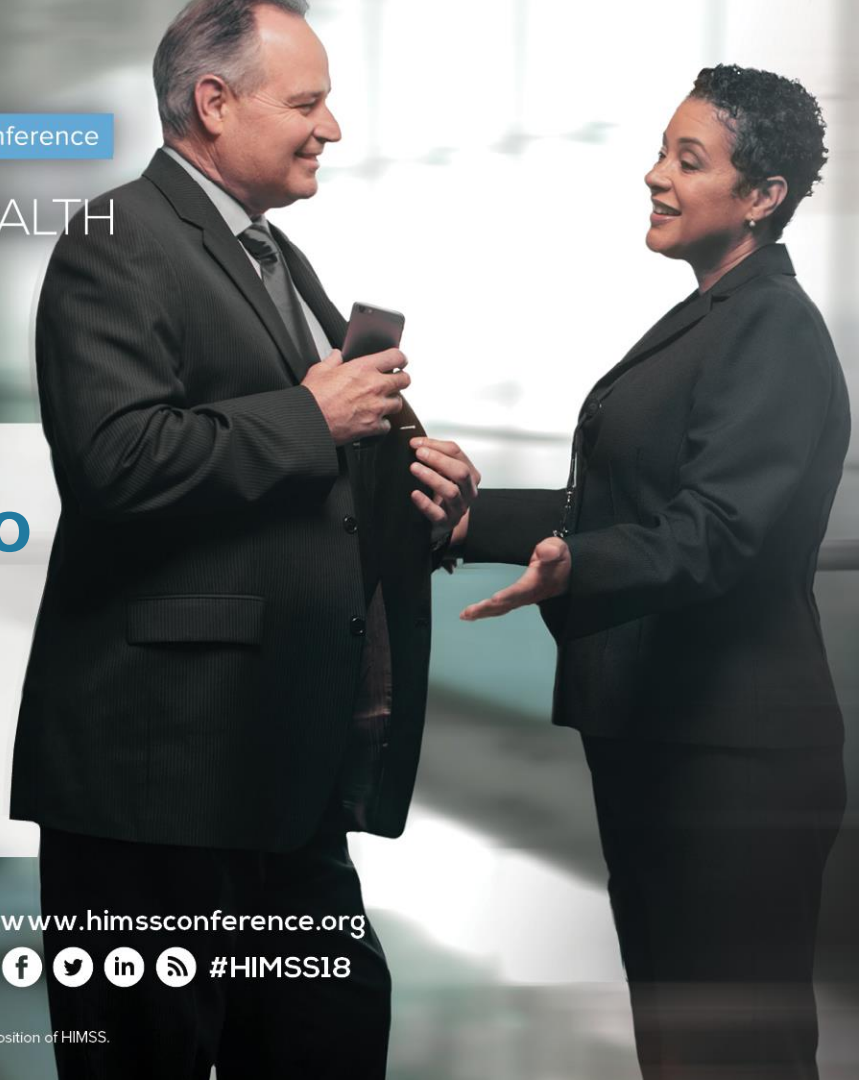
Las Vegas | Venetian – Palazzo – Sands Expo Center

The Cloud through the Eyes of a Community Health Center CIO

Session #191, March 7, 2018

Larry Allen, *Chief Information Officer, MCR Health Services*

Matt Ferrari, *Chief Technology Officer, ClearDATA*



COMMITMENT

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DISCLAIMER: The views and opinions expressed in this presentation are those of the author and do not necessarily represent official policy or position of HIMSS.

Conflict of Interest

Larry Allen, CIO, and Matt Ferrari, CTO

Each have no real or apparent conflicts of interest to report.

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Agenda

- Data challenges in the digital age
- Legacy systems that can’t keep up
- The value of an RFP
- Benefits of a managed cloud
- Key takeaways and best practices

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Learning Objectives

- Identify which internal applications are best candidates for a move to the cloud
- Identify healthcare organization objectives that can be achieved by hosting healthcare applications in the cloud
- Differentiate between healthcare-exclusive and general cloud environments

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Join us on a CIO's journey to the cloud….

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DEVELOPING NEWS HURRICANE IRMA SEP 11 2017, 11:30 AM ET

Irma, Now a Tropical Storm, Leaves Six Million Without Power in Florida

Data Center Overhaul

- Redundancy
- Predictable costings models
- Patient data integrity
- Compliance and security
- Enhanced healthcare delivery

THE CHALLENGE

Legacy IT Systems

- Lack of agility
- Skills/Staffing gaps
- Expensive to buy and maintain
- Data vulnerabilities
- Scaling challenges
- Lack of redundancy

The Cloud Found Us

What we discovered:

- Cloud = agility/ scalability
- Not all vendors are equal
- Healthcare expertise is critical
- Compliance!
- Optimization = efficiency

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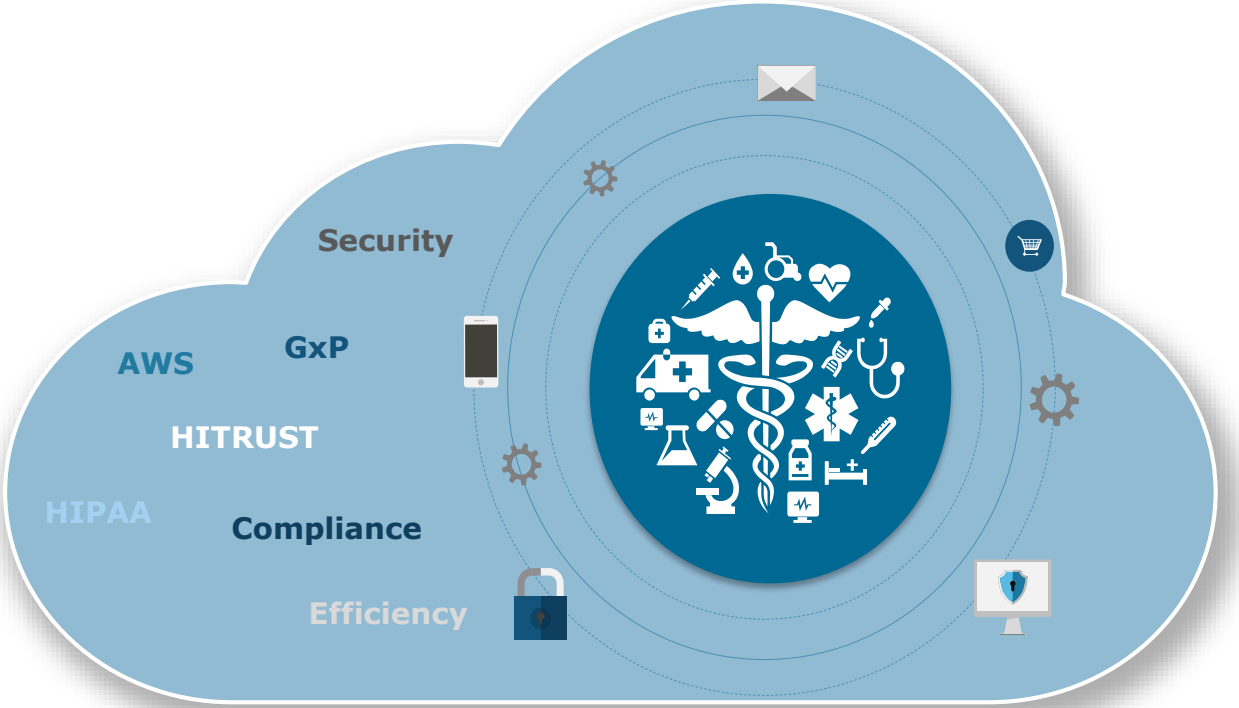
Healthcare in the Cloud



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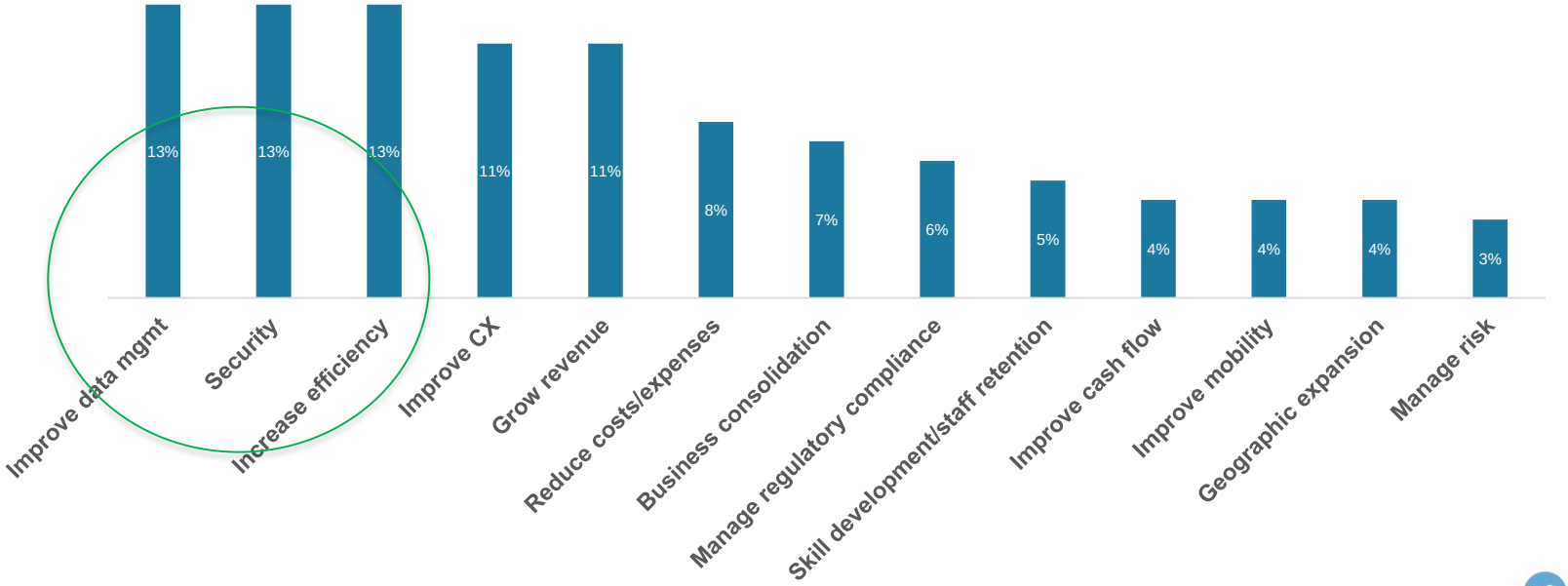
Healthcare Priorities – Security



***Source**: Microsoft Hospital Survey 2016*

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9 Security & Compliance Risks… And How to Overcome Them

Lack of Knowledge & Staff Around Security

Data Sprawl

Unmanaged Data Flow

Role Drift

Incomplete Vendor Diligence

Shadow IT

Lack of Agility

Incorrect Identity Management

Misconfiguration

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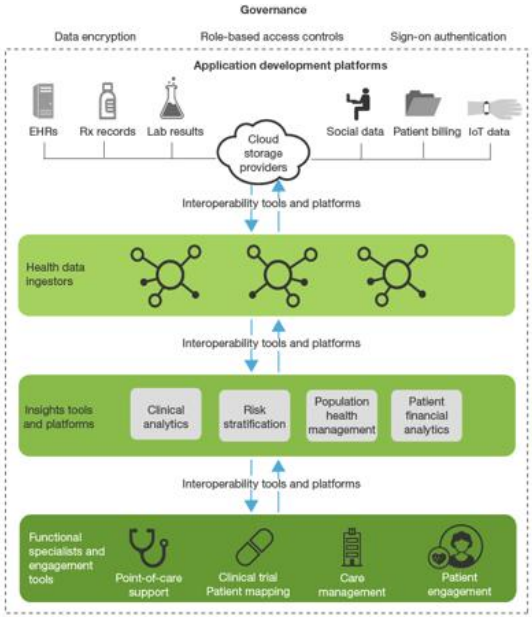
Healthcare Cloud Partner Selection



- Find a partner who understands your problem
- Make sure they have solved for this before

Don't end up with a solution searching for a problem…

Source: Forrester Wave - Vendor Landscape: Health Clouds For Data Integration And Patient Insight

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The Forrester Wave™: Enterprise Health Clouds, Q3 2017

Developer-Friendly Platforms Lead The Way With Insights-Driven Offerings

by Kate McCarthy, Michael Facemire, and Alex Kramer
July 26, 2017

Why Read This Report

In our 37-criteria evaluation of enterprise health cloud providers, we identified the 10 most significant ones — ClearDATA, CloudMine, IBM, Kinvey, Medable, Microsoft, MphRx, NTT DATA, Salesforce, and SAS — and researched, analyzed, and scored them. This report shows how each provider measures up and helps healthcare CIOs make the right choice.

Key Takeaways

Salesforce, Kinvey, IBM, CloudMine, And Microsoft Lead The Pack
Forrester's research uncovered a market in which Salesforce, Kinvey, IBM, CloudMine, and Microsoft lead the pack. Medable, ClearDATA, and SAS offer competitive options. NTT DATA and MphRx lag behind.

Enterprise Health Clouds Disrupt Traditional Healthcare Information Technology Vendors
The enterprise health cloud market is growing in large part due to healthcare CIOs increasingly realizing that digital transformation is necessary to advance efforts to better engage patients. Enterprise health cloud vendors act as strategic partners to forward-thinking healthcare organizations, advising them on top digital experience creation decisions.

Seamless Systems Integration, AI, And Developer Community Are Key Differentiators
Cloud-based data insights and digital experience creation will dictate which healthcare firms will thrive. Vendors that can integrate outdated systems of record, provide cognitive capabilities, and offer access to robust developer communities position themselves to successfully deliver true digital transformation to their healthcare customers.

Forrester Wave™: Enterprise Health Clouds, Q3 2017

Findings were based on a 37-criteria evaluation including Current Offering, Strategy, and Market Presence.

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- System integrations
- Patient engagement
- Analytics
- Governance
- Developer platform
- Time-to-market accelerators

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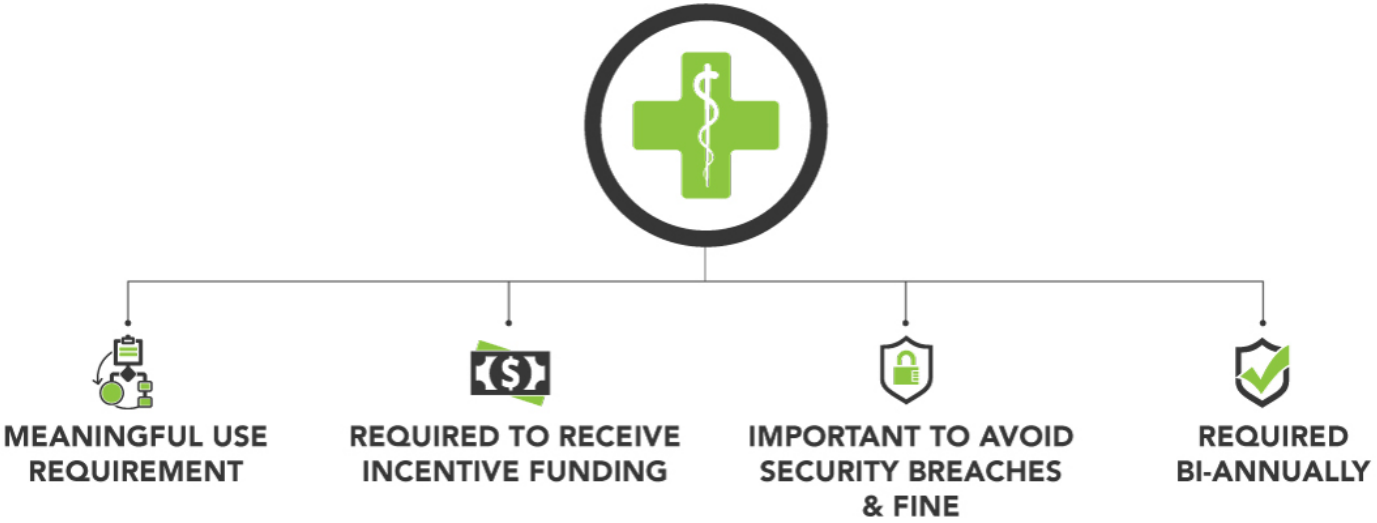
Ok, now that the cloud has found me, how do I get started?



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Be Prepared

Business Impact

Operation
- Operational
- Physical
- Security
- Organizational (BAAs)

Patient Records Integrity

Patient Records
- Laboratory Information Systems (LIS)
- Picture Archiving and Communication Systems (PACS)
- Disaster Recovery (DR)

Cloud Migration

Cloud Advantages
- Usability
- Agility
- Compliance

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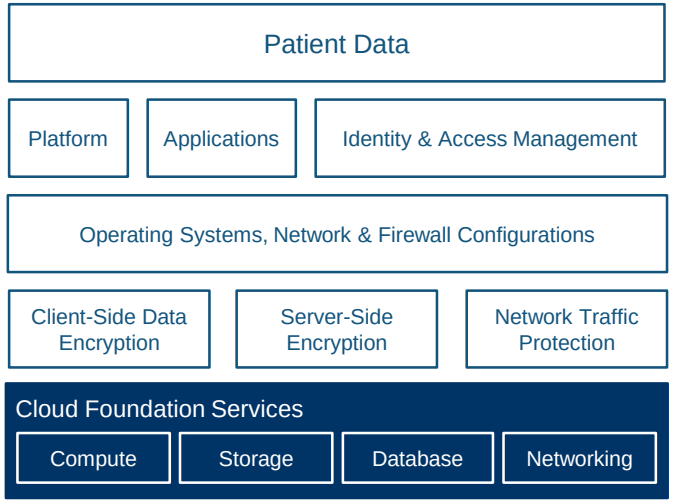
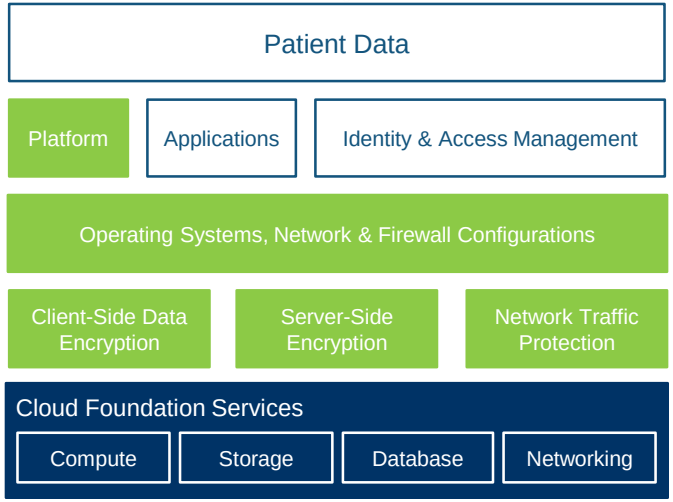
Shared Responsibility

Basic DIY Model



- Customer Responsibility
- Cloud Service Provider Responsibility

Managed Cloud Services Model



- Customer Responsibility
- Managed Services Provider Responsibility
- Cloud Service Provider Responsibility

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Outcomes from Migration

COST SAVINGS

BETTER STAFFING

HIPAA HITRUST

360 VIEW

50%

Focus on core competencies

Culture of compliance

Patient care

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~~Key Takeaways~~ The Important Stuff

Disaster Recovery

Reduce Overhead

Compliance

Business Refresh

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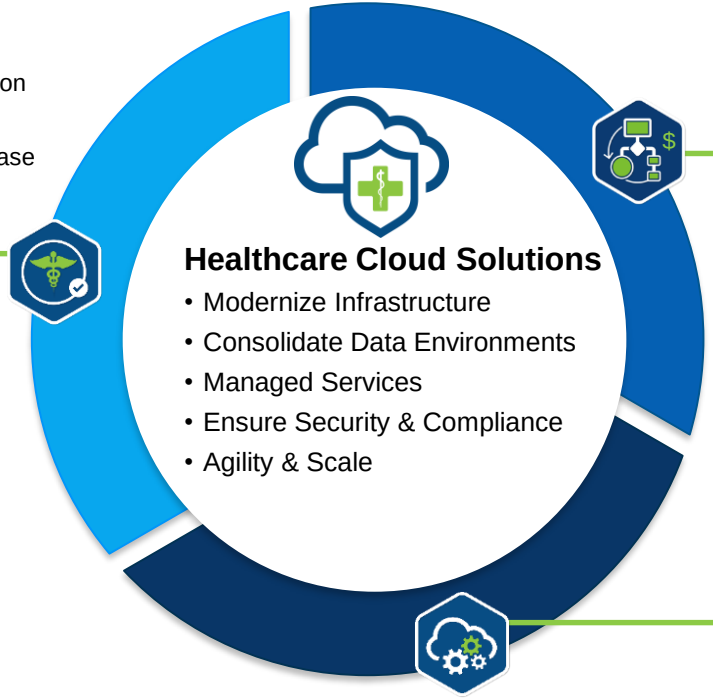
Actual Take Away

Operations & Clinical

- Consumer expectations & satisfaction
- Payer–provider collaboration
- Patient engagement & chronic disease management
- Cost efficiencies



Business Model

- New revenue streams, innovation & agility
- Uncertain regulatory & political climate

IT Trends

- Big data and analytics
- Security and compliance concerns
- New sources: wearables, home sensors, etc.
- Cost optimization

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Questions?

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