

A photograph of four professionals (two men and two women) sitting around a table in a bright, modern office setting, engaged in a collaborative meeting. The background features large windows and indoor plants. A semi-transparent red banner is overlaid across the middle of the image, containing the main title and subtitle.

# DRIVING HEALTHCARE TRANSFORMATION

*Outcomes, Analytics and Intelligence*

**AVAYA**

# Trending

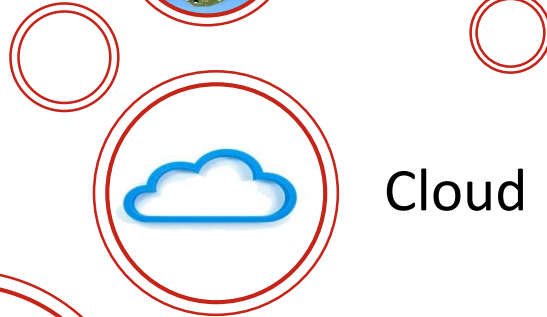
# Digital Transformation



Artificial Intelligence



Internet of Things

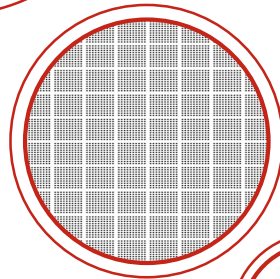


Cloud



Mobility

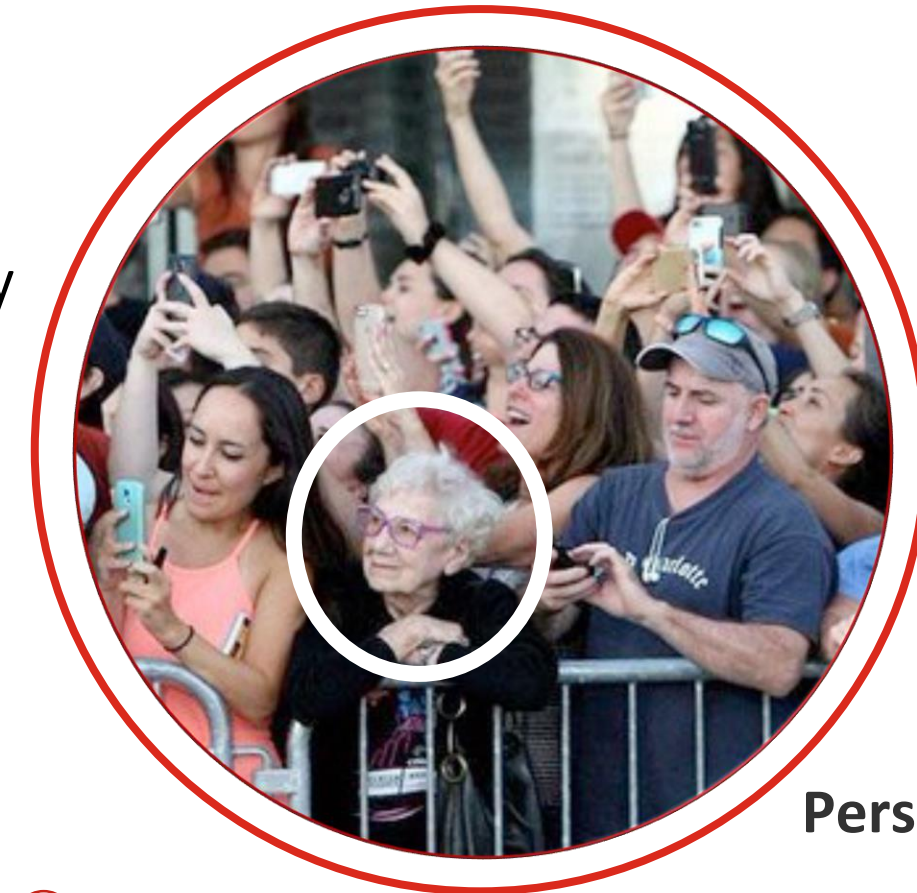
Big Data Analytics



Blockchain



Machine Learning



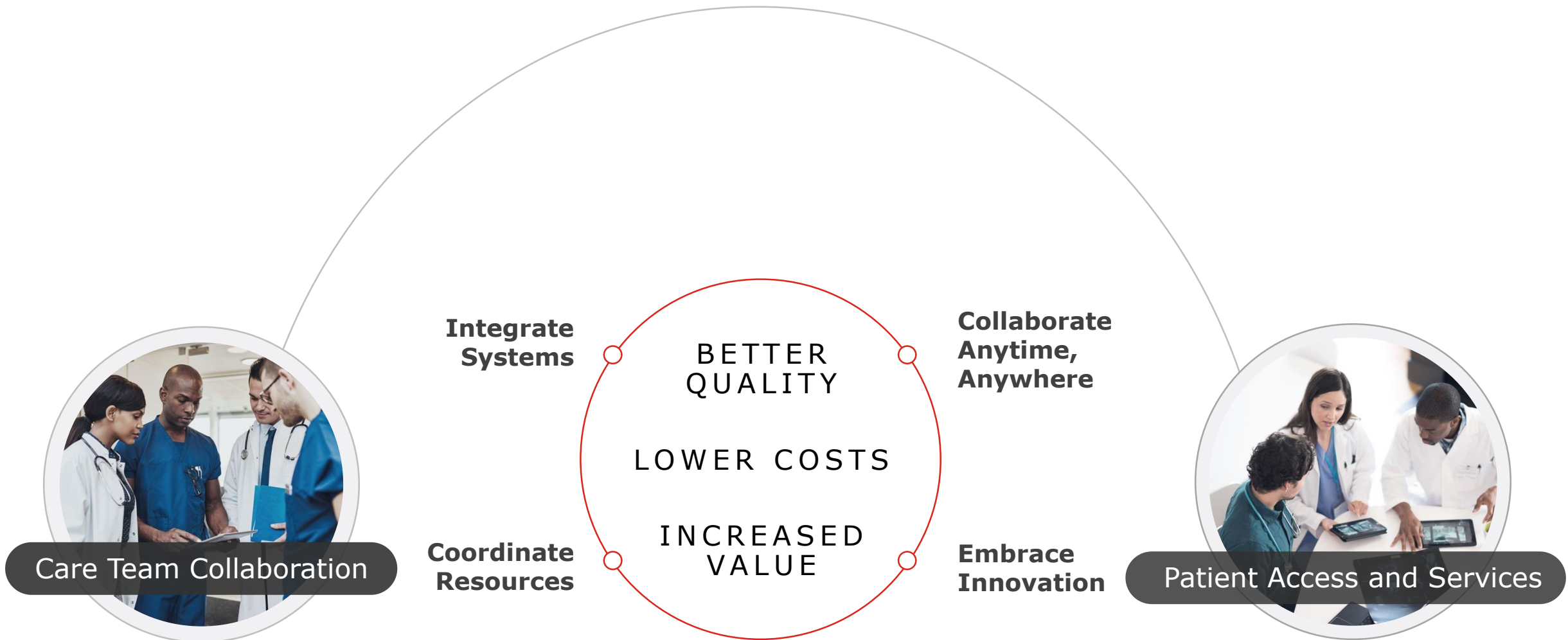
Outcome  
Driven  
Personalization



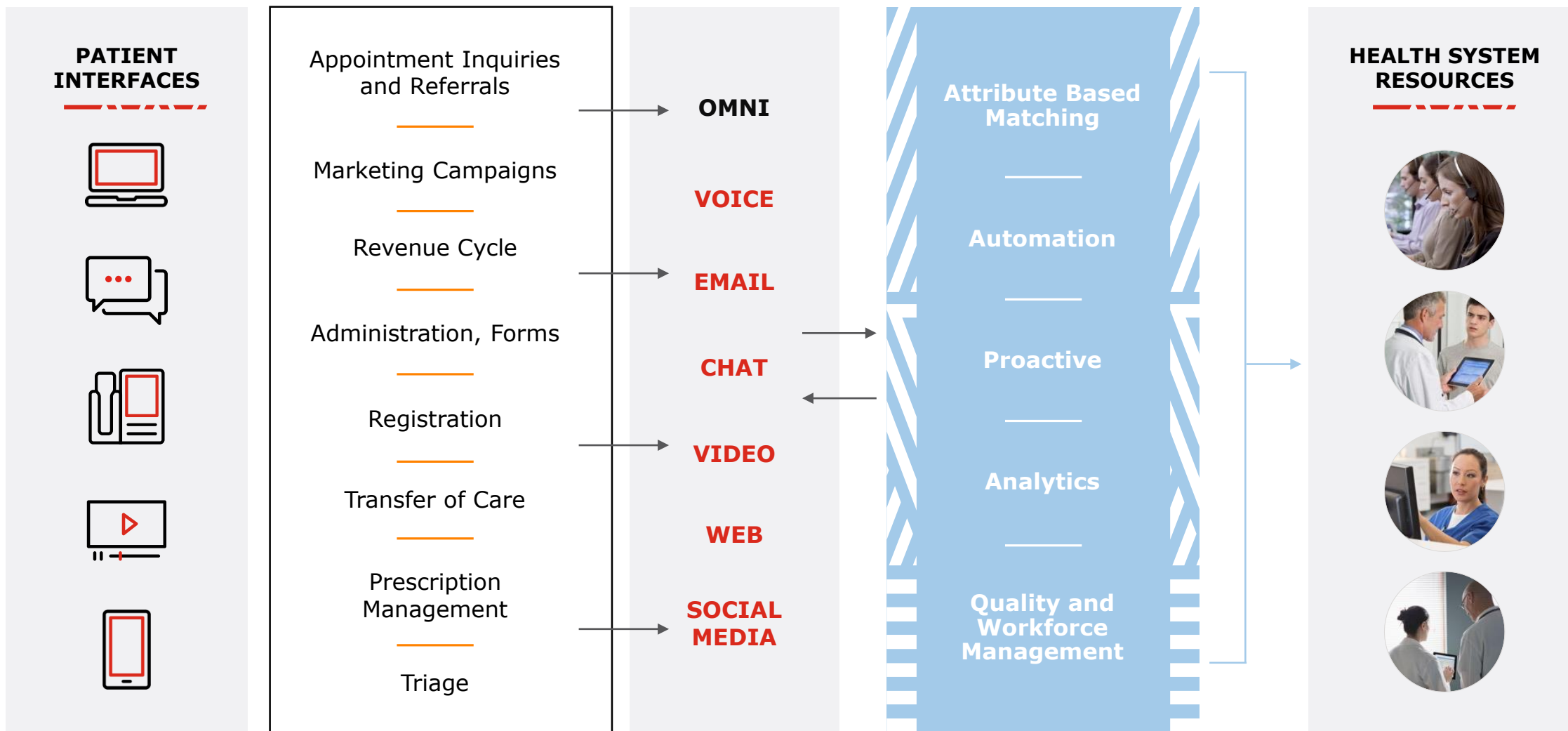
# Healthcare is Transforming



# Areas of Focus



# Patient Access and Services



# Automation

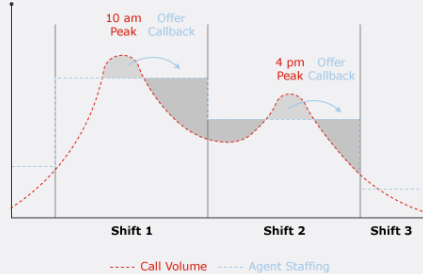
## Self Service



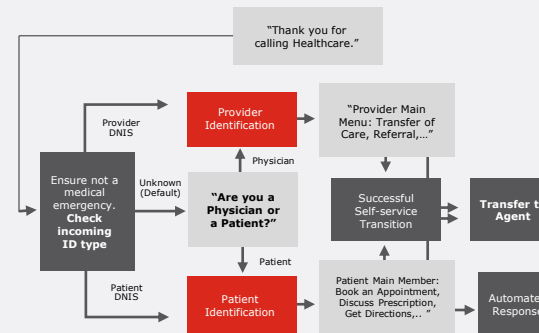
## Call Back Assist



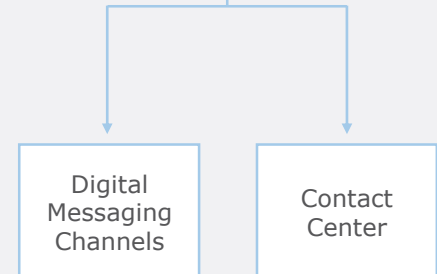
*"About ready to cancel my [company name] service and go to another provider. Been on hold with them for 33min!!"*



## Issue and Patient Identification, Validation, Context



## ChatBot



# Proactive

## Referral



VOICE  
EMAIL  
CHAT

## Pre-Post Procedure Follow-up



## Appointment Reminders



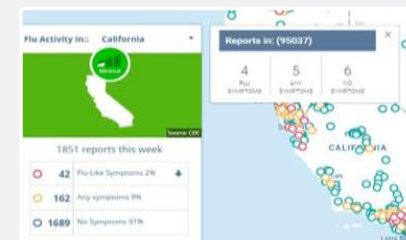
Scheduler

Patient Appointment Reminder

Patient

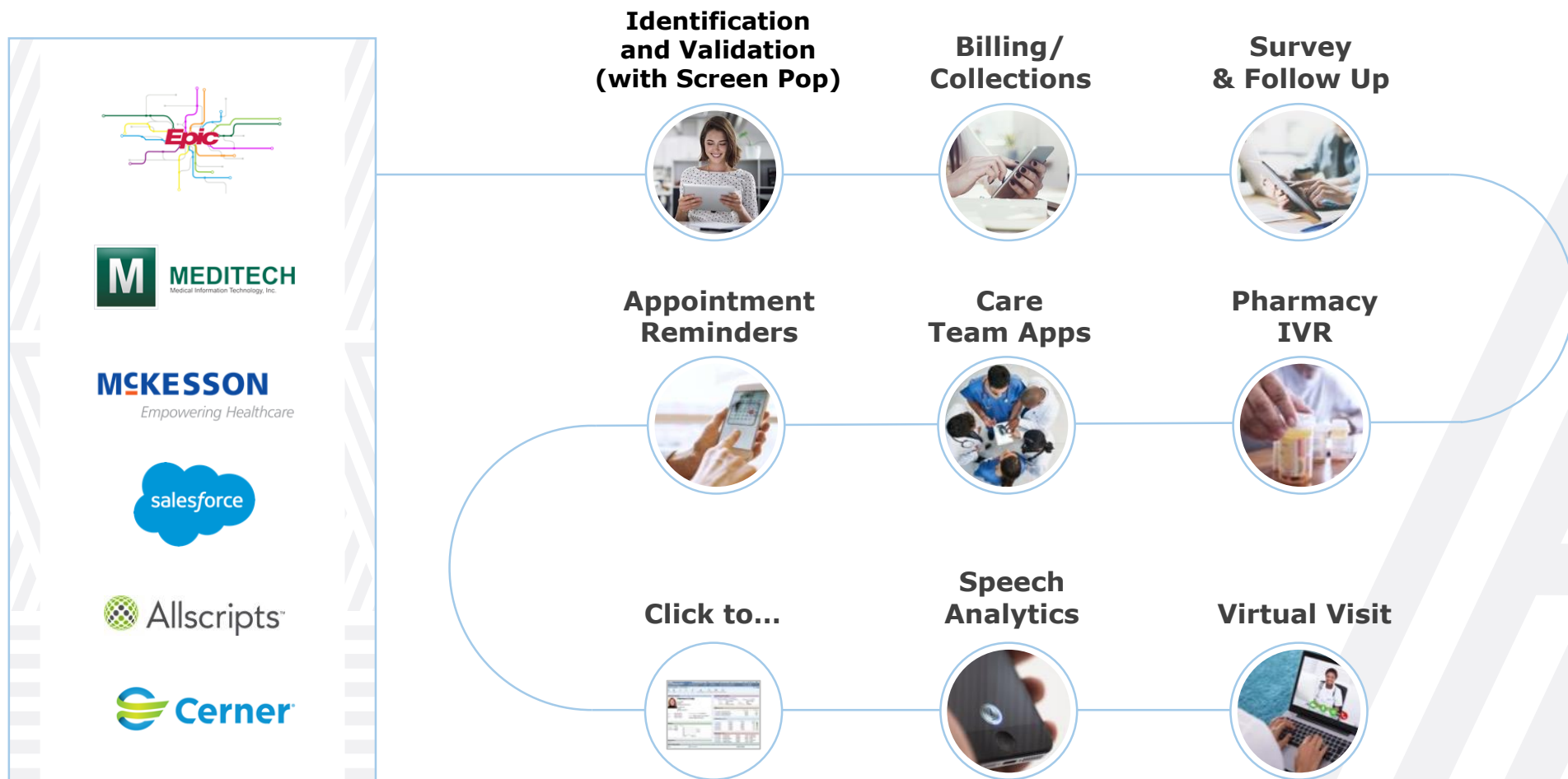


## Targeted Campaigns



# Integrations into Clinical Applications

EHR, HIE, Scheduling API's







# Care Team Collaboration

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# Care Team Coordination

## Healthcare Challenges



Research conducted during the 10 year period demonstrated that **ineffective team communication** is the root cause for nearly 66 percent of all medical errors



Top Care Team Mobile Demands are not met:  
Secure Messaging,  
One Device, Directory,  
Notifications.



Nurses walk over  
5+ miles a day.



Mobility Costs,  
Device Costs.



PHI information  
at Risk.

"Care Team is using **personal devices** to transmit."

"There is no **directory!**"

"We have **alarm fatigue**. People are turning off their phones!"

"Devices have **too many functions**."

"We need a better way to deal with **codes**."

"Waiting for a physician response, entering orders, affects **patient care**"

"Nurse Call is **not integrated**, and not silent"

"It is too hard to **find people**, the attending nurse, tech, floor coverage, too many processes, **too many modalities**."

# Current – Future State



**Tailored with the critical workflow and communications capabilities**

# Locating - Codes – Switchboard Notifications

## Interfaces

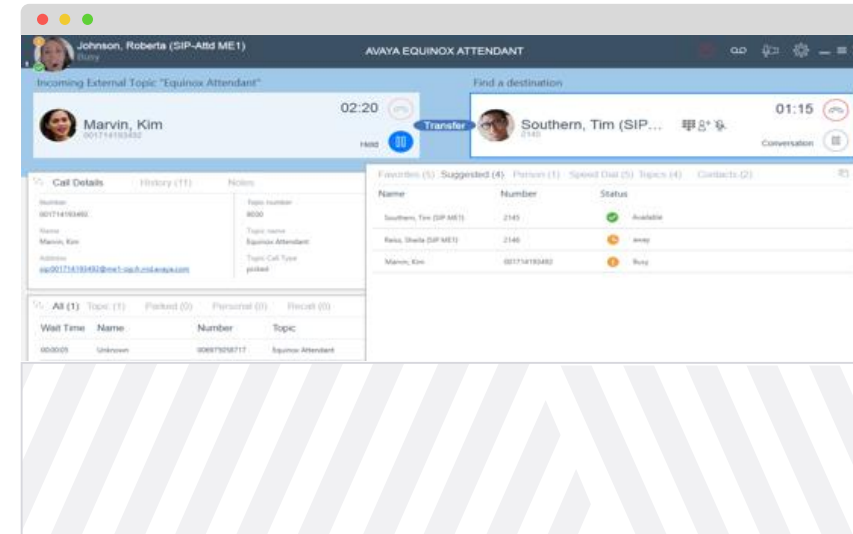
Care Team Portal | Operator Portal | Middleware Trigger

## Workflow Management

Oncall Code Scenarios | Reporting | Users Groups | Escalations | LDAP Sync  
ADT sync

## Communication Channels

Voice | Conference | Email | SMS | Pager | Speaker



**Rapid Notification, Response and Collaboration**





# Thank you.

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