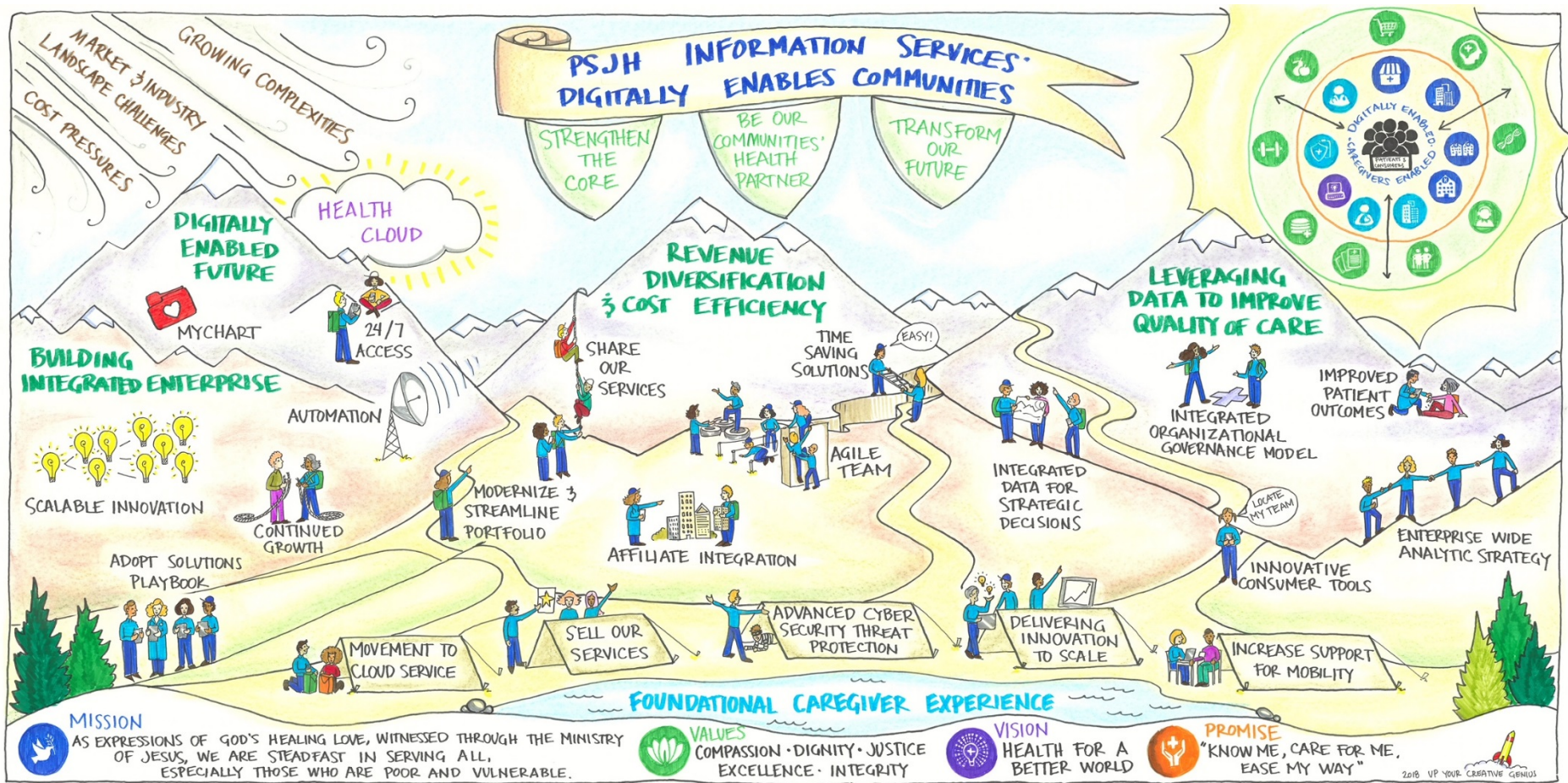


# IS+Health 2.0: Digitally Enabling the Future



## Strategy Story for Caregivers

# The Information Services Journey to Digitally Enabling Health 2.0



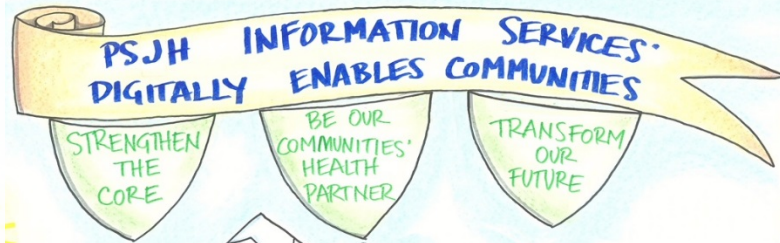
# A metaphor of a shared Journey

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- IS leadership from across our organization mapped our key, shared strategies being driven into 2019 and beyond to support the overall system strategy, as well as our continued IS integration and process improvements.
- As the strategies were mapped, a metaphor took shape – a long-term journey of IS teamwork with critical focuses and shared goals on the horizon of digitally-enabling Health 2.0.
- The visual is inclusive, and we kept it purposely broad and conceptual.
- It's not necessarily a "linear journey" – many of the efforts are happening simultaneously and in different ways across various parts of IS.



# The end goal on the horizon



Where are we headed?

Starting in 2018, we've been hearing a lot about our PSJH system-wide strategy of Health 2.0.

- Note how **Digital Enablement** is at very center of the strategy of PSJH transforming to a diversified health company with new care delivery models, new ways of serving our communities, and new types of partnerships.
- In the horizon at the top of all the peaks we must climb on our journey is our future state of PSJH Health 2.0 and its core strategies of Strengthening the Core, Being our Communities' Health Partner, and Transforming Our Future.



# Adapting to headwinds



We face no shortage of external challenges. But they also present tremendous opportunities and motivation to improve.

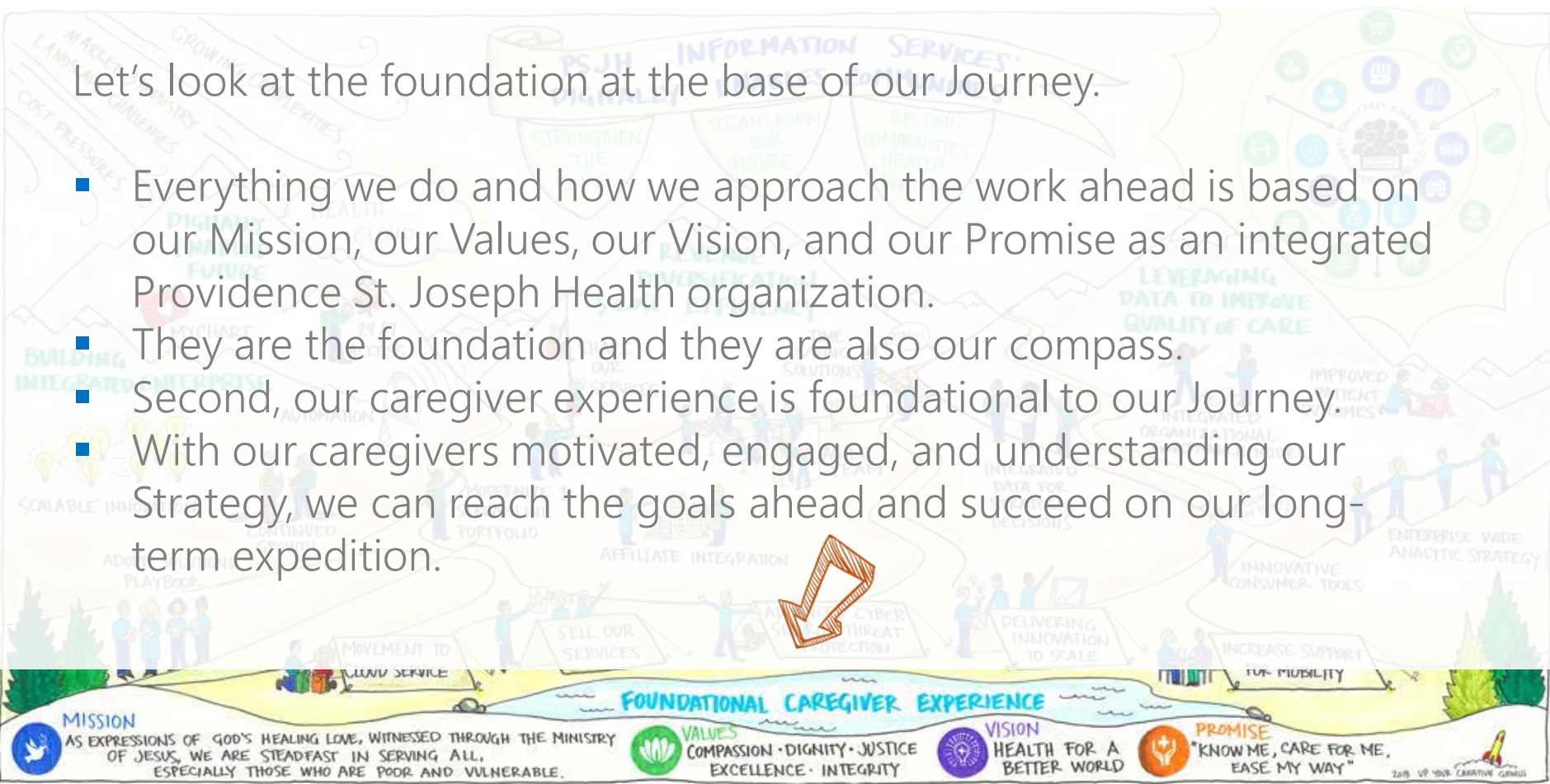
- We must adapt constantly to challenges that will bear down on us as we make our journey, threatening to throw off our balance or blow us off-course.
- They are challenges for us, but also opportunities for smarter, more efficient solutions and more agile processes.
- Cost pressures and lower reimbursements for our services make continual improvement and efficiency something necessary in all we do.
- The changing industry, with its new models of care, new competitors and possible new partners, will require us to adapt continually.
- The growing complexity of PSJH, pace of technological change, and need for cost efficiency will require us to focus on simplifying and rationalizing our approach.



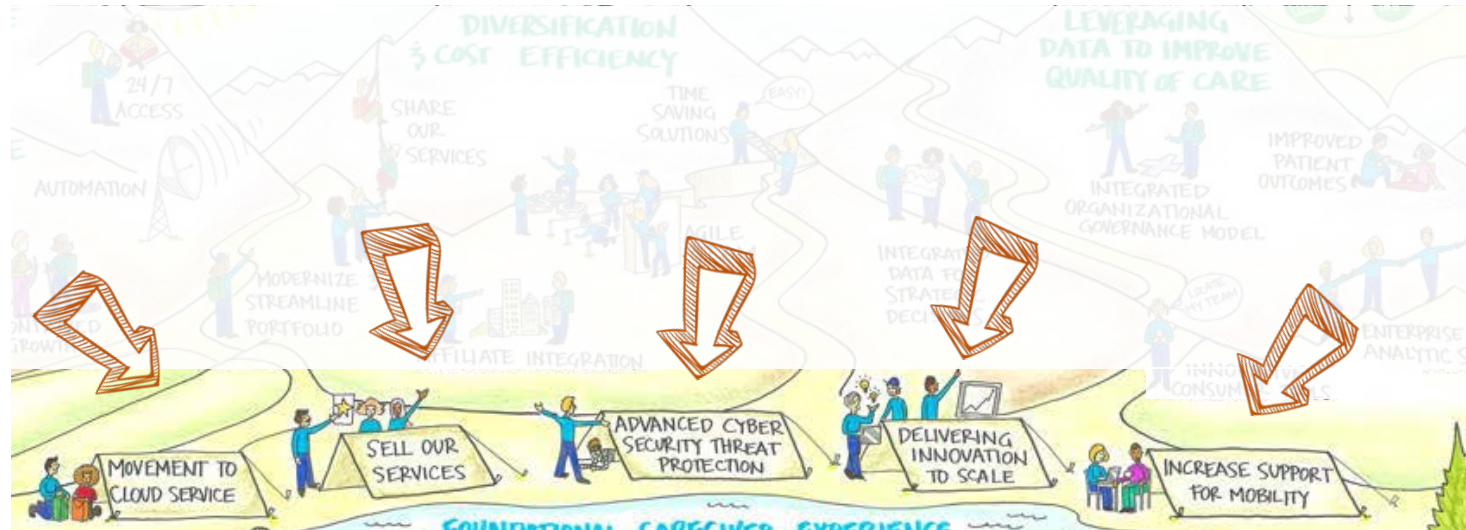
# A strong foundation

Let's look at the foundation at the base of our Journey.

- Everything we do and how we approach the work ahead is based on our Mission, our Values, our Vision, and our Promise as an integrated Providence St. Joseph Health organization.
- They are the foundation and they are also our compass.
- Second, our caregiver experience is foundational to our Journey.
- With our caregivers motivated, engaged, and understanding our Strategy, we can reach the goals ahead and succeed on our long-term expedition.



# Setting out on the journey



All efforts we embark on start from basecamps – IS centers of excellence and key tenants shaped by our leadership that inform any approach we take or any project begin.

- We are moving to the cloud as it makes sense.
- We seek new ways commercialize our services and solutions to benefit the health of the communities we serve and help generate new revenue.
- We always protect the cyber security of PSJH against ever-emerging threats.
- We look to smart processes and automation to deliver innovation, but do so at-scale.
- We support the accelerating trend of mobility for our caregivers.



# Key areas of IS focus

Our journey is focused around key opportunities.

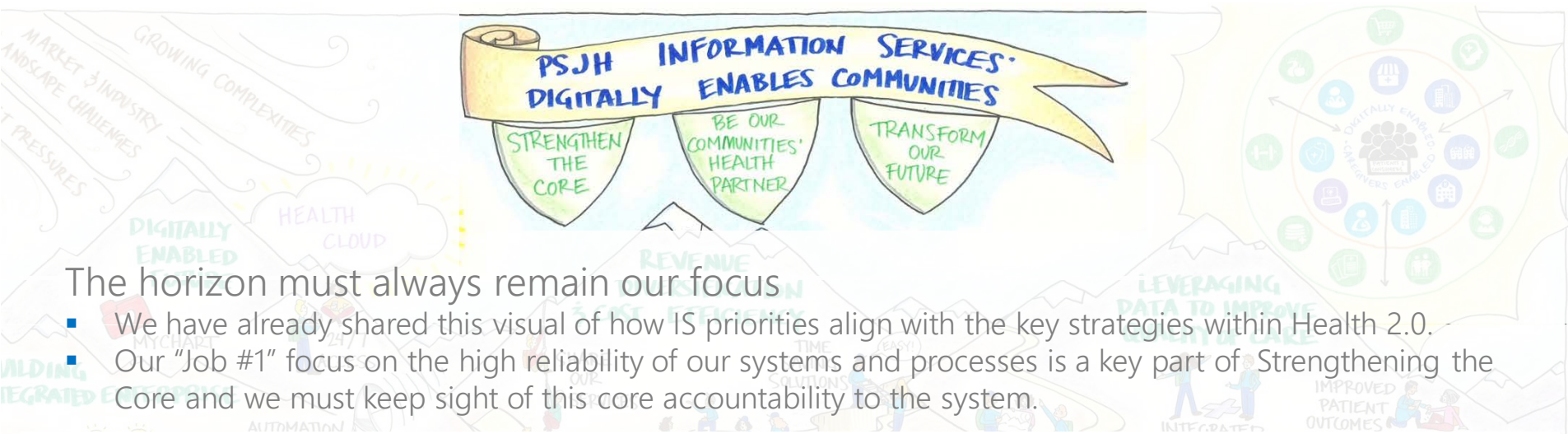


Our key focus areas to support Health 2.0 are the peaks and the Health Cloud in the landscape. While the PSJH strategy of Health 2.0 is the ultimate horizon, several main areas of IS work are the immediate peaks of opportunity where we're focused. Our projects and process improvements may sit on the path up toward one or more of these peaks. In addition to digitally enabling the future of Health 2.0:

- Building the Integrated Enterprise is about standardizing our tools, systems, apps, and processes within IS and for other teams internally, so we can truly be an integrated organization.
- Another key peak represents the opportunity to create new revenue streams, such as the work Community Technologies drives, but also to deliver higher quality services at a lower cost to allow us to continue to support our Mission.
- We also have the opportunity to harness an IS core strengths of using data in smart new ways to improve the care PSJH provides to our communities and patients.



# The end goal on the horizon



The horizon must always remain our focus

- We have already shared this visual of how IS priorities align with the key strategies within Health 2.0.
- Our "Job #1" focus on the high reliability of our systems and processes is a key part of Strengthening the Core and we must keep sight of this core accountability to the system.



## Building the Integrated Enterprise

- Partnering to implement a consumer-friendly, standardized portfolio of technology solutions
- Supporting an agile environment that prioritizes proven technologies
- Transforming IS to deliver highly reliable solutions that are easy to use, at a lower price point



## Driving revenue diversification and cost efficiency

- Using our scale and expertise to lower the cost of IS services and generate new opportunities for PSJH
- Supporting continued growth of the Community Technologies program



## Leveraging data to improve the quality, and lower the cost, of care

- Developing tools for clinicians to ensure better outcomes for all
- Leveraging data to drive for cost transparency, in support of better decisions.

## Empowering the digitally-enabled organization of the future

- Technology solutions in the cloud, where it make sense
- Implementing scalable solutions to support a hybrid environment.
- Planning for cost effective, scale-able growth and organizational agility

# Many key mileposts on our journey



We are planting critical mileposts that will help guide us and help accelerate our journey.

- These milestones and markers are key approaches and work streams forming jumping off points that will help us make the collective journey and scale the mountains ahead.
- This element of the visual shows IS as teams of caregivers embarking on the big efforts that form the underpinnings supporting Health 2.0 technology and making our own organization future-ready.
- Imagine our many key work streams and smaller journeys underway as part of a greater journey. Many groups of IS caregivers are in different stages of their climb.
- Everyone is part of the expedition in some way.
- Are you or your team ascending one or more of the mountains depicted, but you're not seeing your activity represented? Draw it in! Or, talk to your core leader if your work doesn't seem to be on the "map." That may mean it's off-strategy.

# Examples of key IS programs on the mountain



- ServiceNow
- SailPoint



- Grace IT integration
- Hoag Epic



- Epic instance consolidation
- ERP



- AD domain consolidation
- WAN transformation



- Expand Provisioning of IT services
- Health data partnerships



- Epic maternal hemorrhage risk scoring



- myHlway
- Enterprise Data Lake



- Technology Investment Council
- Standard Shared Services staff augmentation using IQNavigator



- No Show and other apps



# This is a shared journey



*We're on it together!*

Our journey is collective.

- The peaks we must ascend to bring Health 2.0 clearly into focus as a reality may be tall, but they are inspiring!
- The paths we will take are many and inter-related. Like climbers on a real mountain, you may start up one face or one path, only to encounter obstacles or spot a better, clearer path forward as you begin.
- The basecamps, midpoints, and highlands of our journey are full of your fellow IS caregivers, so no team is ever alone.
- We are learning, sharing, and helping pull each other up on this long ascent.
- The most important thing is planting more mileposts and continuing our climb.