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COVID-19 impact on Healthcare IT

Due to the pandemic, there has been a digital transformation of the world's healthcare ecosystems improving data collection while challenging and changing the infrastructure, operations, security and culture of those systems.

Infrastructure

REMOTE WORK REQUIRED SEVERAL CHANGES:

- Mobility (laptops, cell phones, hot spots, among others)
- Communications / internet access (WAN/ VPN's)
- Business plans that evolve considering different scenarios
- Home infrastructure became a concern (ISP and power outages)
- Cloud based collaboration tools became essential for business continuity (Office 365, Zoom, Webex, among others)

Operations

- Remote support went from *persuasion to the adoption of digital technology* and ultimately a supported adoption of this process
- Internet access at home vs. remote learning
- Cloud based call centers platforms expanded rapidly
- Shortages in equipment and support services impacting supply chains
- Paper based providers became less competitive

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COVID-19 impact on Healthcare IT

Security:

- Increase in hacker attacks to healthcare industries
- Explosion of MDM for remote mobile users (Mobile Device Management)
- Expansion of secure remote platforms (VDI – local and cloud based)
- Increase demand for VPN's & multi-factor authentication

Culture:

Adoption of digital platforms

- Expansion and implementation of telemedicine platforms
- Electronic prescriptions
- Direct messaging

Irreversible Trends:
MAJOR HEALTHCARE IT TRENDS HAVE GAINED MOMENTUM

- AI – diagnostics, supply chain models, drug discovery and research
- Telemedicine
- At home lab testing

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Interoperability

"seamless ability to securely access and use health information from different sources, which is stored in electronic health records (HER's), but includes information from many different sources and portrays a longitudinal picture of their health…" by ONHC

- ✓ **Patient Access API – July 1st, 2021**
- ✓ **Provider Directory API – July 1st, 2021**
- ✓ **Payer-To-Payer Data Exchange – January 1st,2021**

Interoperability data ➡️ needs to be timely and accurate.

- Health insurance companies are all working towards meeting CMS deadlines and collaborating towards P2P data exchange

BENEFITS:

- More public health data
- Reduced costs
- Coordination of care
- Improved outcomes

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Challenges:

Technically complex (HL7-FHIR, identity management, security, consent, 3rd party apps certification, among others)

Local government plan

Opportunity to develop local software programs to meet market demands

Cost of implementation

Interoperability standards are poorly enforced

Diverse technical maturity of stakeholders in the PR healthcare ecosystems (hospitals, providers, insurance companies, government)

Financial models to support the mandate are mostly transactional
Value perceptions are diverse amongst stakeholders such as clearing houses, hospitals, providers, insurance companies and aggregators

Information blocking is prohibited but tangible & legal action seems inevitable

Over 350K health apps are available (2018) & growing rapidly

VÍVELA >> MCS

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Conclusion:

- **Digital transformation** of the world's healthcare ecosystems due to the COVID-19 pandemic

- Interoperability **mandate benefits from the accelerated transformation**

- **Puerto Rico's healthcare IT has favorably evolved during the pandemic**

- Significant challenges continues and requires **more government contribution**

The Best Healthcare Plan in Puerto Rico