GET READY FOR REAL
DIGITAL HEALTH SYSTEMS TRANSFORMATION

Change is here—and people are beginning to question if society is ready to cope with the impact technology is bringing to health care and the economy.

New technologies, rapidly proliferating in society and health care, are continuously disrupting established norms, systems, and practices, offering a ringside seat to the phenomenon of "disintermediation." In the age of the internet, it is expected that this revolution will continue to multiply in impact, as smartphones, wearable tech, and high-speed access continue to amplify the needs for connectivity-enhanced workflow redesign.

With consumerism and available information on the rise in health care, patients are seeking care and services that correspond with their everyday lifestyle, constraints, and expectations. To contemporize solutions and systems, further research in understanding health care supply and process channels is necessary.

Antibiotics changed medicine as we know it—and experts have stated digital technology is disrupting the health care system with the same magnitude.

» *With the intersection of data, devices, systems, and AI upon us, how do we best prepare the health care providers of the future?*

» *How do remain highly skilled ourselves?*

» *How do we retrain and reframe our thinking to be future-focused, rather than constricted by past processes?*

What is DISINTERMEDIATION?

Disintermediation is the removal of intermediaries from a supply chain, or cutting out the middlemen in connection with a transaction or a series of transactions.

» *"Who," "what," or "when" does the "middleman" appear in health care systems, and is there a better way forward?*

Traditional Health Care Model

→ A patient with diabetes detects a need for medical care

→ Patient drives to doctor, then waits to see them and for lab work *(could be a long wait)*

→ Patient drives to pharmacy to pick up new prescription

Disintermediated Health Care Model

→ Tech device alerts a patient with diabetes and their doctor to glycaemia change

→ Doctor uses telemedicine to confirm the patient status

→ Pharmacy delivers medication to home

Additional Resources

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Skiba, D. J. (2018). The invisible health care professional: Exploring the intersection of data, devices, and artificial intelligence. *Nursing Education Perspectives,* 39(4), 264-265.

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