Leveraging digital technologies to revolutionise care pathways



CF are working to re-define the health journey with healthcare systems around the world, in which everyone's health journey is unique yet seamlessly connected to a comprehensive ecosystem of data and knowledge.

Digital transformation – and leveraging digital technologies to revolutionise the patient journey – is at the heart of this ambition. The focus is on using technology to:

Simplify patient interactions

Provide more personalised, accessible and convenient services to patients

Level-up services using advanced technologies such as Al and telemedicine

The opportunity to transform how stakeholders interact with healthcare

Tech can be harnessed to provide personalised, preventative, and proactive care.



Data, digital and AI should change the experience for beneficiaries, care providers, and regulators - and should transform the relationships between all these stakeholders.



All types of care pathways should be accelerated by digital innovation at every stage. Such as enabling the entry point to health services to move from direct to providers, primary care, outpatient services, and UEC to digital means (voice agents, message, applications)

Pathways are being redesigned and transformed by technology

All pathways should be redesigned around patients, powered by new technologies and delivered with compassion and precision.

In an example planned care pathway, technologies are applied across three pathway areas:

Identification of need and clinical prioritisation: Enabled through a single patient record & use of AI

Diagnosis and treatment:

Improved efficiency through AI use & supported diagnosis, genetic testing and personalized care

Monitoring, follow-up and re-escalation: Remote monitoring, virtual wards and AI powered

A care pathway for a chronic condition demonstrating successful implementation of AI and digital solutions

Relevant

Booked by

provider at

appropriate

time for patient

diagnostics

The illustration below maps out a care pathway whereby healthcare delivery is underpinned by a universal data and digital foundation, which users interact with through user-centric applications

Personalised monitoring

via wearables and online clinician chat



Alert trigger Monitoring

triggers alert to clinician overseeing care

Appointment scheduling

Patient receives notification to book online and is streamed to correct provider

Diagnostic results

Preliminary findings Al generated to facilitate consultation and sent to clinician

Clinical appointment

F2F / virtual based on patient preference

Care plan

developed by clinician (using data-drive decision support), supported with Al note capture tools, automatically writtenback into patient record

Community support

Patient sign posted to community support to encourage diet and lifestyle changes

Pharmacy

Prescriptions

electronically

sent to

pharmacy

Monitoring and evaluation

Patient monitored via wearable devices, discussions with clinicians virtually / via chat

Follow-up

Patient prompted to book follow-ups when appropriate

Ongoing care Care plan is

updated and adapted as required

Steps required to achieve this transformation



Integrated data and digital transformation:

mandated standardisation formats for healthcare data



Al integration and virtual care expansion:

clinical data standardisation to train AI models and integrate data



Regulatory policy around AI: maintain security and privacy for ensuring safeguarding, efficacy, and ethics.



Commissioning of digital solutions: value based procurement models to track longterm outcomes



Skills and capabilities: medical training and professional development programmes to incorporate Al



Governance: needed in place to be able to implement these changes safely and effectively