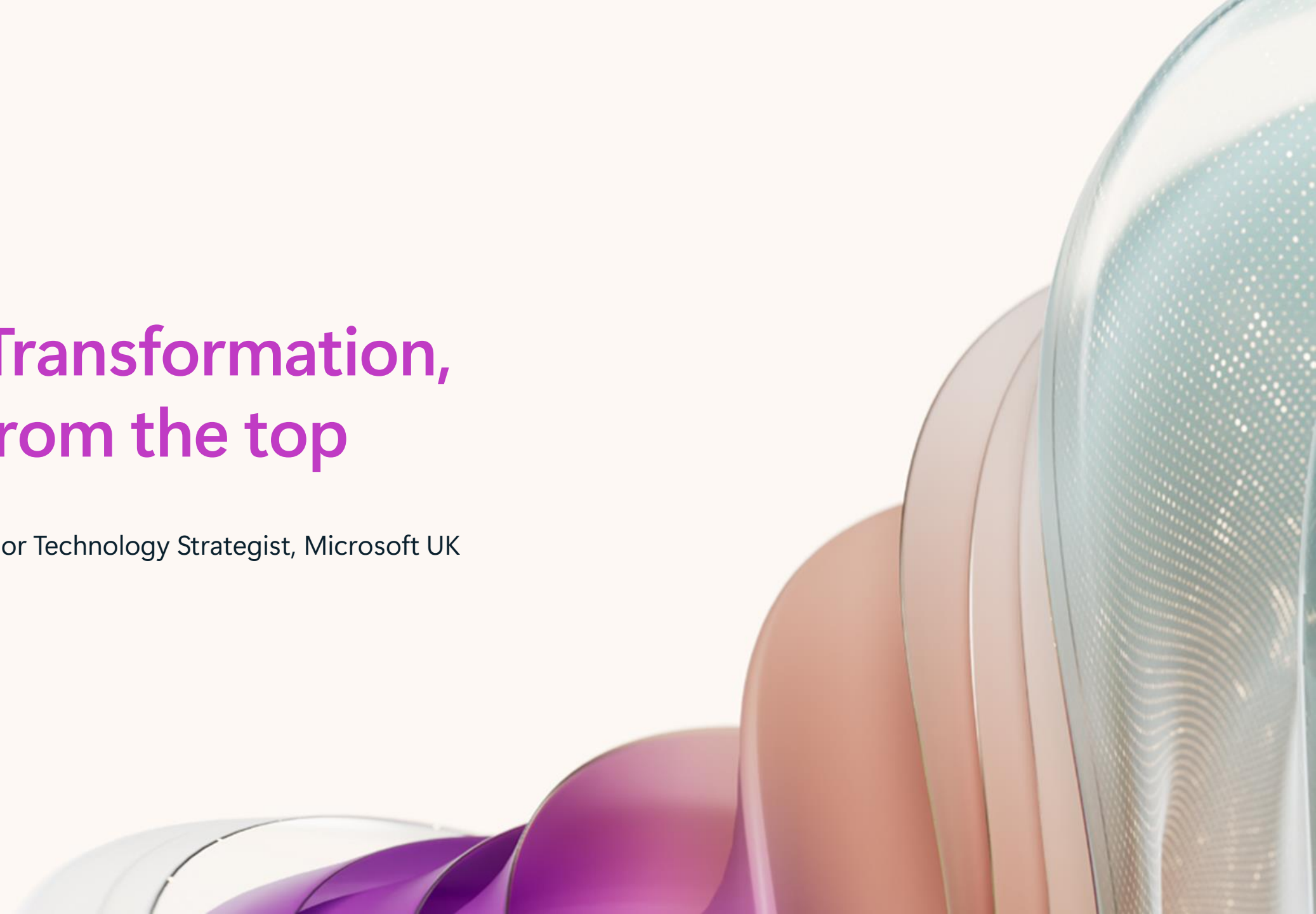




Digital Transformation, a view from the top

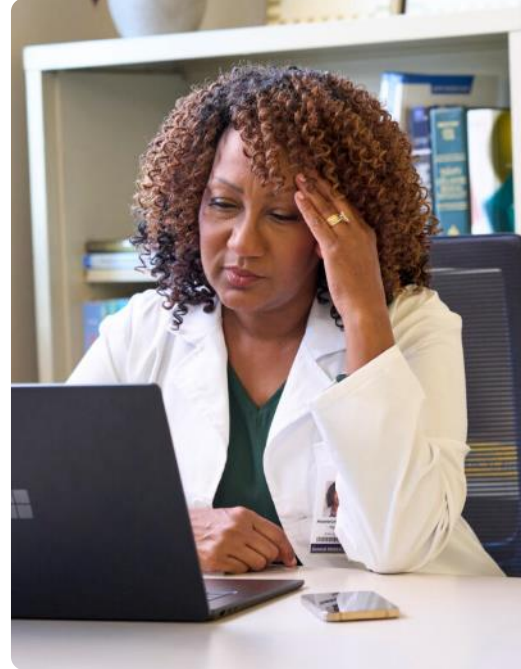
Dr Flavia Rovis, Senior Technology Strategist, Microsoft UK



Healthcare is facing
significant change



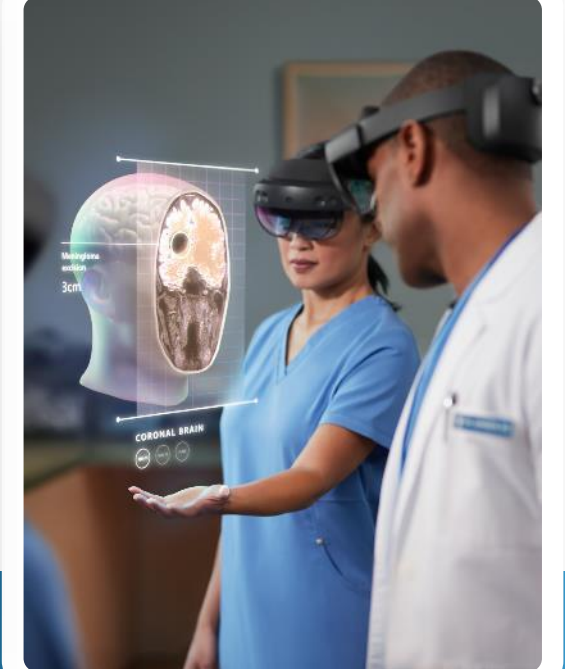
Expectations
are higher
than ever



Workforces
are becoming
burned out



Data volume is
increasing
rapidly

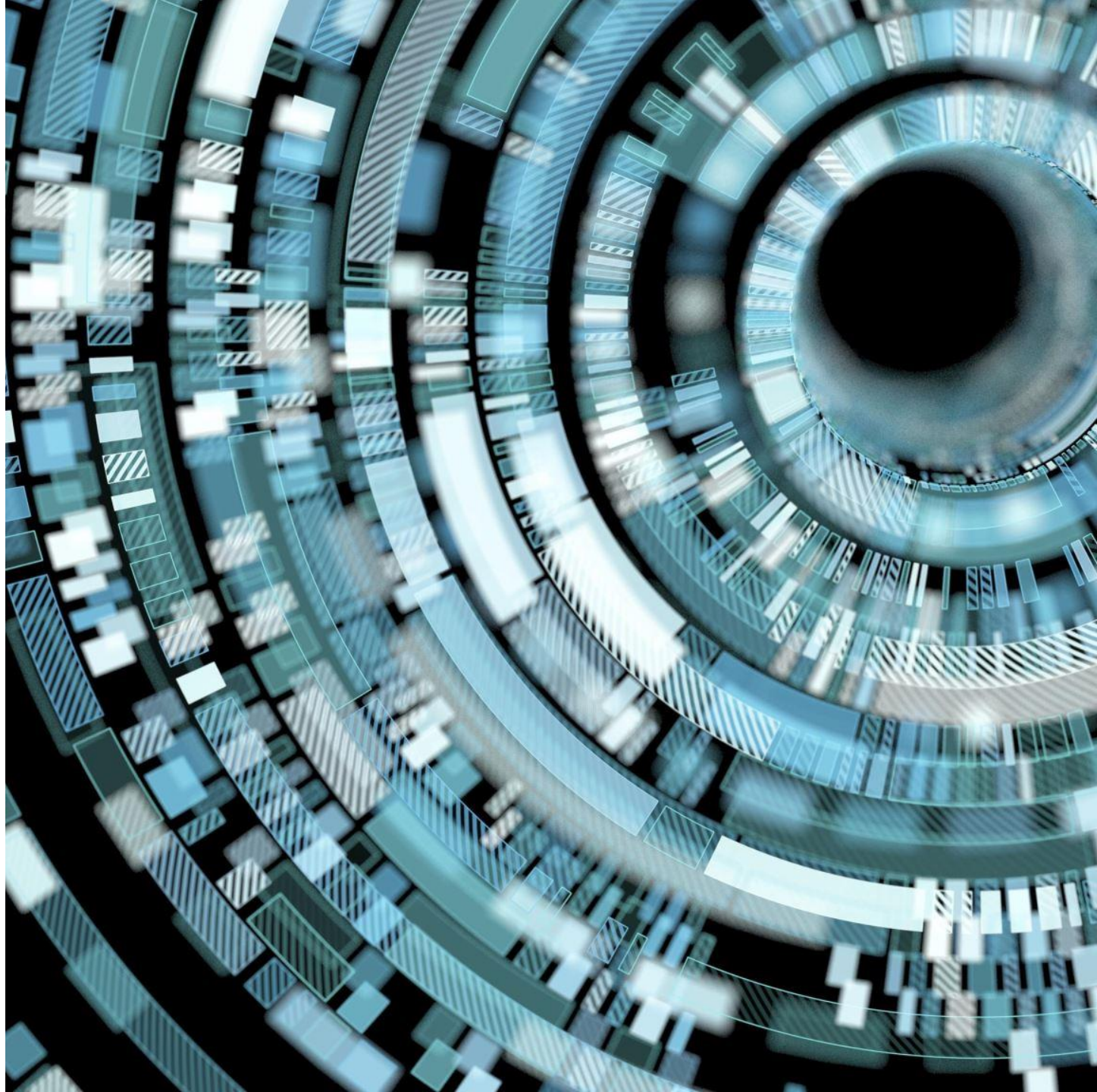


Constant
pressure to
innovate

AI and Digital Transformation

Digital transformation is changing the way we work, and AI has the potential to be a game changer.

As a key component of digital transformation, AI is helping organisations to automate business processes, develop new products and services, and improve customer experiences.



The journey of digital AI transformation

How can I delight patients and clinicians with better experiences and drive outcome improvement with pre-built applications?

How do I reduce staff burnout and empower collaboration and faster decision making?

How can I build and deploy AI at scale?

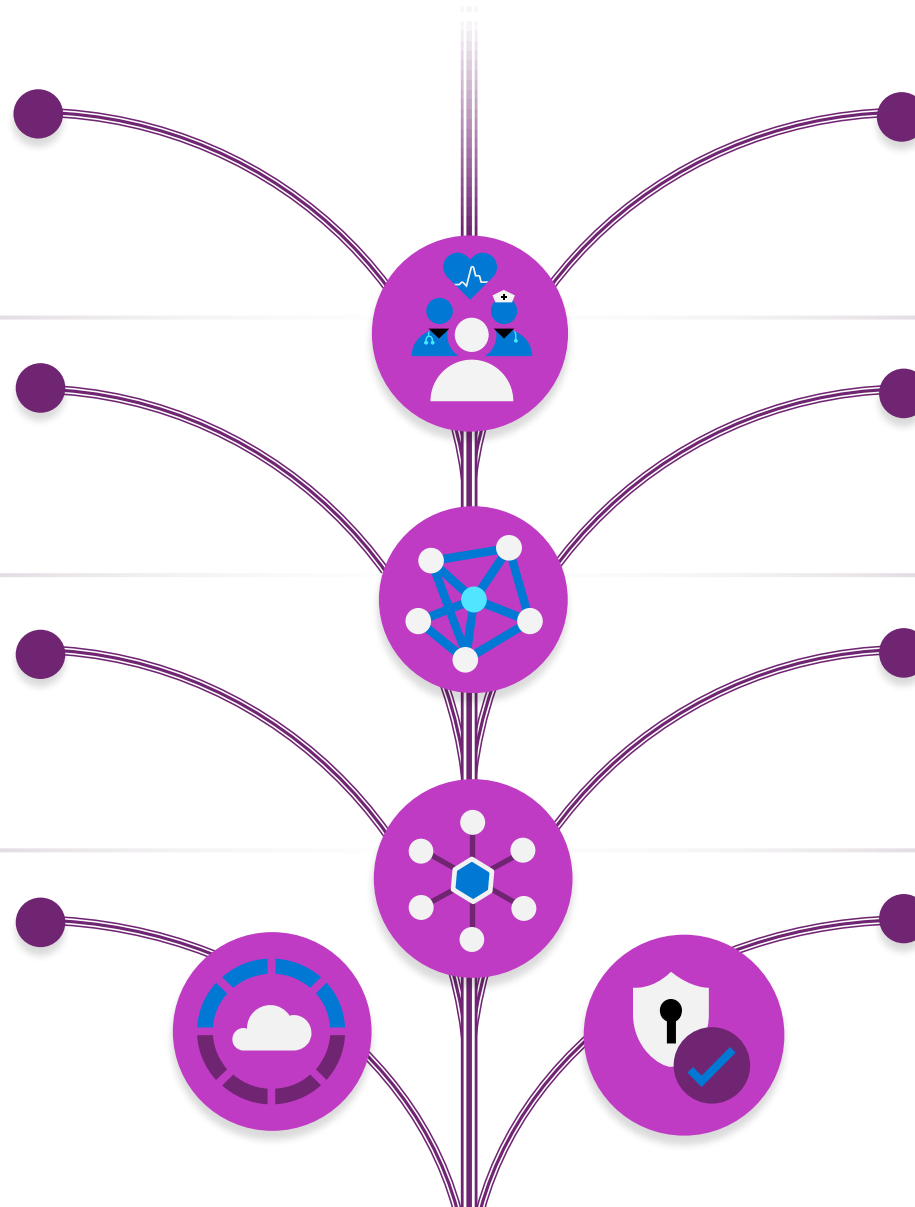
How do I leverage packaged AI services to drive better outcomes?

How can I best connect my data silos in the cloud?

How can I link data about a patient across time, care settings and other institutions?

How can I migrate my enterprise applications to the cloud?

How do I make sure my data is secure and protected?





The potential of AI is clear

\$1T

Generative AI represents a meaningful new tool that can help **unlock \$1 trillion in unrealized improvement potential** in healthcare

AI in healthcare is driving real impact across many areas

Patient	Clinician	Research
Patient engagement and support	Clinical decision support	Drug development and discovery
Identifying social determinants of health	Clinical documentation and Ambient clinical intelligence	Medical and scientific literature review
Early disease detection	Radiology workflows	Clinical trial recruitment and management

“We are no longer just talking about AI innovation in the abstract. We are seeing real product making, deployment, and productivity gains.”

— Satya Nadella, CEO, Microsoft

Key roles and requirements



1. Business Case (Exec sponsors & alignment)



2. Capacity & capabilities (Clinical and IT)



3. Communication and Culture



4. Governance (Responsible AI)



5. Implementation (Technical Foundation, Partnerships)

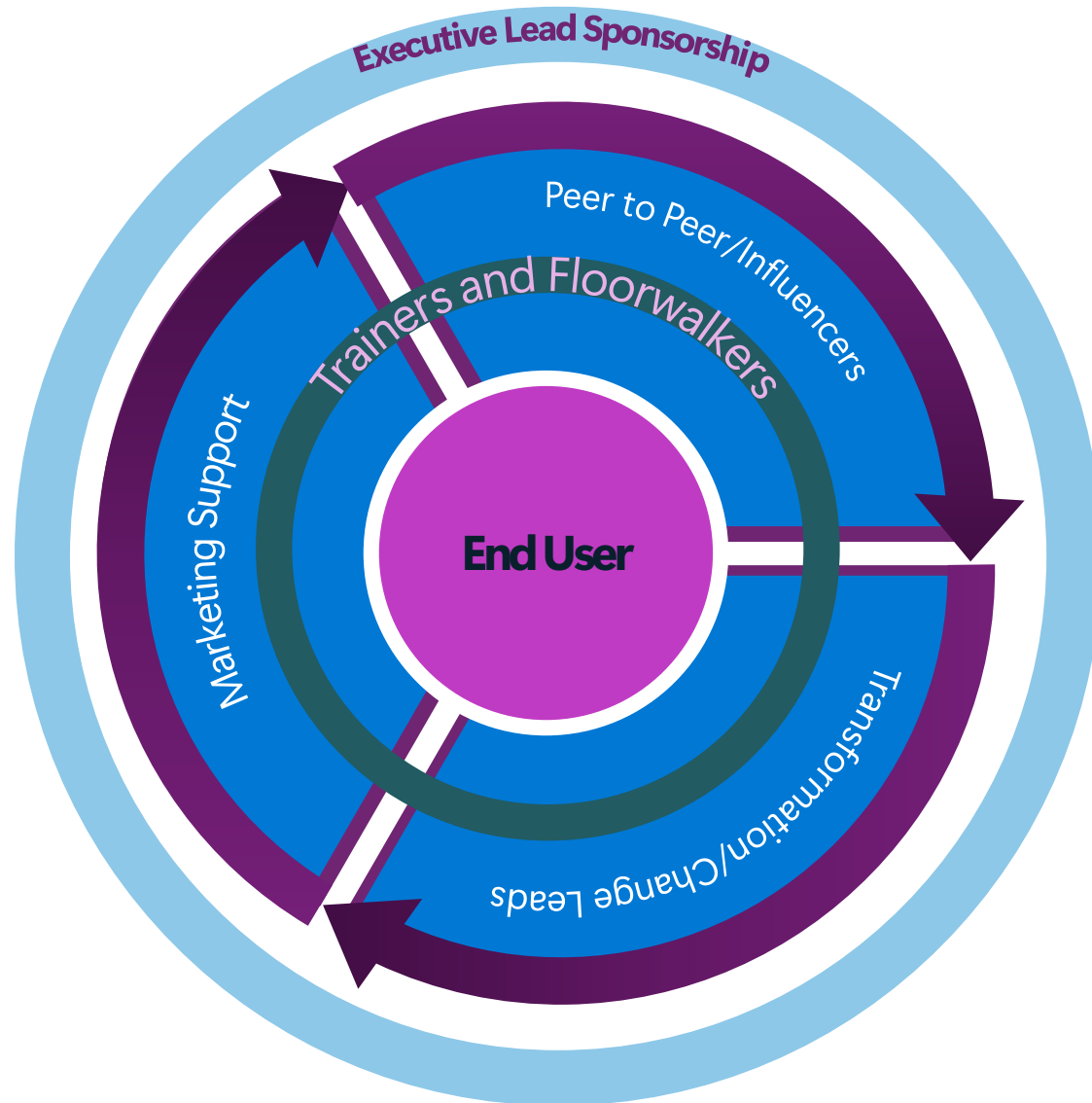


6. Maintenance & Ops



7. Value measurement (ROI)

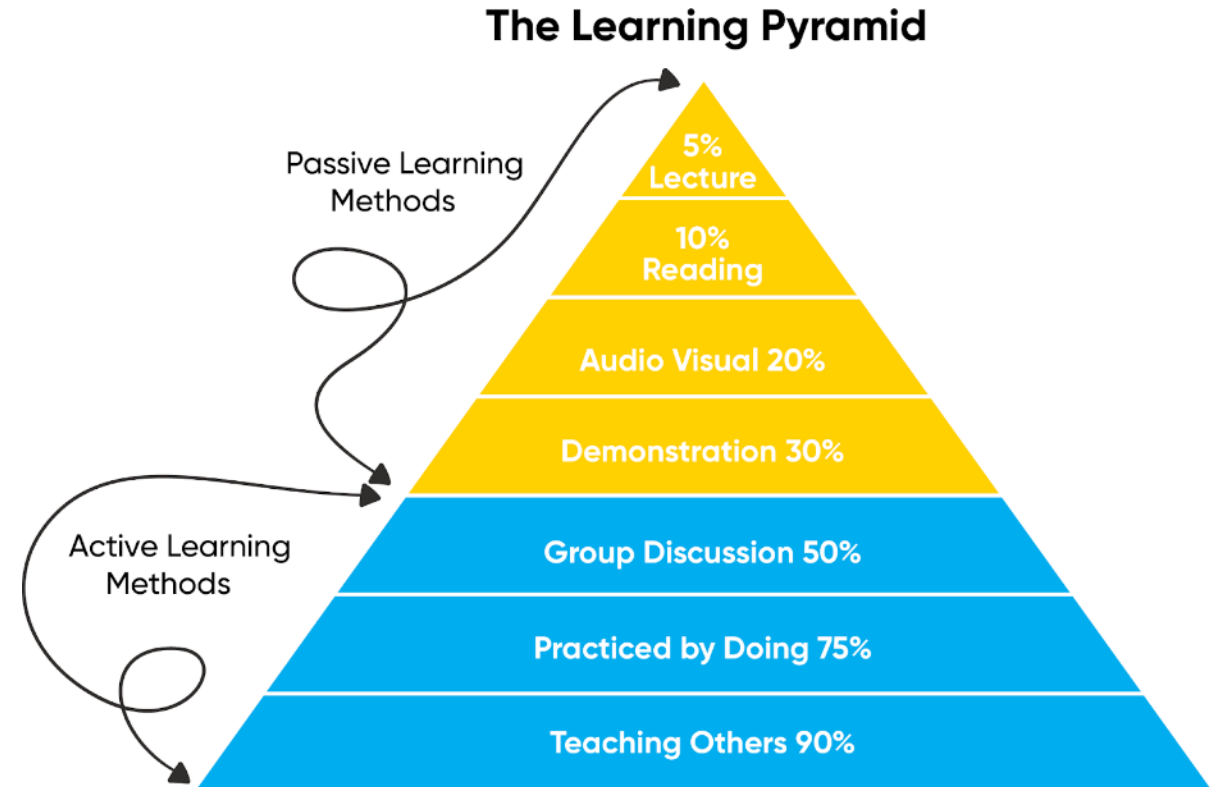
Organising around the end user experience



- **Lifecycle-driven** approach to ensure end user needs are met at every stage of their journey
- **Key Influencers** – Executive sponsors and people who will adopt and help to carry that change
- The change must deliver **measurable outcomes**
- Focus on improving **adoption** and continuous measure of **ROI** to achieve organisational success

Guide to learning

- Move the learning experience closer to the point of care
- Minimize classroom training time
- Increase consistency and continuity of learning
- Integrate learning as a process, not a one-time event



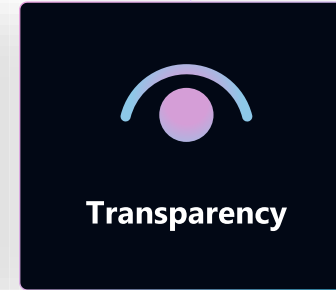
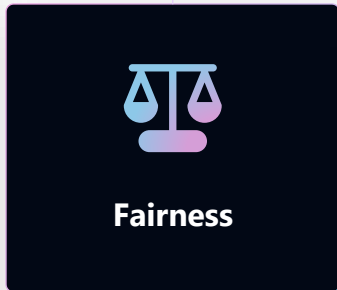
Data is the fuel that powers AI

Responsible AI learnings

Guard against biases in training data
(e.g., demographic biases)

Clinical information is from verifiable
sources and auditable

Patient data used during training or fine-
tuning can't be revealed



Ensure results are accurate
e.g., patient chart summarization

Ensure that AI is accessible and sensitive
to all population segments

Legal, regulatory compliance, along with
fairness, safety, and so on



NHS

The opportunity is *yours* to
lead the *AI transformation*