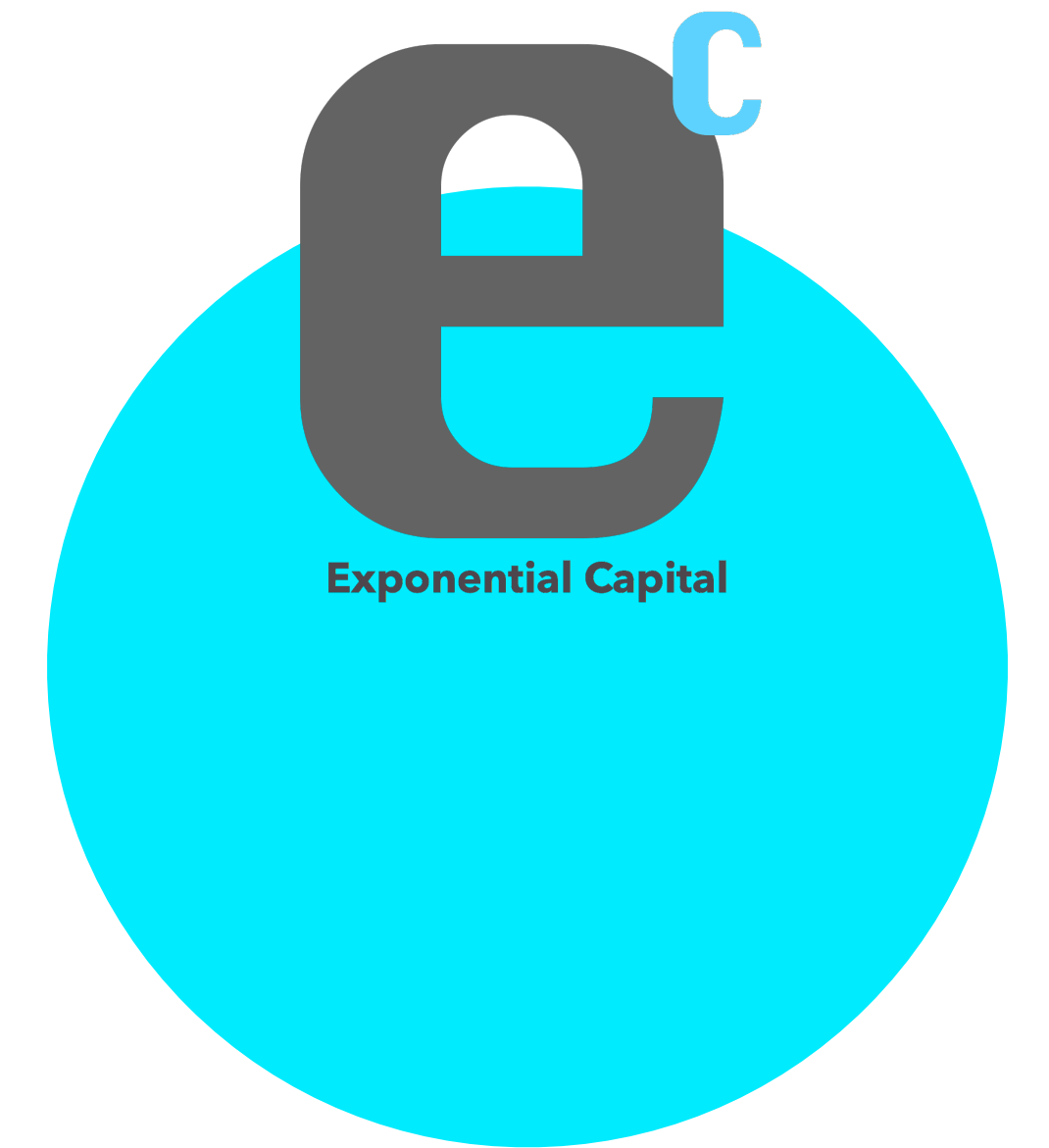# Define, Design & Deliver the Value

**NAVIGATING ORGANIZATION IN DIGITAL ERA TO 4.0 INDUSTRY REVOLUTION**

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# Analytics: The Nervous System of IT-Enabled Healthcare

The Healthcare industry is facing a unique paradox of rising healthcare need against rising customer acquisition cost. To succeed, healthcare providers are forming accountable performance matrix and restructuring their care delivery system, but are they on right track?

## Collecting the Data

**80%**

### Of electronic health information

Is said to be unstructured. Clinical data, to put it mildly is full of holes. Some countries have variety of diverse language and ends up with data that is absolutely garbage for its use.

## Clinical Intelligence

Only **30%**

### Of US hospitals

Use a clinical data warehousing solutions. And this number drastically falls in other countries. Data utilisation in health industry is poorest amongst all the industry

## Business Intelligence

**33%**

### Of healthcare organizations use BI tools

**BENEFITS**

More Revenue
Cost Effective operations
Quality Improvement
Patient Satisfaction
Labour Cost reduction

## Performance Evaluation

YEAR **2023**

### Hospitals & Pharmaceutical

Business audits are in silos of technical (clinical) audit, financial audit & operational audit. Trigone audits emerges massive benefits.

**BENEFITS**

Regulatory clearance
Risk Mitigation
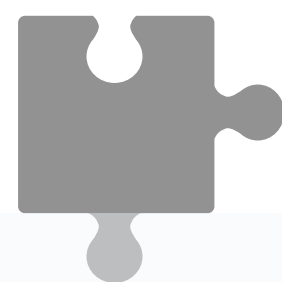Plug the leakages
Quick Turnaround
Capturing maximum LTV

**Executives share:**

# Less than 10% of digital initiatives have created the value expected*

› We know how technology and digital trends are transforming your environment. We'll uncover where the real value exists for you.

› Together we'll capture it. Our track record? **9x** average return on our fees. We charge only if we succeed.

## Strategy

Is the biggest variant between digital leaders and average-performers
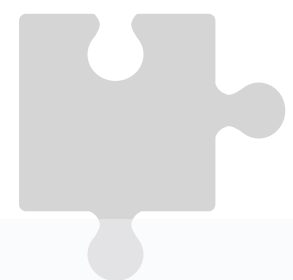
Data complexity

Data models not align with business need
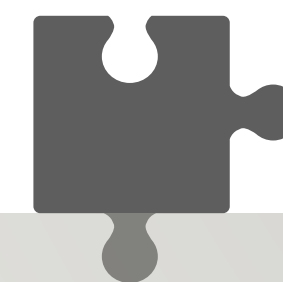
Data Analytics & Correlative Interpretation

*

# You don't add digital
# You become digital

❯ Building new products? A New business?
Full IT Transformation? Capturing long-term
value always means changing your core:

We help you navigate the complexities of today's
business environment. And we build bridges
across your organization so bold ideas become
real value that reflects on balance sheet.

Technology

People

Value Proposition
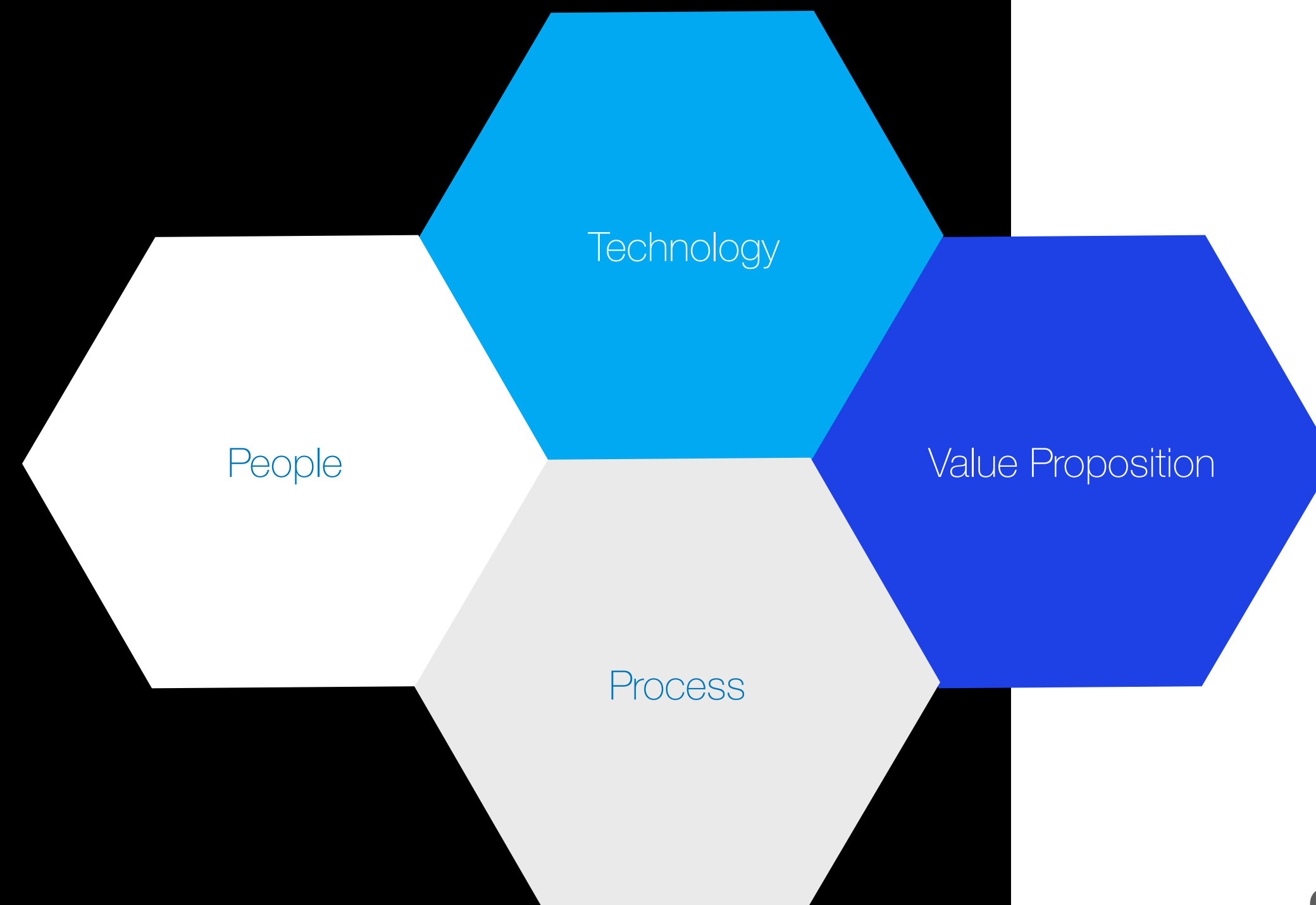
Process

Over **50%**

**of digital targets can be**

**hit within 2 years**

**DATA Quality as a Service**

We can design new capturing process or improve the existing one.

Data entry operators are experienced in healthcare ontology

**DATA Model as a Service**

Team of Bioinformatics, Data coders, Clinician with multi layer of AI quality tool to ensure excellent quality of data that truly bring values for the organisation.

**Insight as a Service**

Team of Data scientist that can design new tools, restructure existing tool

Analytics

Data Enrichment

Data Quality & Integration

Data Capture

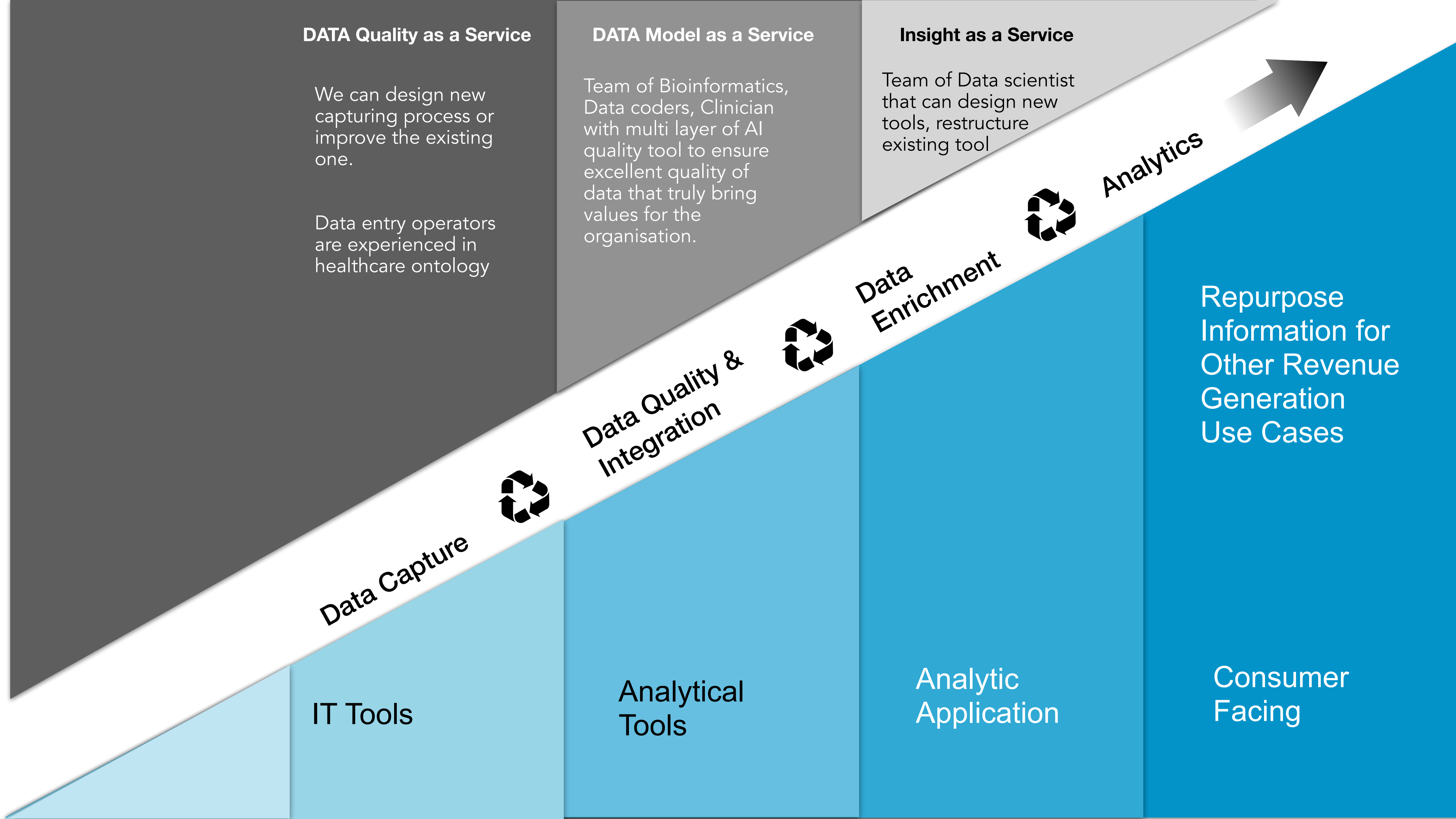Repurpose Information for Other Revenue Generation Use Cases

IT Tools

Analytical Tools

Analytic Application

Consumer Facing

High

Low

Value

Raw Data

Integrated and Enriched Data

Analysed Information

Decision Management Applications

Land of Opportunities

Business use of information

**DATA ASSETS**

**DATA MONETIZATION**

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# Build Your Data Quality Program

1. Understand the organization's data culture and data quality environment across the business landscape.
2. Prioritise business use cases with poor data quality
3. For each use case, identify data quality issues and requirements throughout the data pipeline
4. Fix data quality issues at the root cause.
5. As data flows through quality assurance monitoring checkpoints, monitor data to ensure good quality outputs

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1. **Data Quality & Data Culture Diagnostics** Business Landscape Exercise
2. **Business Strategy & Use Cases**
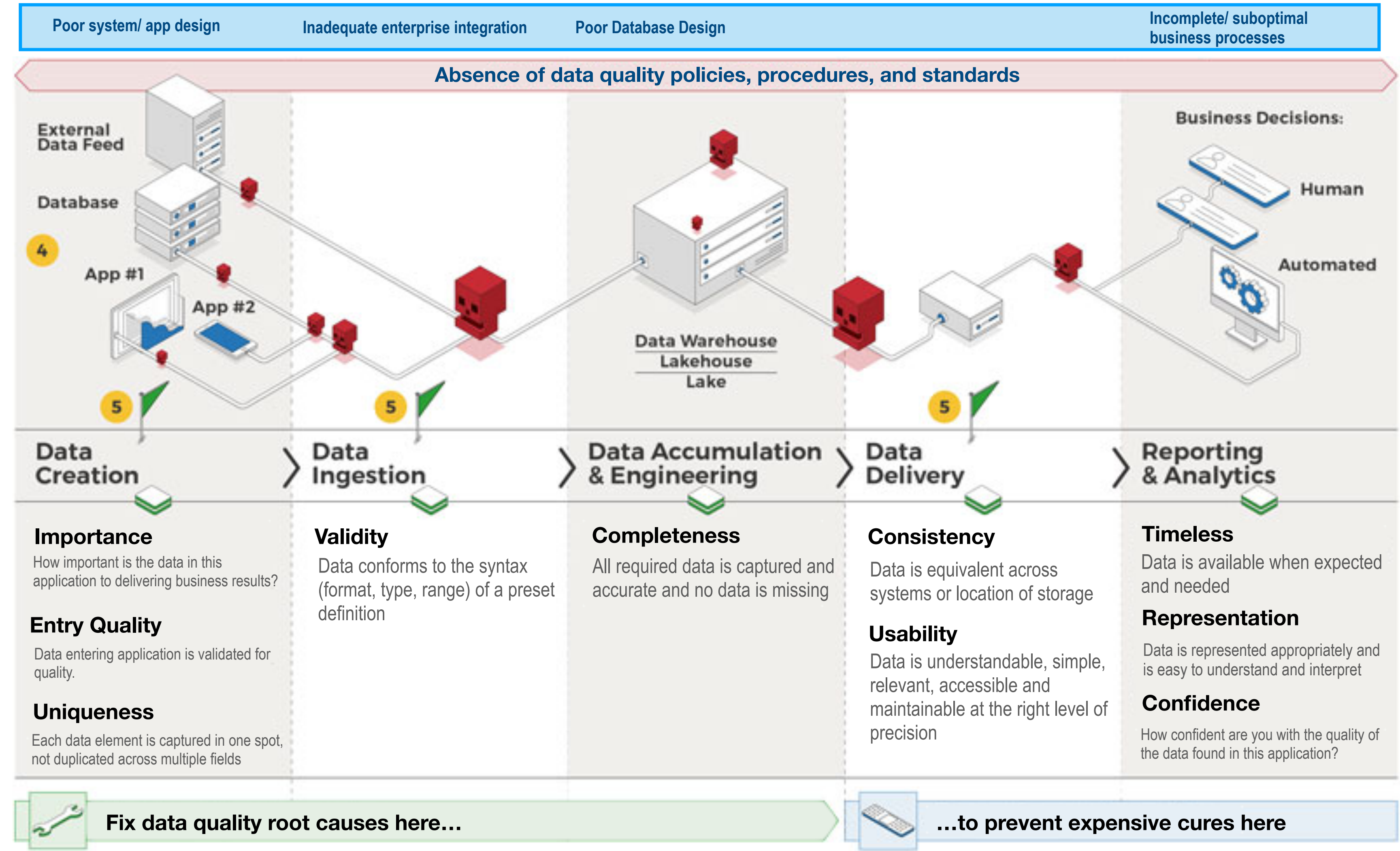3. **Prioritise Use Cases With Poor Quality**

**Info-Tech Insight**

As data is ingested, integrated, and maintained in the various streams of the organization's system and application architecture, there are multiple points where the quality of the data can degrade

**Legend:**

- Data Quality Dimensions
- Potential point of degradation of data quality (the larger the cube, the higher the cost)
- Root cause of poor data quality
- Quality Assurance Monitoring **(QAM)**

## Insight

Proper application of data quality dimensions throughout the data pipeline will result in superior business decisions

**Data quality issues can occur at any stage of the data flow**

| Poor system/ app design | Inadequate enterprise integration | Poor Database Design | | Incomplete/ suboptimal business processes |
|---|---|---|---|---|

**Absence of data quality policies, procedures, and standards**

External Data Feed

Database

App #1

App #2

Data Warehouse Lakehouse Lake

Business Decisions:

Human

Automated

**Data Creation**

**Data Ingestion**

**Data Accumulation & Engineering**

**Data Delivery**

**Reporting & Analytics**

**Importance**
How important is the data in this application to delivering business results?

**Entry Quality**
Data entering application is validated for quality.

**Uniqueness**
Each data element is captured in one spot, not duplicated across multiple fields

**Validity**
Data conforms to the syntax (format, type, range) of a preset definition

**Completeness**
All required data is captured and accurate and no data is missing

**Consistency**
Data is equivalent across systems or location of storage

**Usability**
Data is understandable, simple, relevant, accessible and maintainable at the right level of precision

**Timeless**
Data is available when expected and needed

**Representation**
Data is represented appropriately and is easy to understand and interpret

**Confidence**
How confident are you with the quality of the data found in this application?

**Fix data quality root causes here…**

**…to prevent expensive cures here**

# Transformation are **2.5** times more likely to succeed when you invest in building new skills

❯ We're the pilots who will train you to be your own pilot on this voyage. Together we'll grown your talent and skills by

**Building** the solutions you need today for tomorrow

**Operating** the solutions together while training your teams.

**Transferring** the keys to you when you're ready.

**Over** 5,000+

**e**ngineers, designers and tech experts ready to build.
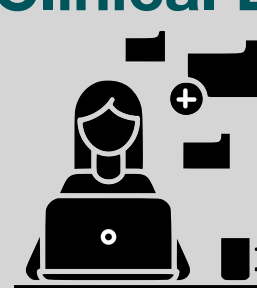
Our Six Layered system

Matrix KPI & Training Analytics

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# SIX Layered
## Quality | Value Creation



**Leadership**
- Performance Utilisation
- Introduction of new service lines
- Creating & Capturing Value
- Innovate and Design
- Practice pattern variation
- Balance Scorecard

**6**

**Healthcare Economist**
- Trend analysis
- Trigone Audits
- Forecasting
- Total Cost of Care
- Total Leak & untapped revenue

**5**

**Clinician | PCP**
- Virtual health records
- Clinical Protocols
- Clinical Decision support
- Gaps in Care
- Referral Guidances

**4**

**Health Manager**
- Virtual health records
- Clinical Protocols
- Clinical Decision support
- Gaps in Care
- Referral Guidances

**3**

**Case Managers**
- Conversion of manual notes
- Checking the ontology & codes
- Gaps in data | cleaning | restructuring data
- Aligning clinical notes and references
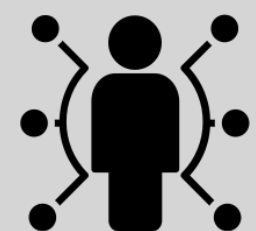- Validation of data

**2**

**POE  Clinical Expert**
- Data entry
- Complete knowledge of SNOMED & ICO
- Patient care reflection
- Gaps in data required
- Gaps in information required
- Technical proficiency

**1**

Our system is absolutely robust across the Data value chain with unique Validation process using AI tools & Manual Validation by our team of experts.

# Operation & Training

Resource identification & Process Grooming

Chief Analytics Officer

**Data Management** · **Analytics** · **Data Mining and Automation**

**Build a data foundation**
A trusted central data sources that supports the corporate strategy
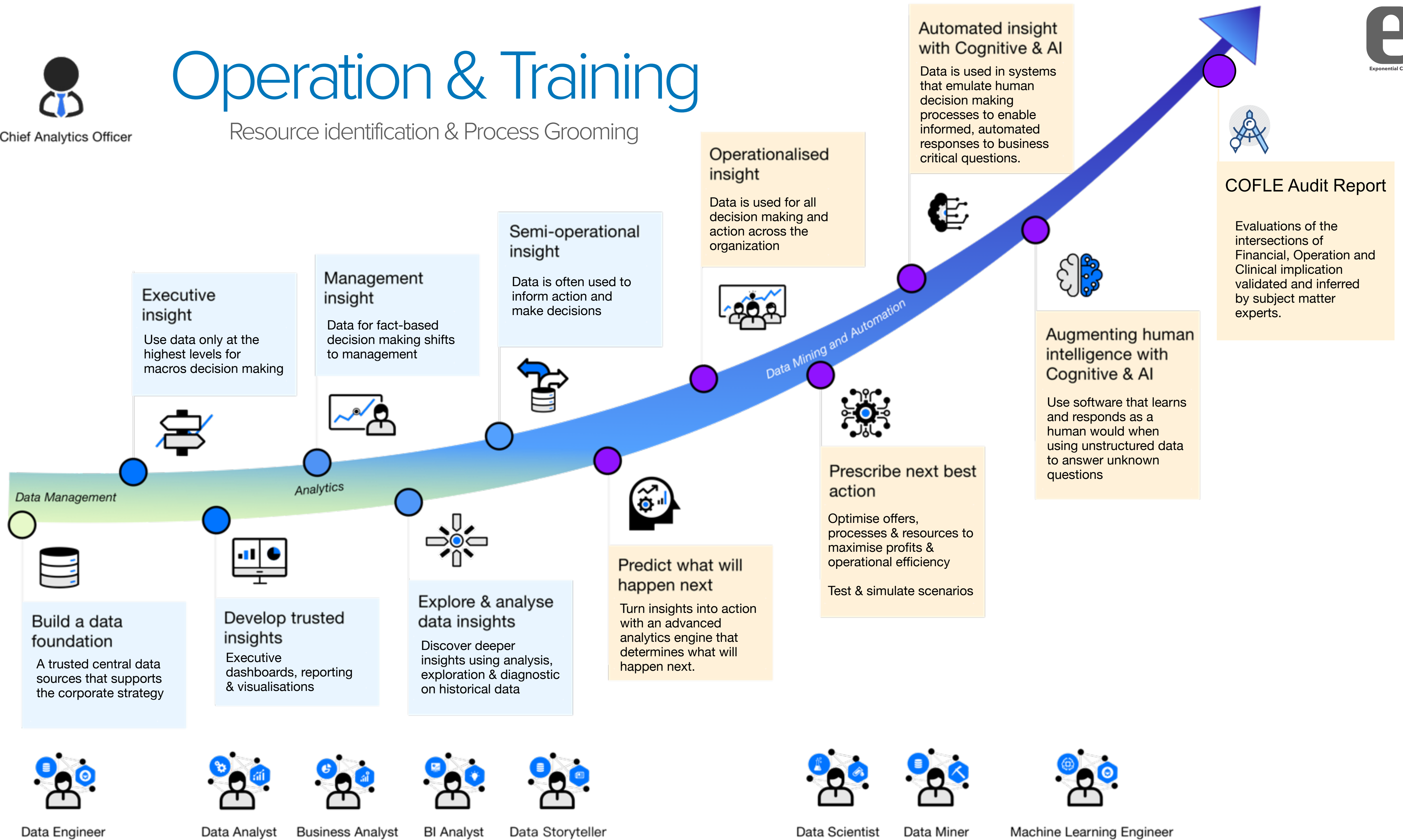
**Executive insight**
Use data only at the highest levels for macros decision making

**Develop trusted insights**
Executive dashboards, reporting & visualisations

**Management insight**
Data for fact-based decision making shifts to management

**Explore & analyse data insights**
Discover deeper insights using analysis, exploration & diagnostic on historical data

**Semi-operational insight**
Data is often used to inform action and make decisions

**Predict what will happen next**
Turn insights into action with an advanced analytics engine that determines what will happen next.

**Operationalised insight**
Data is used for all decision making and action across the organization

**Prescribe next best action**
Optimise offers, processes & resources to maximise profits & operational efficiency

Test & simulate scenarios

**Automated insight with Cognitive & AI**
Data is used in systems that emulate human decision making processes to enable informed, automated responses to business critical questions.

**Augmenting human intelligence with Cognitive & AI**
Use software that learns and responds as a human would when using unstructured data to answer unknown questions

**COFLE Audit Report**
Evaluations of the intersections of Financial, Operation and Clinical implication validated and inferred by subject matter experts.

Data Engineer · Data Analyst · Business Analyst · BI Analyst · Data Storyteller · Data Scientist · Data Miner · Machine Learning Engineer
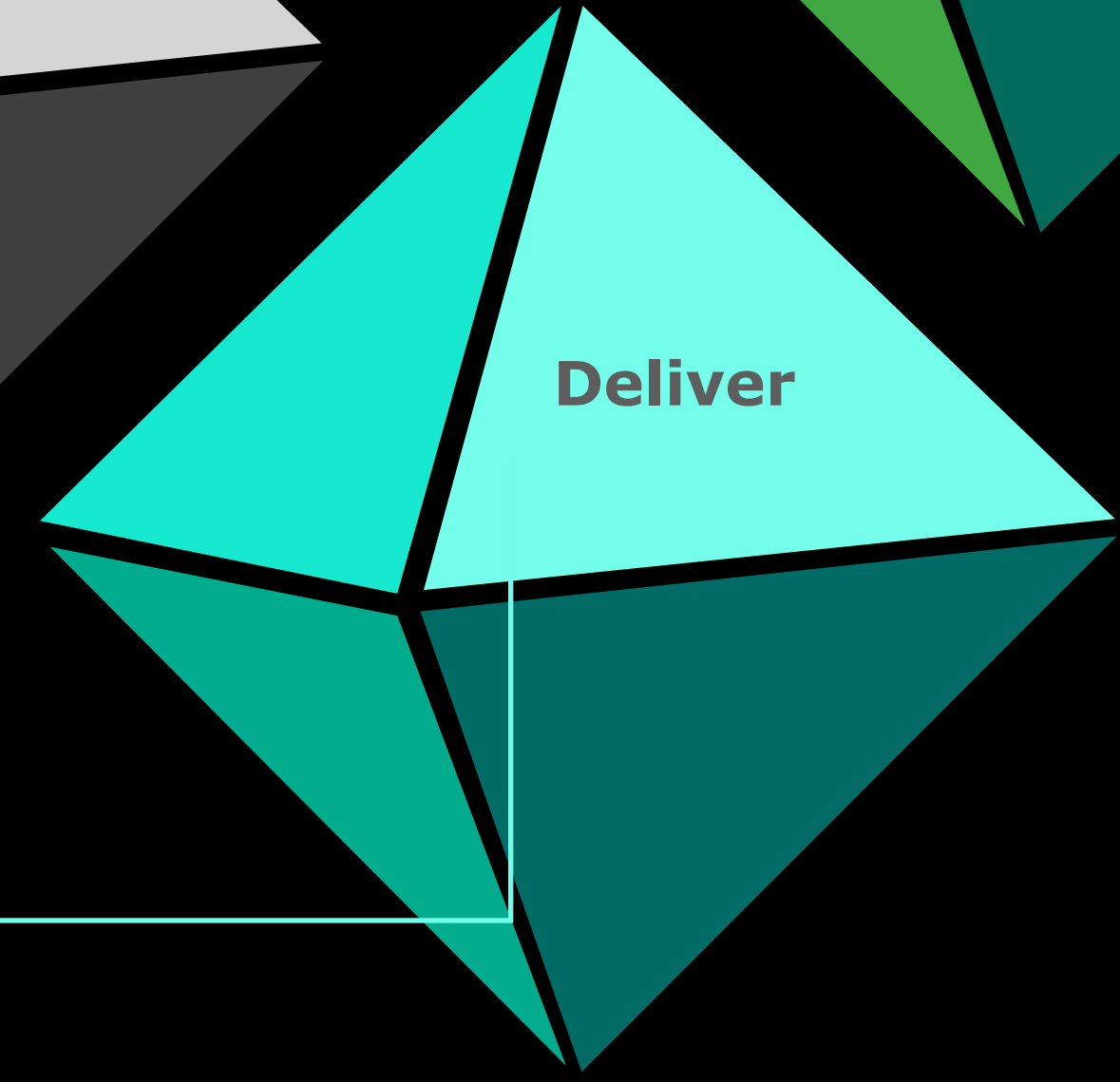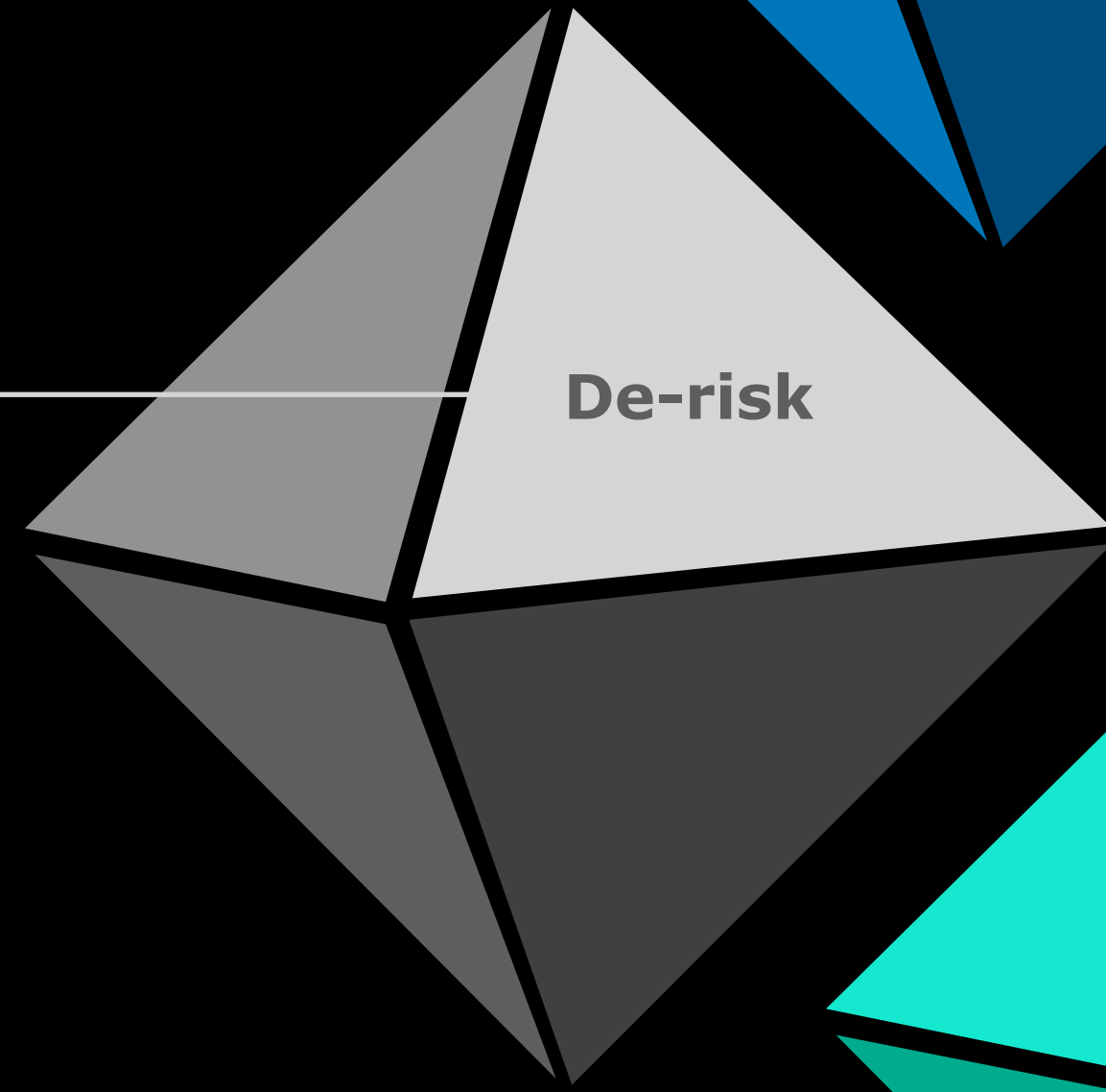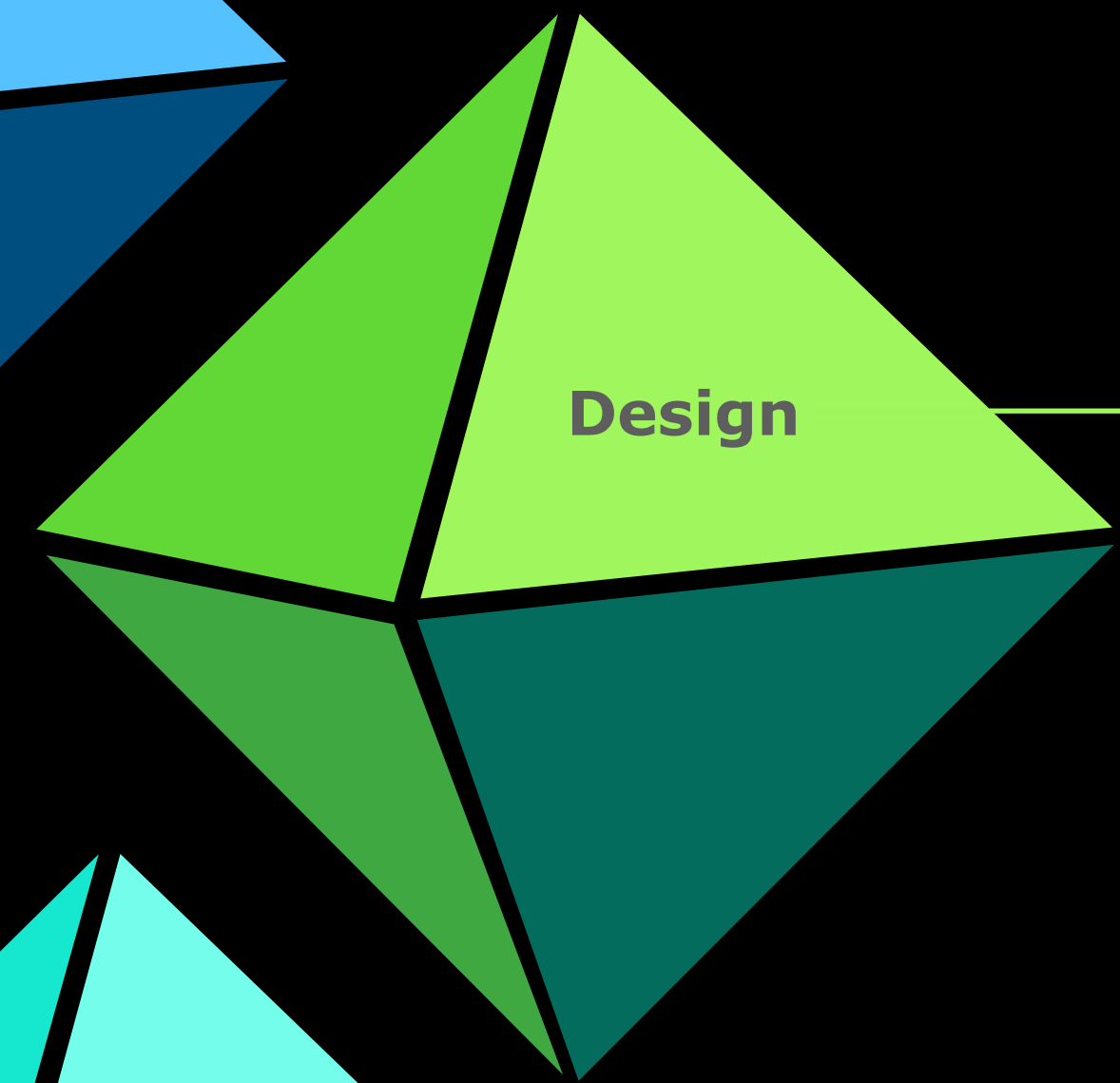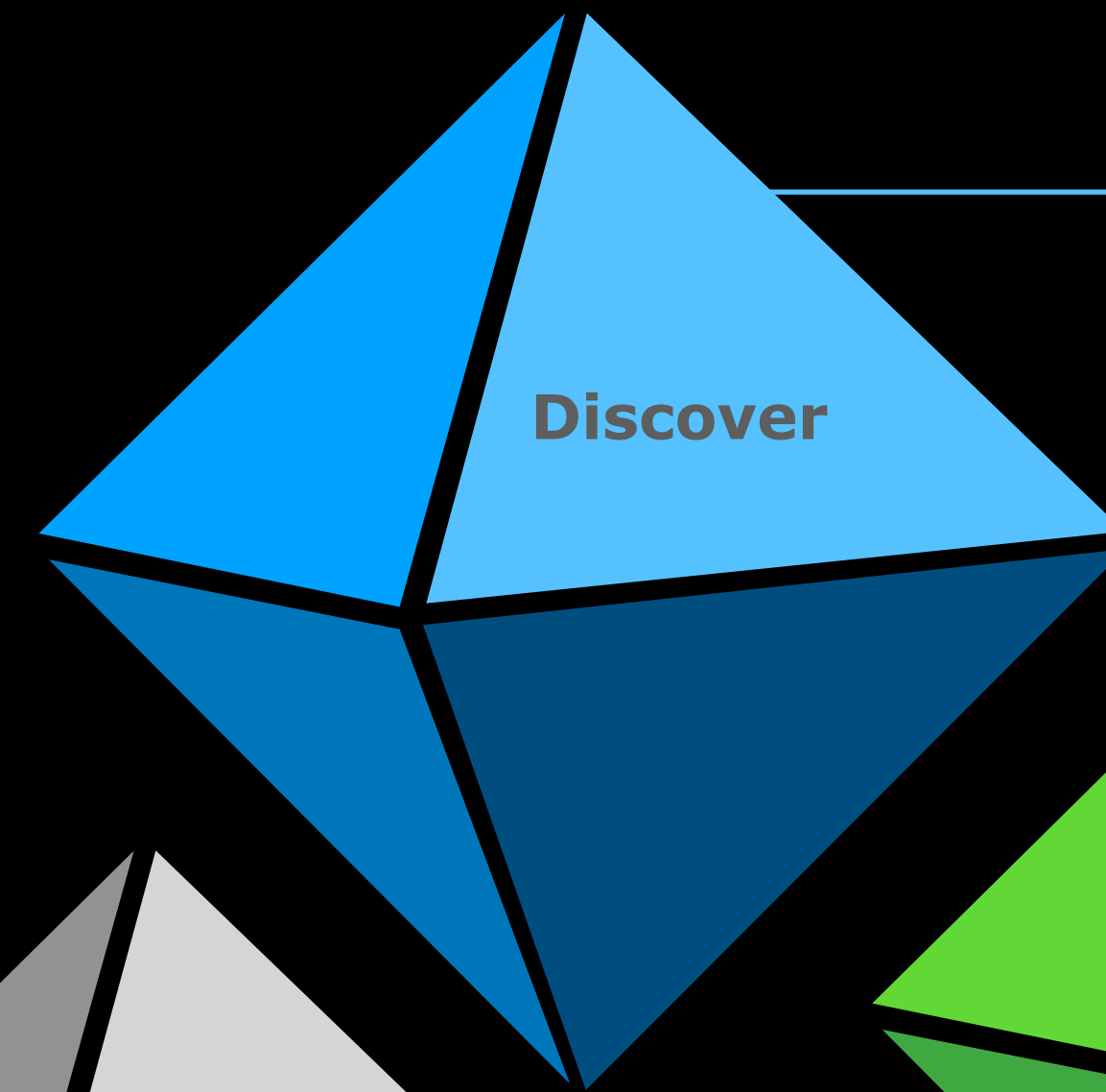
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# Our Tetrahedron approach to uncovering and capturing value, while reducing risk.



**Discover**

**Shape digital ambition strategy and business case based on industry level insights.**

- Diagnostics
- Experiential Primers
- User Insight Development

**Design**

**Move from "thought" to "thing" via rapid prototyping**

- Solution ideation
- Avatar Creation
- Customer first
- Test and learn approach

**De-risk**

**Structure the program to reduce risk insights.**

- Capture quick milestones
- Thoughtful cascades
- Cyber-risk & security management

**Deliver**

**Activate an ecosystem to rapidly deliver at scale**

- Solution Prototypes & Scaling
- Capability building
- Delivery at Scale

# Data Model as a Service

### Poor align Business Operation & Collaborating

Each organisation has unique methods of calculating their performance. Each stakeholder has their own perspective, expectations, and needs regarding the data model

### Unbalanced bet'n normalisation & denormalisation

Due to lack of true clinical insights and experts, often the data models found at the extreme ends of normalised or denormalised data. Achieving right balance needs continuous insight and amendment in the models.

### Inefficient handling of Data volume, changes & evolution

Insight as a service aim at the trigone of understanding Technical (clinical), Operational and Financial implication to conclude on prescriptive and strategic long term solutions.
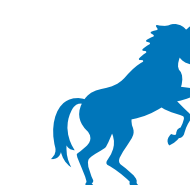
# Insight as a Service

### Time consuming

Conventional way of interpreting company datas needs large resources, time and budget. Often it consumes unwarranted human hours with many repetitive analysis or duplication of the job.

### Bias & non reliable

Often insights without data are difficult to rely due to cognitive ability and skill of the entire team involved in it. The data very critical to some could be easily overlooked considering nonsense data.
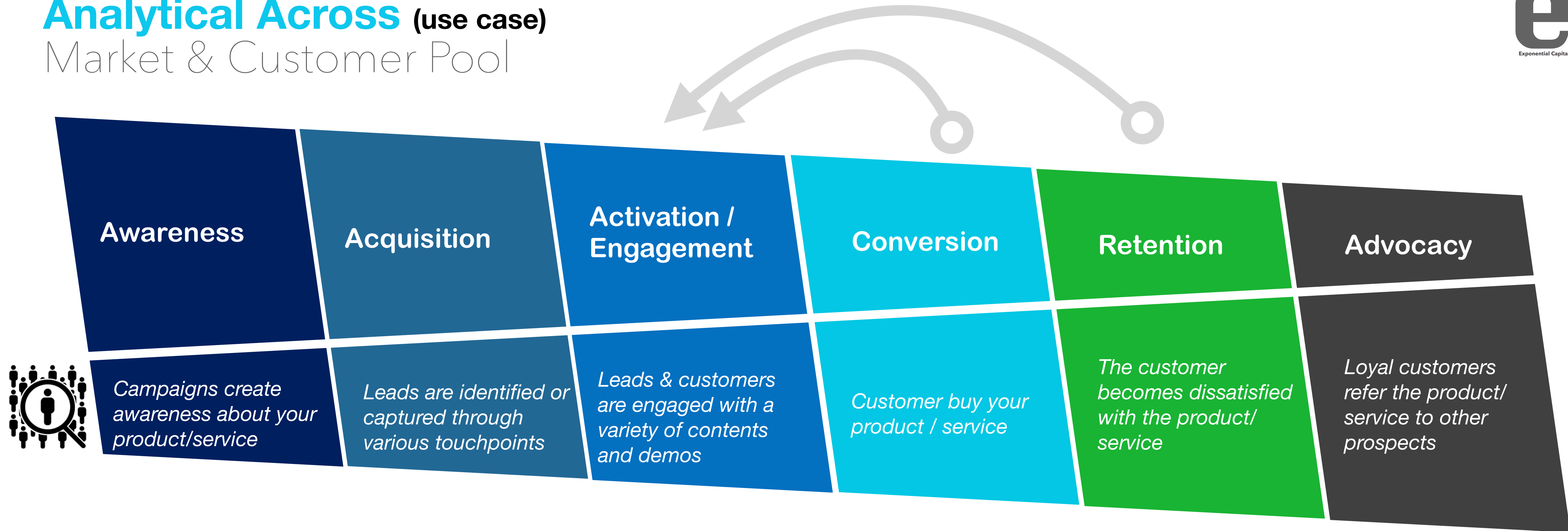
### Unsolved Mystery

Purely manual insights are like a sample statistics and often has large deviation due to selective data evaluations. Also, it stays inefficient in solving the true challenges of the enterprise.

### Experts hate data entry

Scientist, Clinicians or Non Clinical Managers are often too busy and find data entry boring. Moreover, involving them in data entry means underutilising the resources.

### Data entry operators are just a typist

Conventional Data Entry operators are like a typist, they just know the keyboard and are not aware of subject, purpose or the core purpose of data. Also, they are over burden with the volume of data generated.

### Real time data with accuracy

The data in healthcare is dynamic, high volume and very diverse. To bring insights, clinical decision support, the system has to be robust and accurate in real time to be able to bring the impact it aimed at.

# Data Quality as a Service

# Analytical Across (use case)
## Market & Customer Pool



| Awareness | Acquisition | Activation / Engagement | Conversion | Retention | Advocacy |
|---|---|---|---|---|---|
| Campaigns create awareness about your product/service | Leads are identified or captured through various touchpoints | Leads & customers are engaged with a variety of contents and demos | Customer buy your product / service | The customer becomes dissatisfied with the product/ service | Loyal customers refer the product/ service to other prospects |

**Profiling Analytics**

- Customer Personas
- Campaign Metrics | NPS Score, Feedback
- Social Media and Web Metrics | Conversion Rate | Influence & Network
- Cost Per Acquisition | Engagement Rate and Score
- Intent Score | Churn Score, Paint Points, Learning
- Predicted Customer LTV

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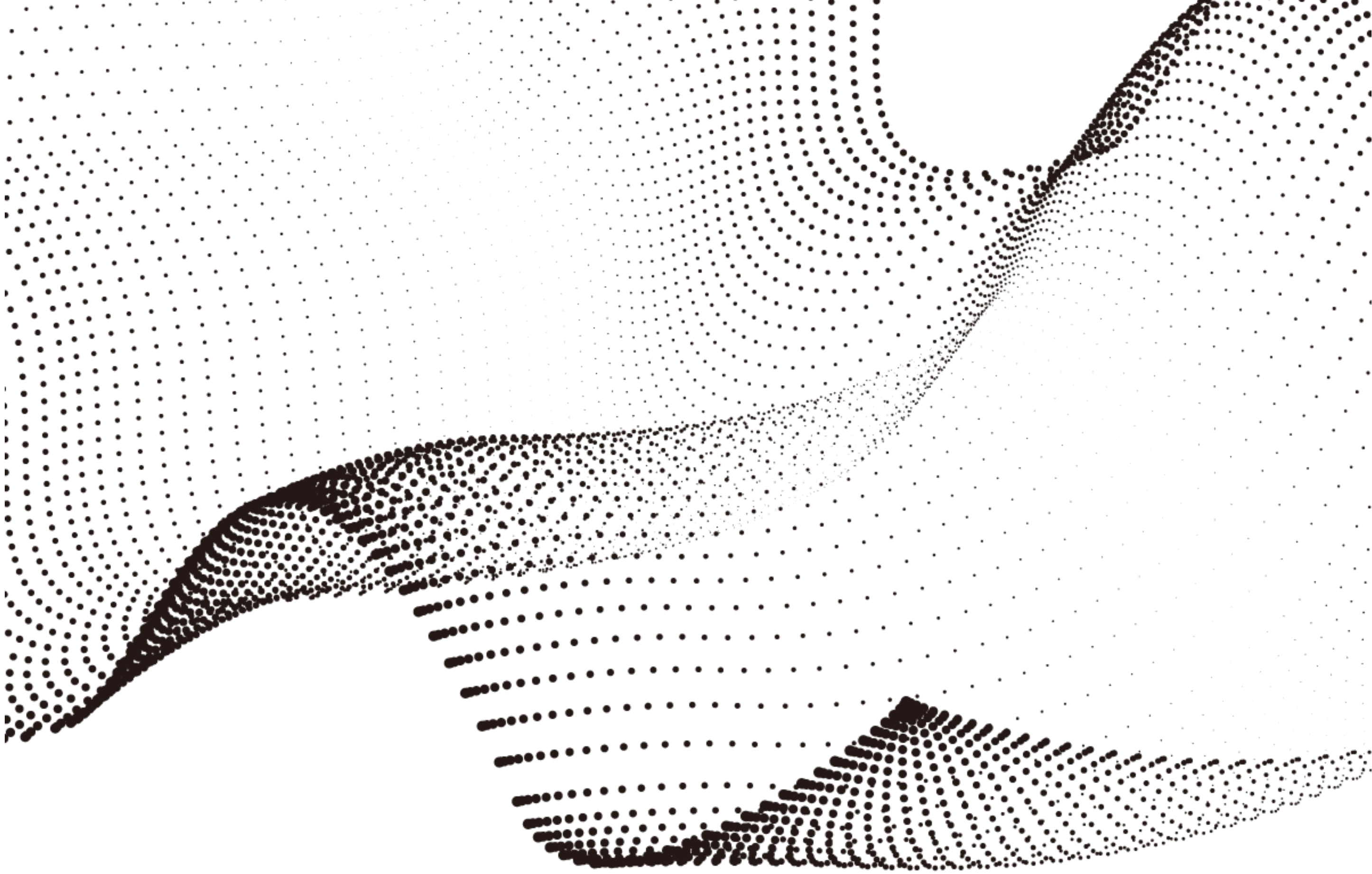
# onsight
## as a service
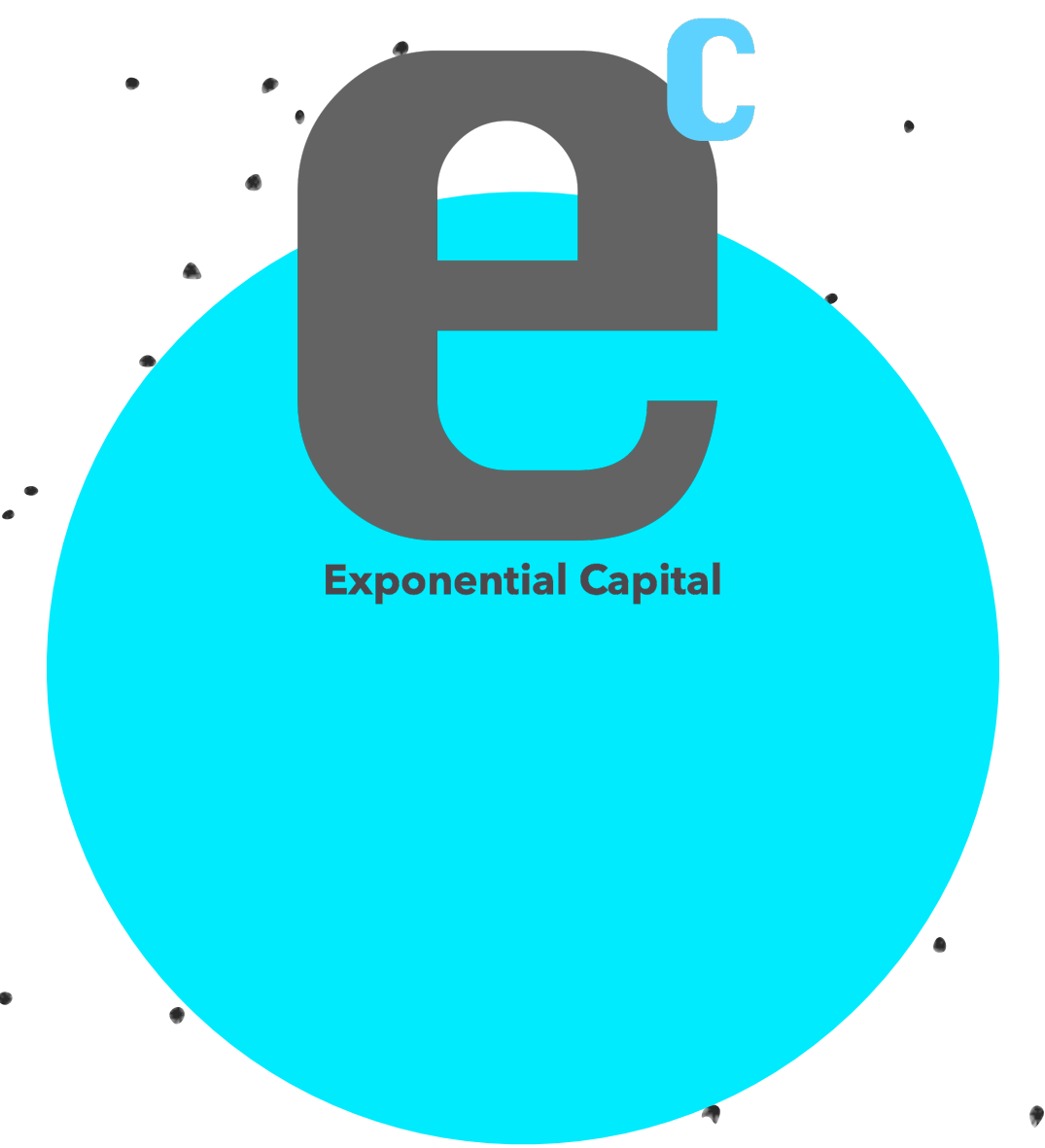
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