

Digital Transformation and Connected
Care in the Hospital

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Trend and features across APAC



Digital Transformation and Connected Care in the Hospital has recently boomed, accelerated by its ability to help respond to the unique healthcare needs that have emerged during the COVID-19 pandemic.

The most important are: Internet of Things, Remote Health Monitoring, and TeleHealth; Smart Hospitals; Cloud migration; AI/ML and Analytics; AI/ML and Analytics.



- In Singapore, telemedicine platforms seize the trend to serve local residents and capitalize on medical and technological resources to provide telemedicine services to countries including Thailand, Vietnam, the Philippines, and Cambodia.
- In Australia, digital health technology has been widely used, with an increasing number of services such as telemedicine, remote monitoring and continuous glucose monitoring (CGM) being paid for by Medicare.



Trend and features across APAC



Challenges

Hospital-led services:
Shortcomings in function-electronic health record **unable to share and connect with** the health service system of primary-level medical institutions, **dis-connectivity** between online and offline service

Plevel issue:
Fewer insures ayer are providing financial incentives for using connected technology, and reimbursement of medical expenses largely lean towards inpatient and outpatient, rather than community and at-home care services.

Enterprise-led services:
unclear unified norms in enterprise-led "Internet + medical" services such as platform supervision, reimbursement payment and information security .

Public perspective:
The public needs to overcome psychological barriers to fully embrace the idea of out-of-hospital medical treatment.



Typical cases in connected care

Tertiary hospitals + Primary hospitals + Internet hospitals

- **WeDoctor:**
 - Tianjin: WeDoctor Internet Hospital takes the lead in collaborating with 266 primary care institutions to establish the Tianjin Primary Digital Health Community. During Covid, 2.06 million elderly people over 65 and key patient groups were covered by family doctor services . Home-based services were developed to cover online consultation, psychological assistance, tele-consultation, medicine delivery,etc.
 - Shandong: works with local government to build a digital health community and an Internet hospital for chronic diseases, thus providing patients with "in-hospital + out-of-hospital" "online + offline" services for diagnosis and treatment, health management, and reimbursement payment.
- **JD Health:**
 - launched a “family doctor” service based on an “internet + healthcare” model, thus providing 24/7 online medical consultation support with immediate response from a general practitioner, medical consultation with experts within 48 hours, making face-to-face appointments with doctors from top-tier hospitals, getting constant and personalized health management advice and more. With telemedicine offerings and innovation, this approach has significantly increased efficiency across all points of care – patients, doctors, hospitals, and retailers.

Hospitals + MedTech companies

- **Urgent care for kidney patients:**
 - During COVID,Baxter provided home treatment for patients in need of peritoneal dialysis. Patients were treated by automated peritoneal dialysis, and the treatment data were sent to doctors, so medical workers could know the patient's condition and adjust the treatment plan according to real-time data.



Actions by some APACMed members



Collaborating with local Internet medical health service platforms to support long-term chronic disease patients, elderly people and users who have no access to hospital due to Covid response measures to complete initial screening with the help of questionnaires on sleeping, APPs, wearable monitoring devices, etc.



Collaborating with Yuanxin Technology Group to promote the innovative diabetes monitoring technology, providing patients with a complete and effective blood glucose monitoring and management solution from hospital to home.

Medtronic

Collaborating with government agencies in Shanghai and launched the **Community Follow-up Program** for Cardiac Implantable Electronic Devices (CIED) in Tong Ren Hospital of Shanghai Jiaotong University School of Medicine, using a remote follow-up system to help patients with cardiac arrhythmia to see a doctor or access further consultation after surgery, allowing patients to solve their basic medical needs in a community hospital close to their home.

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Industry positions

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- Seek to expedite timelines, such as by establishing break-through designations for Digital Health, so as to match the innovation lifecycles.
 - Invest in programming to build awareness in the patient community and increase “health literacy” with respect to digital solutions, their uses, and their benefits.
 - Beyond telehealth/monitoring, expand existing reimbursement codes to a wider range of Digital Health technologies
 - Develop, implement, and monitor a reimbursement roadmap, with key milestones to achieve a positive healthcare and socioeconomic impact.
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