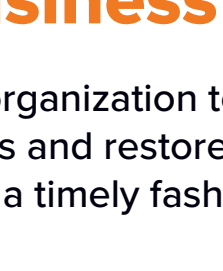


Driving Resiliency Starts with Self-service Solutions for Patients

Why Resiliency Is More Important Than Ever

Healthcare organizations succeeding in digital-first healthcare need to excel at pivoting rapidly as disruption happens.



What Is Business Resiliency?

The ability for an organization to rapidly respond to business disruptions and restore business operations in a timely fashion.



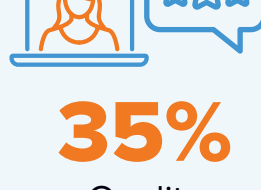
What Is Digital Resiliency?

The ability for an organization to rapidly adapt to business disruptions by **leveraging digital capabilities to both restore business operations and also capitalize on the changed conditions.**

Critical Strategic Goals for Healthcare Providers

The top 5 initiatives for providers are patient-centric, in keeping with the Quadruple Aim

Q: WHAT ARE THE TOP 5 MOST IMPORTANT STRATEGIC BUSINESS GOALS FOR YOUR ORGANIZATION OVER THE PERIOD OF 2022 TO 2023?



35%
Quality improvement



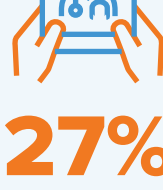
32%
Improved patient safety



30%
Medical equity, diversity, inclusion, and cultural competency



29%
Improved patient experience



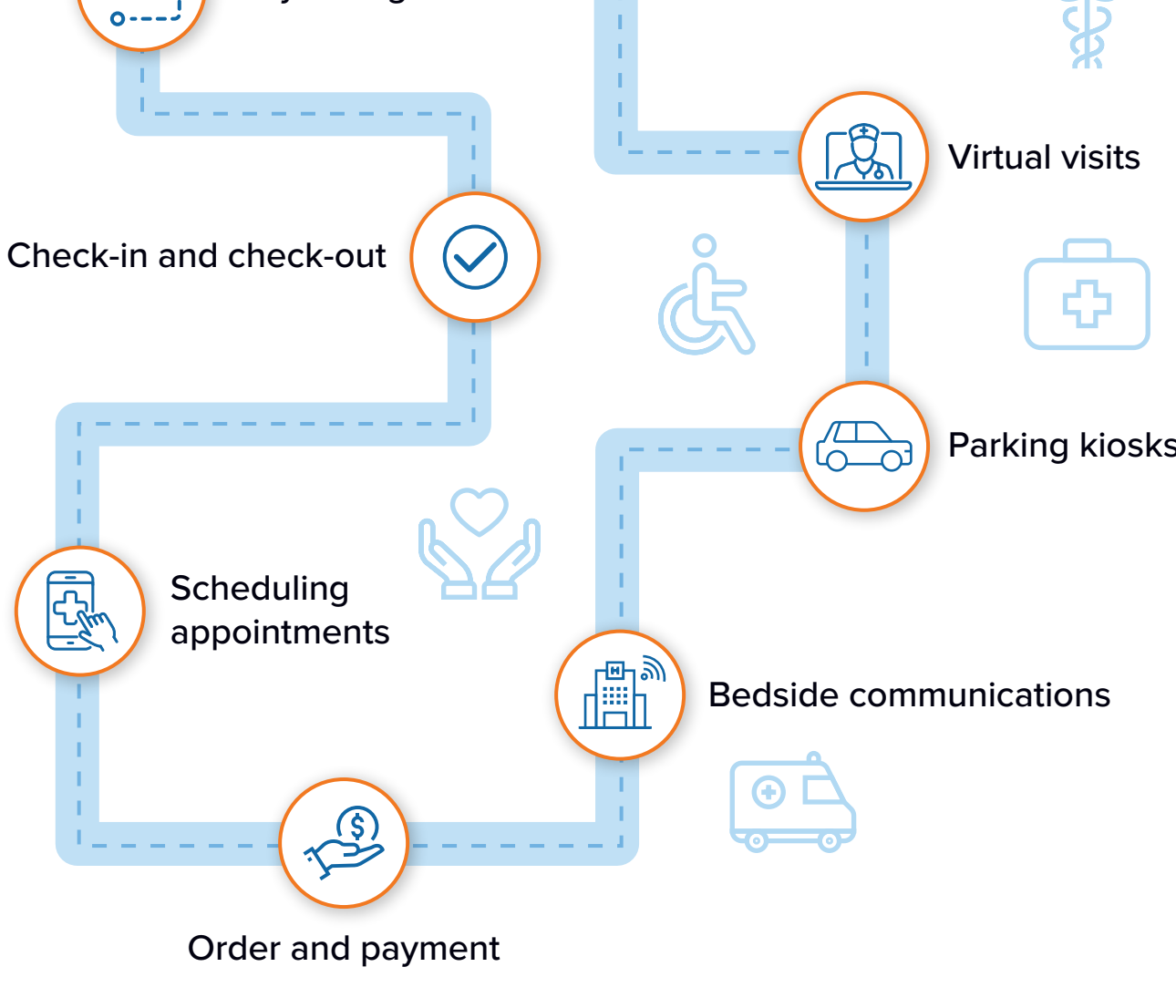
27%
Improved access to care

n=310; Source: US Healthcare Provider Technology and Connected Health Survey, January 2022

Reimagining the Patient Journey Using Self-service Technologies

Benefits of self-service technology include improved patient experience and empowerment, efficient operations, and increased patient loyalty.

As patients navigate the complex healthcare system, there are multiple opportunities to provide self-service touchpoints to combine convenience and a personalized high-touch experience:



Healthcare Providers Are Investing in Self-service Solutions

Self-service technologies will play an important role in providing patients convenient access to care and improving the patient experience along the patient journey.

The healthcare providers who expected their overall organization-wide IT spending to increase over the period of 2022 to 2023 reported that their top 3 major spending areas are:



58%
Clinical documentation and workflow



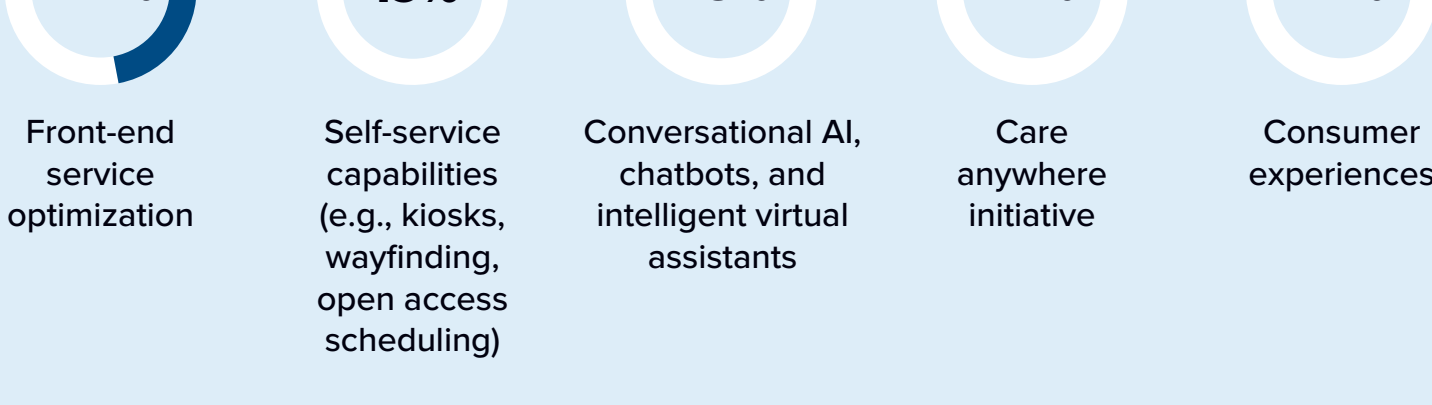
55%
Digital patient engagement and experience



49%
IT operations and system infrastructure

n=732; Source: US Healthcare Provider Technology and Connected Health Survey, January 2022

Respondents who reported increased spending on digital patient engagement over the period of 2022 to 2023 identified the following as their top areas of investment:



n=732; Source: US Healthcare Provider Technology and Connected Health Survey, January 2022

Resilient Organizations Adapt to Disruption

High performance infrastructure fueled with the right data can drive resiliency and shape a future healthcare enterprise.

Q: WHAT ANNUAL PERCENTAGE IMPROVEMENT IN 2021 DID YOUR ORGANIZATION EXPERIENCE IN EACH OF THE FOLLOWING AS A RESULT OF INVESTMENTS IN DIGITAL TRANSFORMATION?



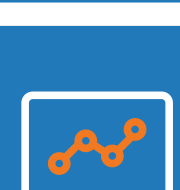
29%
Innovation



29%
Sustainability



26%
Customer satisfaction



26%
Business resilience



26%
Operational efficiency



25%
Cost savings

Source: Future Enterprise Resiliency & Spending Survey - Wave 4, May 2022

Message from the Sponsor

Organizations across industries require reliable and consistent technology to support their operations, run complex applications and ultimately, serve their customers. Whether in healthcare, hospitality, or transportation and logistics, technology is essential to drive day-to-day operations.

HP Engage solutions are designed to withstand the demands of challenging environments with long lifecycles, robust performance, and industry-leading security.

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