

Philips, UCSF team up to improve interoperability and the digital patient experience

Article

Health tech giant **Philips** is [collaborating](#) with the research-driven health system of **University of California, San Francisco (UCSF)** to streamline the digital patient experience and improve

healthcare delivery using Philips HealthSuite—a cloud-based care platform that enables virtual care, simplifies patient navigation, and uses AI to personalize care.

Interoperability issues have long plagued health data exchanges, and the pressure is on to tend to them now that the ONC is cracking down on interoperability rules. Essentially, hospitals and provider networks aren't all speaking the same language when it comes to patient health data, and data-sharing issues prevent providers from seamlessly exchanging information like health record data from different healthcare institutions, resulting in delayed care, duplicate testing, and extra work for clinicians. In April, the **Office of the National Coordinator for Health Information Technology (ONC)** [enforced](#) the 21st Century Cures Act requiring healthcare providers, payers, health information exchanges (HIEs), and electronic health record (EHR) vendors to abide by new interoperability regulations meant to simplify health data exchange to make healthcare more efficient, which can ultimately help curb [rising](#) healthcare costs.

Philips' Health Suite solution is a triple threat—it addresses the needs of health systems, patients, and clinicians alike, which could make it an attractive digital health investment.

- **Philips' Health Suite can integrate data from multiple different incompatible software systems to efficiently track and relay patient data across the care continuum.** This contrasts with the way many hospitals and health systems deal with data exchange—often resorting to avoidable manual data entry or following a long-winded trail of patient data. For providers, this wastes clinician time that could be used in providing patient care. And for patients, that means untimely care, which can be consequential for patients with urgent medical needs.
- **Health systems that are already looking to build out their digital health ecosystems may find it more convenient to invest in a comprehensive solution, like Philips.** In addition to all its HealthSuite features, Philips also has its own [cybersecurity services](#) arm, and a [remote patient monitoring](#) offering (via its latest **\$2.8 billion** acquisition of **BioTelemetry**).

Interoperability Areas US Healthcare Executives* Are Most Concerned About, Sep 2020

% of respondents

Implementing and maintaining patient access application programming interface (API)

43%

Complying with information blocking and public reporting rules

16%

Admission, discharge, and transfer

15%

Payer-to-payer data exchange

11%

Provider directory API

6%

Other

7%

*Note: n=189; numbers may not add up to 100% due to rounding; *includes providers, payers, and vendors*

Source: eHealth Initiative, "Readiness for the ONC and CMS Interoperability Rules," Nov 11, 2020

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