RHAPSODY



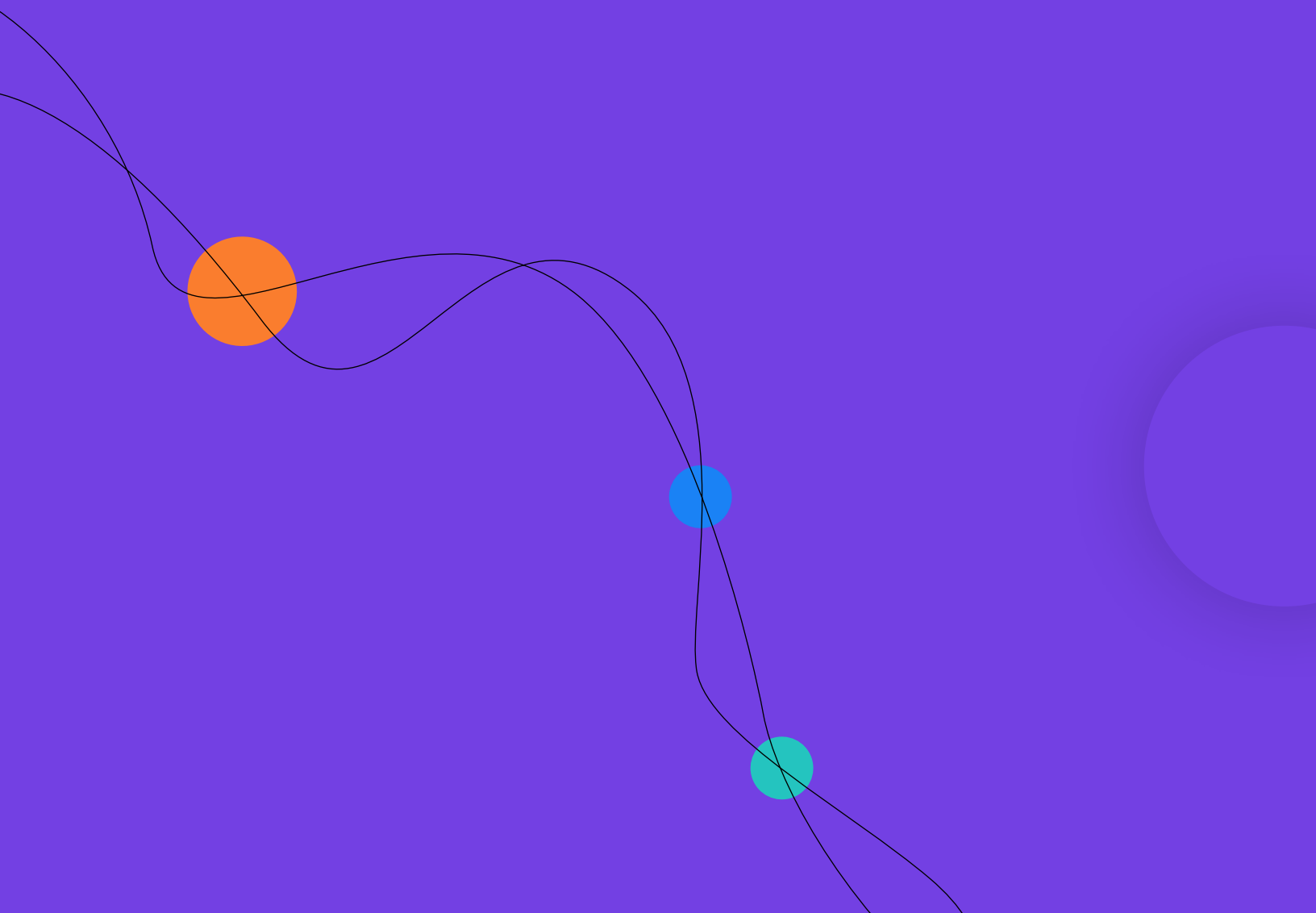
eBook for Providers

Accelerate Your Digital Transformation with Quality and Security

Avoid the pitfalls and risks of a weak technology foundation

Table of contents

Challenges healthcare leaders face	p. 3
Your value checklist	p. 5
Enabling digital health innovation	p. 6



Challenges healthcare leaders face

Healthcare is the world's fastest growing source of data with information coming from many varied data creators. This data has the potential to radically transform how we receive and deliver care. Yet, systems that house this wealth of data are siloed, making it fragmented, unmatched, without meaning, and unusable.

Healthcare leaders like you understand the importance of having interoperable systems that talk to one another, and you're already connecting to as many of these disparate sources as possible.

Creating data is easy. Accessing the data is achievable. Having usable data – that your customers, employees, and machines can interpret and gain actionable insight from – is ideal and complex. You need data to be accurately matched with the right person and to have the right context and meaning.

As the number of sources multiplies, the burden on an already-taxed IT staff increases. Not to mention, your engineers end up focused on integration and data quality tasks instead of higher-value work. At the same time, your patients, families, and communities are clamoring for a more digital health experience with real-time access to their data.

The pressures never decrease, and you find yourself having to make tough decisions because of economic uncertainties, rising costs, and shrinking budgets. You often must choose between maintenance and innovation projects.



"Our strong partnership with Rhapsody has allowed us to support our vision of a totally digital healthcare system environment. They have a very robust tool. They're experienced and innovative, and they're good at what they do."

— **Kim Chaundy**, AVP, Applications and Interoperability, Geisinger

50%

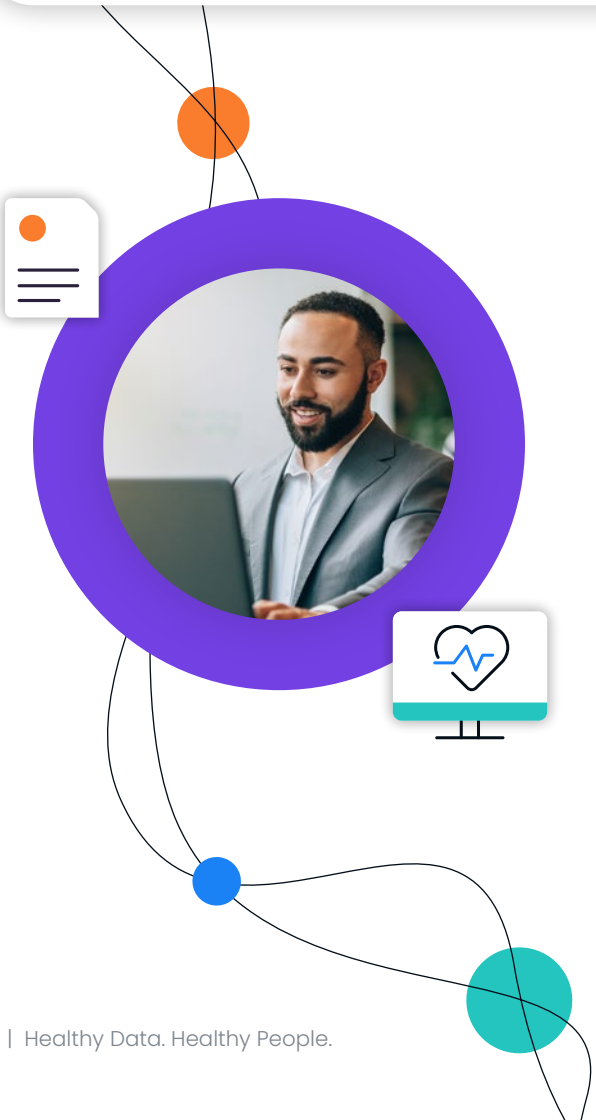
of consumers say that **one bad digital experience** with a healthcare provider **ruins that entire experience**.[2]

According to Gartner, by 2026...

20%

...of healthcare providers **will have shifted away from patient portals tethered to the electronic health record (EHR)** in favor of digital front door solutions for their primary method of digital patient engagement.[3]

The expense of repeated **medical care due to duplicate** records **costs an average of $1,950 per patient** inpatient stay, and **over $1,700 per emergency department visit**.[3]



"Resource consolidation is a key component of how we maintain efficiency and manage costs, which is why we knew the Rhapsody interoperability suite was the right choice for us. Delivered by a single partner, Rhapsody offers an interface engine, enterprise master person index (EMPI) and terminology services to address our organization's critical infrastructure requirements."

— **Ben Tyrrell**, CEO, Big Sky Care Connect

Your value checklist

Have you been asked to meet any of these goals?

- [ ] Improve the patient experience
- [ ] Increase patient engagement
- [ ] Be more effective and efficient with available budget
- [ ] Increase digital health adoption
- [ ] Achieve healthcare's quintuple aim

And, to achieve these objectives, have you run into any of these frustrations?

- [ ] Long project timelines
- [ ] Clinicians can't find or access the data they need
- [ ] Asking overburdened IT staff to do more
- [ ] Experts not focused on what they do best
- [ ] Spending money on connecting systems point-to-point, data clean-up, or building interfaces
- [ ] Not enough staff with required technical expertise for integration tasks

It's become more urgent to solve these challenges, and, right now, there is an interoperability gap. Point-to-point connections are not sustainable for significant, scalable growth.

Filling this gap requires retooling your technology, people, and processes. This is how you'll be able to make the most of the limited money you have, increase digital health adoption, and ensure all your staff practices at or above their licenses.



Watch an interactive webinar about how to achieve these goals and overcome these frustrations

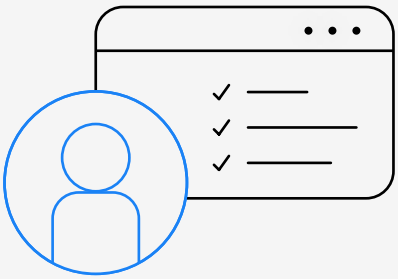
Watch now

Enabling digital health innovation

You want your system to talk to other providers, payers, labs, pharmacies, and you want to introduce digital health platforms, services, devices, and apps to your community.

You need real-time access to usable data to help you deliver more-informed, holistic, quality care to your community. The data sources you're accessing may require API or FHIR connectivity, and they may still require HL7 v2. You're looking for a single way to access all the data – regardless of format or system – to bridge the interoperability gap.

Investing in a digital health enablement platform made of composable solutions enables you to be flexible and stay ahead of your competition by fast-tracking integration and data quality work.



According to Gartner, drivers for adopting **data and analytics cloud-based solutions** include **operational cost reductions, speed to value, and analytics and AI agility and composability**.[4]

You can select individual solutions to build a best-of-breed system that your team runs. Or, you can deploy as an integration platform-as-a-service (iPaaS) to further reduce the burden placed on your IT teams.

Spend your limited, valuable time and resources responding effectively to health crises, improving the clinician experience, and engaging your patients.





Accelerate digital health adoption with Rhapsody

Request a demo

RHAPSODY

Rhapsody is a digital health enablement platform company with healthcare integration, identity management, and clinical terminology expertise. We enable care providers, health tech builders, and public health teams to save time, reduce costs, and recognize revenue more quickly by accelerating adoption of digital health innovation. Our API-enabled solutions are flexible to meet customers where they are, deployable in your cloud or ours.

1. Accenture 2020 Digital Health Consumer Survey
2. Predicts 2023: Changing How Healthcare Provider Services and Operations Are Delivered Barry Runyon, Sharon Hakkennes, Gregg Pessin, 5 December 2022
3. Black Book Market Research, Improving the Patient Identification Process and Interoperability to decrease Patient Record Error Rates, Aug 27, 2021
4. Effective Data Sharing for Healthcare CIOs, Part 3 — Technology by Laura Craft, 9 November 2023