

# CARECONNECT Deloitte Digital Healthcare Solution

*An intuitive and collaborative approach to healthcare.*



Hospitals and health systems are constantly striving for provide outstanding patient-centered care. However, the explosion of clinical data across an increasing number of clinical and non-clinical systems has made this achievement seem unattainable to many.

Deloitte Digital's CareConnect solution can make patient-centered care a reality by providing a full-service solution to digital patient engagement, helping hospitals and health systems to acquire more patients, retain existing patients, and improve care outcomes. The solution is powered by MuleSoft, which supplies the connectivity between clinical and non-clinical systems necessary to support superior digital engagement.

With CareConnect we are helping enable provider organizations to proactively engage their patients, resulting in a number of direct and indirect benefits. And, as provider organizations adapt to changing consumer preferences, they can also realize significant opportunities for increasing revenue and reducing costs.

## Key Potential Benefits:

- **Increased scalability** - Our cloud solution provides a scalable, long-term solution to patient engagement challenges.
- **Reduced operating costs** - Technology-enabled business processes and automation improve physician and staff efficiency.
- **Improved patient acquisition** - Digital engagement channels and self-service appointment scheduling differentiate against competition.
- **Reduced patient churn** - Streamlined customer service experience and digital referral management solutions help reduce patient attrition.
- **Improved care outcomes** - Proactive care management through mobile applications and medical devices enable more effective preventive care.
- **Refined strategic direction** - Deloitte's deep healthcare sector experience helps hospitals and health systems navigate through industry disruption.
- **Improved agility** - Application has been designed and built in a way to allow for quick and efficient modifications as required with minimal disruption to the end-user community.

**A New Era in Healthcare - *It used to be simple.***

Get health insurance, visit doctors, do what they say and pay what it costs. Modern patients already arm themselves with self-service research. To be competitive, healthcare providers need to address increasingly public consumer perceptions of quality, convenience, and affordability.



To learn more, please contact a member of the solution team, or visit [www.deloitte.com/us/mulesoft](http://www.deloitte.com/us/mulesoft).

**Deloitte Digital**

**Quinn Solomon**  
Deloitte Digital Principal and CareConnect Solution Leader  
[qsolomon@deloitte.com](mailto:qsolomon@deloitte.com)

**Tim O'Connor**  
Deloitte Digital Senior Manager and MuleSoft Alliance Leader  
[tioconnor@deloitte.com](mailto:tioconnor@deloitte.com)

**Sunil Venkataram**  
Senior Manager, Provider and Clinical Strategy  
[svenkataram@deloitte.com](mailto:svenkataram@deloitte.com)

**Hank Yang**  
Deloitte Digital Senior Manager, Digital Customer Strategy  
[hanyang@deloitte.com](mailto:hanyang@deloitte.com)

**MuleSoft**

**Bud Smith**  
Strategic Global Systems Integrators (NA), MuleSoft  
[bud.smith@mulesoft.com](mailto:bud.smith@mulesoft.com)

**Anthony Hart**  
Strategic Global Systems Integrators (EMEA), MuleSoft  
[anthony.hart@mulesoft.com](mailto:anthony.hart@mulesoft.com)

As used in this document, "Deloitte" means Deloitte Consulting LLP, a subsidiary of Deloitte LLP. Please see [www.deloitte.com/us/about](http://www.deloitte.com/us/about) for a detailed description of the legal structure of Deloitte LLP and its subsidiaries. Certain services may not be available to attest clients under the rules and regulations of public accounting.

This publication contains general information only and Deloitte is not, by means of this publication, rendering accounting, business, financial, investment, legal, tax, or other professional advice or services. This publication is not a substitute for such professional advice or services, nor should it be used as a basis for any decision or action that may affect your business. Before making any decision or taking any action that may affect your business, you should consult a qualified professional advisor. Deloitte shall not be responsible for any loss sustained by any person who relies on this publication.

Copyright © 2017 Deloitte Development LLC. All rights reserved.