Transforming Healthcare with Data Centricity

Industry
Healthcare

Employees
63,000+

"Trissential's approach to digital transformation provided a speed of change never seen before at {Client}."

- Chief Data Officer

CHALLENGES

Client is respected and recognized as a world leader in healthcare, medical research, and clinical expertise. As healthcare accelerates into the digital future, Client fully recognizes the next generation of healthcare will dramatically change—driven by consumerism, technology, and data. To be the leader in digital health, Client needs to engage with people before they are sick. Client launched a transformation program which sets the vision of transforming healthcare as the global authority in the care of serious or complex disease.

As a world leader in Digital Transformation, Trissential led a series of workshops designed to connect Client's aspirational strategy to a cohesive plan. Workshops included senior executives, technology, clinical and administrative leadership. Out of the workshops and subsequent advisory engagement, a new institution-wide strategy emerged:
Data Centricity - A new business model that recognizes data and consumption through advanced analytics and data sciences for rapid and meaningful insights, integrated into the consumer value proposition and all products and services provided. This business model evolves organizations from simply collecting data to be data-driven to make decisions, to recognizing data as a primary organizational asset and building people, process and technology around it to maximize its value for consumers and providing competitive advantage.

SOLUTION

Trissential worked with Client to establish a strategy to enable their 2030 vision of the transformation program to be a global leader in digital healthcare, focused on Data Centricity. This strategy included market leading approaches for Data Centric organizations including organization structure, operating model, governance, talent management, data literacy, enterprise agility, DataOps, data as a product, elastic cloud architecture, advanced analytics and data sciences platform, methods and skills.

A new Department of Data & Analytics was established including a new leadership role, Chief Data & Analytics Officer. This included a transformation program to drive the organizational change required in restructuring, skill development, streamlined governance, launching new DataOps delivery teams in partnership with key business functions, data literacy, customer engagement, agile ways of working and culture change.

RESULTS

- Established the Data-Centric strategy to enable Client's 2030 vision for digital healthcare
- Led a transformation program to build a new business led function, the Department of Data & Analytics to deliver on the Data Centric strategy increasing data Literacy and value
- 'Data as a product' concept was introduced to help business owners to engage in the advanced consumption of data, advanced analytics, data sciences to be more business oriented, rapid insights and outcomes based and self service
- Data & Analytics cross functional agile product teams (DataOps) delivered greater value in small fractions of historical efforts

Trissential remained engaged to facilitate annual planning workshops for the next two years, and continues work to align the next level of leadership with the department's strategy.

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