

Optimize costs to modernize Healthcare IT systems to invest in your future

Healthcare organizations today need new ways to create value and fund IT investments

Integrated health systems are under a host of pressures. Challenges include the aftermath of the pandemic, inflation, unprecedented labor shortages and costs, unpredictable supply chains, and investment hits on non-patient revenue:

- With caregiver and associate burnout and skilled labor shortages, health providers face hiring and staffing challenges.
- Consumer preferences are changing, with a growing demand for effective telehealth and virtual care experiences.
- Increased competition and demands for price transparency create margin and market share concerns.
- Aging IT system complexity have generated technical debt with a need to address new requirements.
- Real estate optimization pressures and inadequate access to capital markets limit investment.

All these issues are driving the need for modernization and new approaches to fund them. Healthcare leaders are looking for ways to meet these challenges. Key goals are to reduce costs, improve performance and engagement, and focus on long-term success.

We measure metrics that matter in healthcare

We help you define business-level metrics to jointly measure areas including patient and caregiver experience and retention, revenue, and savings. These become the touchstones to drive modernization and provide investments in patient and caregiver experiences, your brand, and institutional sustainability.

Establish new baseline: Metrics that matter in healthcare*

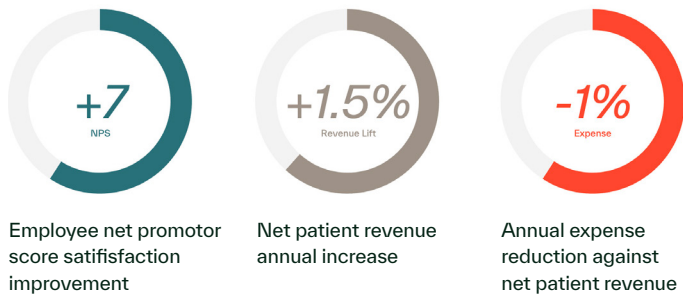


Figure 1. Metrics that matter in healthcare.

*Any data represented is for illustrative purposes only.

Kyndryl Healthcare and technology experts and partners team up with hospital operators, RCM firms, and supply chain advisors

Kyndryl is an experienced infrastructure services leader. With a focus on shared services, we establish a multifaceted approach. We use healthcare industry data to assess various levers, all through the lens of balancing IT investment, speed, and positive ROI.

We can quickly pressure-test and model your operational costs of IT, RCM, and supply chain to measurably reduce the expense and complexity of your modernization efforts. This pressure-test helps us identify opportunities and an action plan to target three foundation areas:

- 1 Improved employee and patient engagement
- 2 Increased net patient revenue within the investment model
- 3 Reduced expenses

Based on the results of the pressure-test, we establish a new healthcare enterprise foundation aimed at compressing time-to-value at scale. By executing the plan of action, performance improvements can allow you to re-focus and re-invest in your people and your brand for the future.

A commitment to achieve improvements and savings in healthcare shared services

Our aim is that together we—Kyndryl Healthcare, our partners, and your health system teams—will jointly commit to implement recommendations to achieve performance improvements and savings against current TCO. This will include additional investments inside the P&L for strategic initiatives based on a joint innovation agenda designed to accelerate transformation.

For more information

Let's explore a conversation about how your healthcare organization can benefit from the [Kyndryl Healthcare](#) approach and partnerships. [Schedule an appointment with an expert](#) or e-mail HealthIT@kyndryl.com to learn more. Or visit kyndryl.com

Why Kyndryl?

Kyndryl has deep expertise in designing, running, and managing the most modern, efficient, and reliable technology infrastructure that the world depends on every day. With decades of experience partnering with healthcare providers and a broad network of partners, Kyndryl can seamlessly integrate and enhance your technology to ensure the success of your digital transformation. Our tailored services enable healthcare professionals and integrated healthcare systems to accelerate innovation, optimize workflows to gain efficiencies, decrease costs, and elevate patient experiences.



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