

Making healthcare personal

An overview of CGI's healthcare consulting services

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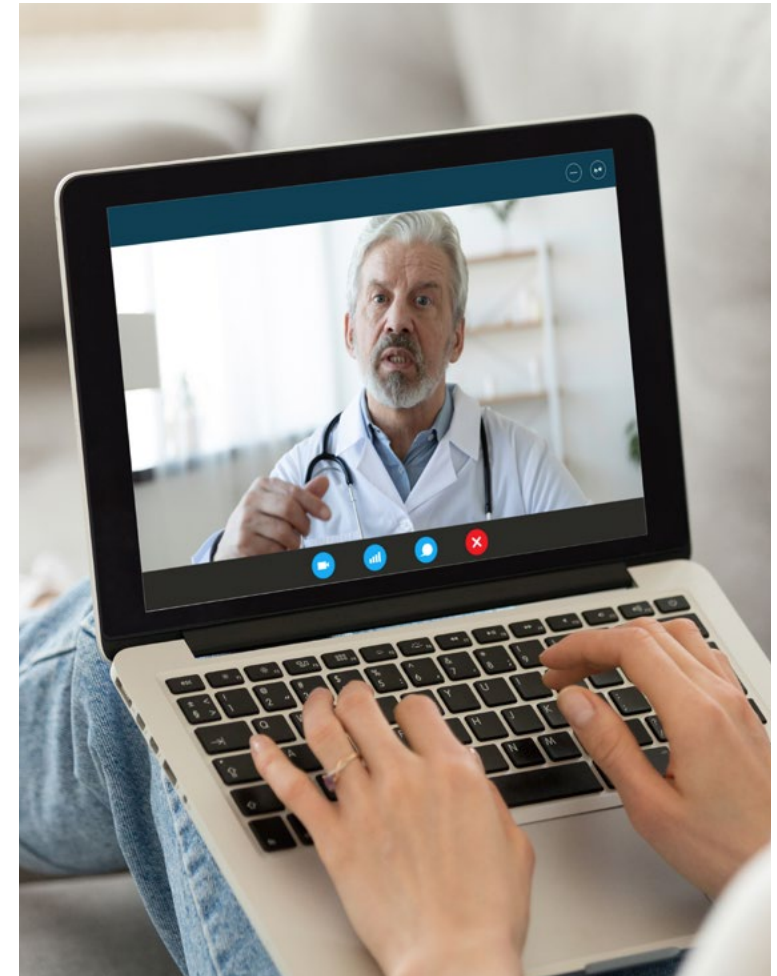


Healthcare is more important than ever

COVID-19 put a spotlight on the healthcare sector like never before. In a very short time, healthcare-focused organizations across Canada—from hospitals, pharmacies, and long-term care facilities to federal and provincial government agencies, public health units, and family health teams—had to quickly respond to the emerging and ongoing crisis. Over a year and more, they've had to accelerate transformation plans, embrace new ways of providing patient care, and find ways to connect seamlessly and virtually to patients and data.

The results of these initiatives have been eye-opening. Whereas there was a significant amount of uncertainty and hesitation associated with change in the pre-COVID-19 world, the pandemic has brought down barriers to change and generated broader acceptance of new ways of working and delivering healthcare services.

Many patients and medical professionals now recognize how integrated systems, virtual engagement models and tools, and data analytics can enhance the patient experience and allow healthcare workers to spend more time on the activities that matter most. Such systems also support and enhance the delivery of care when patients have mobility challenges, access to care is limited by social determinants of health, and during times of crisis. The pivot to technology-enabled care also provides an opportunity to expand the circle of care—allowing family members and direct and indirect care providers to be included in a more timely and informed manner.



Change won't stop here

With new technologies and innovations being introduced almost every day, younger generations driving a demand for more transparency and control over their healthcare and data, and an increasing awareness of how agile and responsive organizations can be thanks to companies like Amazon and Uber—there's no end in sight to the transformation taking place within and across healthcare system, both in Canada and globally.

Key trends in healthcare

- **Patient-centricity:** Working across the Canadian healthcare system to break down siloes and enhance delivery of seamless, patient-centric care.
- **Self-service:** Understanding the role patients want in their own healthcare journeys, and developing tools and resources to support, monitor and leverage their participation.
- **e-health:** Finding ways to safely capture, store and provide access to patient information across patients and providers (e.g., electronic medical records, e-prescriptions, electronic vaccination records).
- **Virtual care:** Taking telemedicine to the next level by leveraging innovative technologies (e.g., artificial intelligence, robotics process automation) to assist practitioners in providing distanced but real-time patient care and support.
- **Data standards:** Identifying and implementing Canadian and universal standards for healthcare data and data transmission to support improved access and interoperability for the use of data.
- **Data use:** Understanding the wealth of clinical data available within healthcare organizations and how to use it effectively, responsibly, and in accordance with government regulations.
- **Practitioner and care provider experience:** Giving healthcare practitioners the tools and supports they need to embrace new models of healthcare so that they can focus on what matters most: their patients.

As our healthcare system becomes increasingly complex, multifaceted, and interconnected, healthcare organizations will need to juggle a growing number of strategic objectives and priorities. Enhancing the patient experience, improving cost effectiveness, encouraging workforce development, leveraging technology innovations, managing cybersecurity, ensuring regulatory compliance: the list goes on.

At CGI, we understand current and emerging trends in healthcare, along with what matters most to healthcare organizations in Canada: patient outcomes. That's why our goal is to help you do what you do best—whether that's developing healthcare system strategies and programs or delivering frontline patient care.

At CGI, healthcare transformation isn't just a project: it's personal

Our CGI team reflects the diversity of our Canadian healthcare system. Our professionals can be found coast-to-coast—and around the world, too. In addition to technology and healthcare transformation experts, we have team members with deep healthcare sector experience, including medical professionals, clinicians, and former administrators of healthcare organizations. And, of course, our entire team understands the challenges of our healthcare system from the other side: as patients, caregivers, and loved ones.

To us, healthcare isn't simply one of our areas of expertise. It's personal. We all have a vested interest in seeing our healthcare systems perform better and in helping healthcare organizations turn their future vision into tangible patient outcomes.



How we can help

At CGI, we take a holistic and end-to-end approach to healthcare transformation – one that is fully centered on patient outcomes wherever you are in your change journey. Whether you're looking for help to develop a forward-thinking business strategy, improve the effectiveness of specific healthcare processes (e.g., patient registration, community care referrals), or want to enhance the interoperability of your systems and data repositories—we can help.

As we work with you to achieve your organization's transformation objectives, we'll also help you keep your eyes on the prize: making sure any changes you make will result in better patient outcomes and set you up for long-term success.


Our patient-centric approach to healthcare consulting services


- **Strategic planning and execution:** Helping you understand where you want to be in the future—and how you can get there.
- **Patient experience:** Working with you to enhance the patient experience—across channels, service delivery models, and different stages of a patient's care journey.
- **Provider experience:** Helping you improve the experience and wellness of your people by giving them the tools, training, and support they need to provide patient experiences that matter.
- **Interoperability and integration:** Providing you with the technical, operational, regulatory, and cultural expertise needed to ensure technologies and processes being used to share information across practitioners or healthcare organizations are seamless, secure and well-aligned with desired patient outcomes.
- **Emerging technologies:** Helping you understand the value of evolving and emerging technologies (e.g., cloud software solutions, IoT devices, artificial intelligence) and to embrace technology transformation in ways that are patient-centric and not technology centric.
- **Lean hospital transformation:** Working with you to improve the efficiency of your operations or specific processes using a patient-centric change approach that centres around enhancing patient outcomes.
- **Data consulting:** Helping you understand the wealth of knowledge hidden in your data and how you can use it more effectively.
- **Agile:** Using an Agile, outcomes-focused approach to transformation so that you can make changes quickly, adjust course as needed, and meet and exceed the expectations of your stakeholders—whether your patients, the government, or your board.

CGI's business healthcare consulting offering

Strategic health consulting services	Patient / Employee experience	Interoperability	Emerging technologies consulting	Lean hospital	Data consulting	Agile
Digital health transformation services	Customer/Employee experience models	Messaging standards (FHIR, HL7, etc.)	Cloud consulting / NextGen AMS	Clinical operations improvement	Data governance / consulting	Organizational performance and agility
Architecture	Remote work consulting	Conformance programs	Cyber and data privacy consulting	Out-patient clinic utilization optimizations	Data analyzing for patient care (plan, predict and improve health outcomes)	Value stream management and investment programs
Digital Transformation roadmap	Employee critical processes identification	Data sharing and governance	Virtual care technologies	Patient registration <ul style="list-style-type: none"> In-patient optimization Out-patient optimization 		Modernizing culture, management models and organizational environment
Digital maturity assessment	Process optimization using Innovation accounting, design thinking and collaboration models	Identity and access management	Intelligent automation	Discharge planning		Agile delivery models
Clinical operations improvement	Specific patient portal	System architecture and API design		Homecare referral		
Strategic change management	Operational Change Management	Inter-agency collaboration organizational change management		Chronic disease management		
		API services management Hospital to physician offices Hospital to MOH		Home remote monitoring		
		Medical device interoperability				
		IoT enabling of virtual care home remote monitoring remote physician consult				

Segments

 Multiple segments

 Provider sector

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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