

Integrating the Continuum of Care



John Reeves, healthcare CTO evangelist for Boomi, discusses how integration platform-as-a-service (iPaaS) simplifies integration across the enterprise, speeds time to value and improves patient outcomes.

What are the main enterprise integration challenges for Medicaid and HHS organizations?

Containing costs and pivoting to quality outcomes are top of mind whether organizations are integrating applications, data, Internet of Things (IoT), application programming interfaces (APIs) or mobile apps. Everyone in the healthcare ecosystem must be able to share data and participate in a meaningful way to deliver higher-quality outcomes. Even if it's a mandate that starts generically with rules for interoperability, you have to have the right set of technologies to enable the future state – whether it's incorporating applications at the edge or a connected device, or moving to an API-driven landscape. The challenges are really around reducing technical debt while increasing efficacy in the outcomes-based arena.

How does an enterprise iPaaS solution help solve integration challenges?

The Boomi Enterprise iPaaS platform helps integrate disparate or hybrid architectures across the continuum of care. It provides a single-instance, multitenant architecture that frees organizations from having to do things like manage code versions. The platform also lets organizations modernize without replacing everything they currently use. They can augment and move forward to support

low code, agility, and intelligence and insights. That creates a very high return on investment because organizations can focus on their business initiatives and clinical or business outcomes instead of undertaking enterprise IT projects.

How does enterprise iPaaS move the needle on digital transformation while helping organizations withstand disruptors such as the pandemic?

Agility and fast time to value are iPaaS hallmarks. As organizations move to digitally transform, they're looking to coalesce around new themes. Those could be modernizing current application sets or eliminating technical debt in general, but their main focus is on improving outcomes and the customer, patient or employee experience. Organizations must also be prepared for unexpected changes and disruptors such as the pandemic. Enterprise iPaaS moves the needle on digital transformation by letting organizations pivot very quickly, while saving money when moving to adjacencies and weathering unexpected storms.

What kinds of enterprise iPaaS use cases are you seeing in healthcare, eligibility and enrollment?

There's a lot of movement to build new subscriber networks. Whether they're getting information on expenses, lab results, healthcare plans or something else, patients expect interactions with providers to be on par with their digital retail experiences. So we're seeing a lot more platform refactoring – the next generation of portals, if you will – which is essentially a move to a more comprehensive mobile app experience. That experience includes involving family or

other nonmedical personnel who are part of discussions and decisions around a person's health care continuum.

What differentiates enterprise iPaaS offerings?

iPaaS moves enterprise integration to the cloud. But taking a legacy technology or a type of work that was previously done on premises and simply moving it off premises doesn't necessarily improve the experience. Leading enterprise iPaaS solutions also include a comprehensive and ever-changing service layer in the cloud. They provide a platform for implementing continuous innovation and feature sets in a low-cost, agile way. Before iPaaS, there was a lot of customization and unique ways to do this type of work. The work was often tied to one IT person's individual skills. Leading enterprise iPaaS offerings provide a systematic way of creating these digital transformation efforts in the cloud and easily adapting to changes. That allows an organization to save money on adjacencies and make changes incrementally as the business continues to change.

Where should organizations start on the path to cloud-based platform integration?

Organizations should think honestly about their multi-cloud strategy – what they're trying to achieve and where they need to gain efficiencies. They can start with a small project that gives them a good understanding of how that solution marries to their strategy. They can then use the platform to extend the project through the enterprise. In addition, organizations should test the efficacy of the solution in some quantifiable way, making sure they get the returns on investment they expect.

Building Seamless and Connected Government

MODERNIZE AND TRANSFORM

Ensure proper connectivity and smooth data exchange when applications and infrastructure are migrated and consolidated

ACCELERATE CLOUD SMART ADOPTION

Speed up cloud adoption to boost operational efficiency and implement shared services to foster collaboration and increase engagement

IMPROVE CONSTITUENTS' EXPERIENCE

Bring together workforce processes and workflows from across organizations for a streamlined approach to customer experience and serve employees, partners, contractors, and citizens better

