

## Philips unveils Philips' 2019 Future Health Index Report

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Philips, a global leader in health technology has unveiled the India findings of its 15-country Future Health Index (FHI) 2019 report: 'Transforming healthcare experiences: Exploring the impact of digital health technology on healthcare professionals and patients'.

The study reveals that India is a forerunner in the adoption of digital health technology with 76% of healthcare professionals in the country already using digital health records (DHRs) in their practice. Interestingly, India meets the 15-country average when it comes to the usage of AI within healthcare at 46%.

Commenting on the launch, Rohit Sathe, President – Philips Healthcare, Indian Subcontinent said, "Philips' Future Health Index 2019 report confirms that digital health technology is a pivotal pillar in delivering value-based care across the healthcare continuum in India. Tools including telehealth and adaptive intelligence (AI) solutions can help lower the barriers between hospitals and patients, thereby improving access to care and enhancing overall patient satisfaction, particularly in tier II & III cities in India. We hope that the insights from this report will assist key stakeholders in designing and implementing robust and sustainable health systems in the country."

### KEY FINDINGS OF INDIA FUTURE HEALTH INDEX 2019

#### More healthcare professionals are using digital health technology in India

For some of the key technologies examined, India is on par with the 15-country average – particularly digital health record (DHR) adoption and use of AI technologies

- 80% of healthcare professionals in India have shared patient information with other professionals inside their health facility, which is equal to the number of healthcare professionals who share patient information electronically across the 15-country average

- 76% of Indian healthcare professionals and healthcare professionals in the 15-country average are using digital health records (DHRs) in their hospital/ practice
- 46% in India use AI technologies within their healthcare practice and even more would be comfortable, regardless of whether they are currently using it, for:

staffing and patient scheduling, 76% vs. 64% of healthcare professionals in the 15-country average

patient monitoring, 74% vs. 63% of healthcare professionals in the 15-country average

recommending treatment plans, 63% vs. 47% of healthcare professionals in the 15-country average

diagnosis, 67% vs. 47% of healthcare professionals in the 15-country average

- Individuals in India are likely not worried that AI will substitute the human aspects of their healthcare experience, as only one in five (19%) associate AI with less human interaction compared to one-in-three (31%) individuals living within the 15-country average.

### **When Indian healthcare professionals are supported by digital technology, their experience improves**

- A majority of Indian healthcare professionals who use DHRs in their practice report that DHRs have a positive impact on quality of care (90%), healthcare professional satisfaction (89%), and patient outcomes (70%) when compared to the 15-country average of 69%, 64% and 59% respectively
- 64% of Indian healthcare professionals agree that patients having access to their own health data (including test results, prescriptions, scans etc.) has positively impacted their patients' experience.
- 87% of Indians with access to their digital health record say they want their healthcare professionals to have access as well

### **Encouraging broader use of telehealth is needed in India to revolutionize healthcare**

- About two-thirds (67%) of Indians feel comfortable or neutral about seeking medical advice from their doctor through a health application on their phone, suggesting a high willingness and openness to further adopt telehealth and unlock its benefits.
- About half (49%) of Indians say they know nothing at all about the benefits of digital health technology or mobile health apps in healthcare. Providing education and information around the benefits of these technologies will be key in taking Indians along this technological healthcare journey.

The report reflects independent research, commissioned by Philips in 15 countries, in which India was included. It is based on the assessment of care delivery against the Quadruple Aim (better patient outcomes, improved patient experience, improved staff satisfaction, and a lower cost of care) with a focus to build sustainable healthcare systems.