



BAPTIST HEALTH SOUTH FLORIDA LEADING THE HEALTH IT TRANSFORMATION WITH AWS AND ACCENTURE VIDEO TRANSCRIPT

Speakers:

- Deepu Kumar, VP, Chief Technology Officer, Baptist Health South Florida
- Tony Ambrozie, Senior Vice President and Chief Digital Officer/Chief Information Officer, Baptist Health South Florida
- Ashlee Lane, Managing Director, Accenture

Overview:

Learn about the cloud transformation at Baptist Health South Florida (BHSF), a leading network of hospitals serving 1.5 million+ patient visits every year. Accenture leads the BHSF's cloud transformation journey onto AWS with its recent migrations of EPIC and other mission-critical, customer facing applications. In this session, the BHSF, Accenture, and AWS teams will share their successful working model, roadmap, and even where to avoid the pitfalls on large-scale, mission critical cloud transformations and migrations to AWS.

>>Now welcome back to the Cube as we continue our coverage here. AWS Reinvent 2022, going out here at the Venetian in Las Vegas. Tens of thousands of attendees. That exhibit Hall is full. Let me tell you, it's been something else. Well, here in the executive summit, sponsored by Accenture. We're gonna talk about Baptist Health, what's going on with that organization down in South Florida. To do that, I have Tony Ambrozie, who's the SVP and Chief Digital and Information Officer. I have Ashlee Lane, the managing director of the Accenture Healthcare Practice, and on the far end Deepu Kumar, who is the VP and cto Baptist Health Florida won and all. Welcome. Thank you. First off, let's just talk about Baptist Health, the size of your footprint. One and a half million patient visits a year, not a small number.

>>That was probably last year's number, but okay.



>>Right. But not a small number about your footprint and, and what, I guess the client base basically that you guys are serving in it.

>>Absolutely. So we are the largest organization in South Florida system provider and the 11 hospitals soon to be 12, as you said, it's probably about 1.8 million by now. People were, were, were supporting a lot of other units and you know, we're focusing on the four southern counties of South Florida. Okay.

>>So got day Broward. Broward, yep. Down that way. Got it. So now let's get to your migration or your cloud transformation. As we're talking about a lot this week, what's been your, I guess, overarching goal, you know, as you worked with Accenture and, and developed a game plan going forward, you know, what was on the front end of that? What was the motivation to say this is the direction we're going to go and this is how we're gonna get there?

>>Perfect. So Baptist started a digital transformation initiative before I came about three years ago. The board, the executive steering committee, decided that this is gonna be very important for us to support us, to help our patients and, and consumers. So I was brought in for that digital transformation. And by the way, digital transformation is kind of an umbrella. It's really business transformation with technology, digital technologies. So that's, that's basically where we started in terms of consumer focused and, and, and patient focus. And digital is a big word that really encompasses a lot of things. Cloud is one of, of course. And, you know, AI and ML and all the things that we are here for this, this event, you know, and, and we've started that journey about two years ago. And obviously cloud is very important. AWS is our main cloud provider and clearly in AWS or any cloud providers is not just the infrastructure they're providing, it's the whole ecosystem that provides us back value into, into our transformation. And then somebody, I think Adam this morning at the keynote said, this is a team sport. So with this big transformation, we need all the help and that we can get to mines and, and, and hands. And that's where Accenture has been invaluable over the last two years.

>>Yeah, so as a team sport then Deepu, you, you've got external stakeholders, otherwise we talked about patience, right? Internal, right. You've, you've got a whole different set of constituents there, basically, but it takes that team, right? You all have to work together. What kind of conversations or what kind of actions, I guess have you had with different departments and what different of sectors of, of the healthcare business as Baptist Health sees it in order to bring them along too, because this is, you know, kind of a shocking turn for them too, right? And how they're gonna be doing business

>>Mostly from an end user perspective. This is something that they don't care much about where the infrastructure is hosted or how the services are provided from that perspective. As long as the capabilities function in a better way, they are seemingly not worried about where the hosting is. So what we focus on is in terms of how it's going to be a better experience for, from them, from, from their perspective, right? How is it going to be better responsiveness, availability, or stability overall? So that's been the mode of communication from that perspective. Other than that, from a, from a hosting and service perspective, the clientele doesn't care as much as the infrastructure or the security or the, the technology and digital teams themselves.

>>But you know, some of us are resistant to change, right? We're, we're just, we are old dogs. We don't like new tricks and, and change can be a little daunting sometimes. So even though it is about my ease of use and my efficiency and why I can then save my time on so and so forth, if I'm used to doing something a certain way, and that's worked fine for me and here comes Tony and Deepu and here comes Accenture,

>>They're troublemakers

>>And they're stir my pot. Yeah. So, so how do you, the work, you were giving advice maybe to somebody watching this and say, okay, you've got internal, I wouldn't say battles, but



discussions to be held. How did you navigate through that?

something odd years. Clearly that conversation did come, why should we change? But you always start with, this is what we think is gonna happen in the future. These are the changes that very likely will happen in the future. One is the consumer expectations are the consumer expectations in terms of their ability to have access to information, get access to care, being control of the process and their, their health and well-being. Everything else that happens in the market. And so you start with the, with that, and that's where clearly there are, there are a lot of signs that point to quite a lot of change in the ecosystem. And therefore, from there, the conversation is how do we now meet that challenge, so to speak, that we all face in, in, in healthcare.

>>And then from there, you kind of designed the, a vision of where we want to be in terms of that digital transformation and how do we get there. And then once that is well explained and evangelized, and that's part of our jobs with the help of our colleagues who have, have been doing this with others, then is the, what I call a tell end show. We're gonna say, okay, in this, in this road, we're gonna start with this. It's a small thing and we're gonna show you how it works in terms of, in terms of the process, right? And then as, as you go along and you deliver some things, people understand more, they're on board more and they're ready for for more. So it's iterative from small to larger.

>>The proof is always in the place, right? If you can show somebody, so actually I, I obviously we know about Accenture's role, but in terms of almost, almost what Tony was just saying, that you have to show people that it works. How, how do you interface with a client? And when you're talking about these new approaches and you're suggesting changes and, and making these maybe rather dramatic proposals, you know, to how they do things internally, from Accenture's perspective, how do you make it happen? How, how do you bring the client along in this case, batches

>>Down? Well, in this case, with Tony and Deepu, I mean, they have been on this journey already at another client, right? So they came to Baptist where they had done a similar journey previously. And so it wasn't really about convincing

>>Also with Accenture's

>>Health, also with Accenture's Health, correct. But it wasn't about telling Tony and Deepu, how do we do this? Or anything like that. because they were by far the experts and have, you know, the experience behind it. Well, it's really like, how do we make sure that we're providing the right, right team, the right skills to match, you know, what they wanted to do and their aspirations. So we had brought the, the healthcare knowledge along with the AWS knowledge and the architects and you know, we said that we gotta, you know, let's look at the roadmap and let's make sure that we have the right team and moving at the right pace and, you know, testing everything out and working with all the different vendors in the provider world specifically, there's a lot of different vendors and applications that are, you know, that are provided to them. It's not a lot of custom activity, you know, applications or anything like that. So it was a lot of, you know, working with other third party that we really had to align with them and with Baptist to make sure that, you know, we were moving together at speed.

>>Yeah, we've heard about transformation quite a bit. Tony, you brought it up a little bit ago, Deepu, just, if you had to define transformation in this case, I mean, how big of a change is that? I mean, how, how would you describe it when you say we're gonna transform our, you know, our healthcare business? I mean, I think there are a lot of things that come to my mind, but, but how do you define it and, and when you're, when you're talking to the folks with whom you've got to bring along on this journey?



>>So there's the transformation umbrella and compos two or three things. As Tony said, there is this big digital transformation that everybody's talking about. Then there is this technology transformation that powers the digital transformation and business transformation. That's the outcome of the digital transformation. So I think we, we started focusing on all three areas to get the right digital experience for the consumers. We have to transform the way we operate healthcare in its current state or, or in the existing state. It's a lot of manual processes, a lot of antiquated processes, so to speak. So we had to go and reassess some of that and work with the respective business stakeholders to streamline those because in, it's not about putting a digital solution out there with the anti cured processes because the outcome is not what you expect when you do that. So from that perspective, it has been a heavy lifting in terms of how we transform the operations or the processes that facilitates some of the outcomes.

>>How do you know it's working

>>Well? So I, to add to what Deepu was saying is I think we are fortunate and that, you know, there are a lot of folks inside Baptist who have been wanting this and they're instrumental to this. So this is not a two man plus, you know, show is really a, you know, a, a team sport. Again, that same. So in, in that, that in terms of how do we know it works well when, when we define what we want to do, there is some level of precision along the way. In those iterations, what is it that we want to do next, right? So whatever we introduce, let's say a, a proper fluid check in for a patient into a, for an appointment, we measure that and then we measure the next one, and then we kind of zoom out and we look at the, the journey and say, is this better?

>>Is this better for the consumer? Do they like it better? We measure that and it's better for the operations in terms of, but this is the interesting thing is it's always a balance of how much you can change. We want to improve the consumer experience, but as Deepu said, there's lot to be changed in, in the operations, how much you do at the same time. And that's where we have to do the prioritization. But you know, the, the interesting thing is that a lot of times, especially

on the self servicing for consumers, there are a lot of benefits for the operations as well. And that's, that's where we're in, we're in it together and we measure. Yeah,

>>Don't gimme too much control though. I don't, I'm gonna leave the hard lifting for you.

>>Absolutely, absolutely right. Thank you.

>>So, and, and just real quick, Ashlee, maybe you can shine some light on this, about the relationship, about, about next steps, about, you know, you, you're on this, this path and things are going well and, and you've got expansion plans, you want, you know, bring in other services, other systems. Where do you want to take 'em in the big picture in terms of capabilities?

>>Well, I, I mean, they've been doing a fantastic job just being one of the first to actually say, Hey, we're gonna go and make an investment in the cloud and digital transformation. And so it's really looking at like, what are the next problems that we need to solve, whether it's patient care diagnosis or how we're doing research or, you know, the next kind of realm of, of how we're gonna use data and to improve patient care. So I think it's, you know, we're getting the foundation, the basics and everything kind of laid out right now. And then it's really, it's like what's the next thing and how can we really improve the patient care and the access that they have.

>>Well, it sure sounds like you have a winning accommodation, so I I keep the team together.

>>Absolutely.

>>Teamwork makes the dream

>>Work. Absolutely. It is, as you know. So there's a certain amount of, if you look at the healthcare industry as a whole, and not, not just Baptist, Baptist is, you know, fourth for thinking, but entire industry, there's a lot of catching up to do compared to whatever else is doing,



whatever else the consumers are expecting of, of an entity, right? But then once we catch up, there's a lot of other things that we were gonna have to move on, innovate for, for problems that we maybe we don't know we have will have right now. So plenty of work to do. Right.

>>Which is job security for everybody, right?

>>Yes.

>>Listen, thanks for sharing the story. Yeah, yeah. Continued success. I wish you that and I appreciate the time and expertise here today. Thank you. Thanks for being with us. Thank you.

Thank you. We'll be back with more. You're watching the Cube here. It's the Executive Summit sponsored by Accenture. And the cube, as I love to remind you, is the leader in tech coverage.