MuleSoft
from Salesforce

Prescription for Connection:

MuleSoft's API and AI for Healthcare's Future.

Contents

Introduction

The healthcare and life sciences industries are at a critical crossroads. From patients avoiding preventive care due to cost concerns to overworked clinicians and staff dealing with resource shortages, these industries' challenges are unprecedented. On top of this, organizations must also address supply chain disruptions, inefficiencies in order management, and a growing demand to deliver better care experiences. COVID-19 has forever altered the healthcare landscape, introducing new complexities while highlighting long-standing challenges.

In this eBook, we'll examine the shifting healthcare landscape, diagnosing key challenges like administrative inefficiencies, data silos, and growing demands on payers and providers. By uncovering the root causes of these issues, we'll outline a clear path forward – a treatment plan to equip healthcare organizations with the tools to thrive in the digital age. Through innovation and transformation, healthcare systems can improve patient outcomes, boost member satisfaction, and build a sustainable future.

The symptoms: Growing challenges in healthcare

Patients are increasingly postponing preventive care, annual checkups, and necessary procedures, resulting in delayed diagnoses and worsening health outcomes. At the same time, there's been a rapid expansion in telehealth and virtual care services as organizations seek innovative ways to meet patient needs. While these technologies have improved access to care, they also require significant investments in infrastructure, security, and training.

This digital transformation is unfolding amid a widespread staffing crisis for many organizations. Clinicians and support staff face burnout at alarming rates, leaving hospitals, practices, and life sciences companies struggling to fill critical roles. Adding to the pressure, these organizations are also tasked with implementing support systems for employees, including mental health resources and childcare, to prevent further attrition.

For payers, the demand to address members' immediate concerns while coordinating real-time services with providers has reached new heights. Administrative inefficiencies and the need for better data exchange across healthcare systems have compounded these tasks' complexity. Meanwhile, the growing and aging global population is driving up healthcare costs. Chronic diseases are becoming more prevalent, requiring more frequent and expensive interventions. Service specialization within the healthcare continuum – designed to provide targeted care – often results in fragmented communication and hidden costs, increasing the financial burden on patients and providers.

Even before the pandemic, these industries grappled with systemic inefficiencies and rising costs. The challenges have multiplied, creating a ripple effect impacting resources, patient and member satisfaction, employee wellbeing, and overall care outcomes. Organizations must confront these issues head-on to redefine how care is delivered, managed, and supported in the future. The stakes are high, and without immediate, innovative action, the entire system risks becoming further strained.

Decreased level of care

More data, more rules, and more patients and fewer doctors have made it harder for healthcare workers to find time to give quality care. One study found that **one-third of doctors spend 20 or more hours a week** on electronic health record (EHR) tasks and other paperwork instead of seeing patients. Patients and members are becoming more frustrated with less time for each patient and longer waits to schedule appointments. This frustration can lead to worse health outcomes.

New market entrants

Unmet patient needs have created opportunities for new companies to step in and succeed where traditional organizations have struggled. These newcomers aim to challenge established healthcare providers by being more agile, and offering better, lower-cost products and services to patients, members, and doctors. They understand that by meeting patients and members where they are, they can gain a share of the market

Strategic acquisitions

Mergers and acquisitions (M&A) have become a popular strategy for large healthcare organizations to grow and meet patient needs. This allows health systems to expand their network of doctors and helps insurers negotiate lower rates. Even with the global pandemic, M&A reached **over $338 billion worldwide in 2020**.

Government regulations

Legislative pressures have pushed healthcare organizations to change how they operate in order to address patient dissatisfaction and concerns about health insurance, payments, coverage, and increased transparency on prices and patients' EHRs. The government's move from fee-for-service reimbursement to a value-based care model has reshaped the economic model for providers and health systems.

The challenges facing healthcare and life sciences organizations strain the system and negatively affect patient and member outcomes and satisfaction. A major issue is that the current business model no longer meets the needs of today's healthcare industry. To tackle patient dissatisfaction, meet government regulations, reduce staff burnout, and improve care quality, organizations across the care continuum are increasingly turning to modern technologies.

Healthcare providers and health systems

Under increasing financial pressure to improve care outcomes, providers and health systems are adopting new applications to increase patient and member engagement and population health management solutions.

Healthcare payers

Facing larger competition across a growing number of channels, healthcare payers are leveraging modern customer relationship management (CRM) and software as a service (SaaS) to drive member engagement and retention.

Life sciences companies

With increasing R&D and go-to-market costs, life sciences companies are employing modern communications technologies to streamline new product development and improve sales and marketing efficacy.

Adopting new technologies and services comes with a connectivity cost, usually handled by IT. For example, a CRM designed to help doctors work with patients must be connected to the EHRs that store medical data to be useful. The number of systems with important patient or customer data has grown sharply. A recent study found that **75% of hospitals** use more than 10 EHR systems. However, **IT teams are already overloaded**, and these growing connectivity costs – along with the **need for systems to work together** – are slowing the successful adoption of new technologies and services.

To unlock the full potential of new systems and applications, organizations must first solve the problems related to connecting data into a single source. This will help address the main reasons for patient dissatisfaction and give them an edge over competitors. This eBook will explain why creating a single network of connected systems is key to bringing together healthcare payers, providers, and life sciences organizations to improve care outcomes.

of hospitals use more than 10 EHR systems

The diagnosis:
Industry disruption

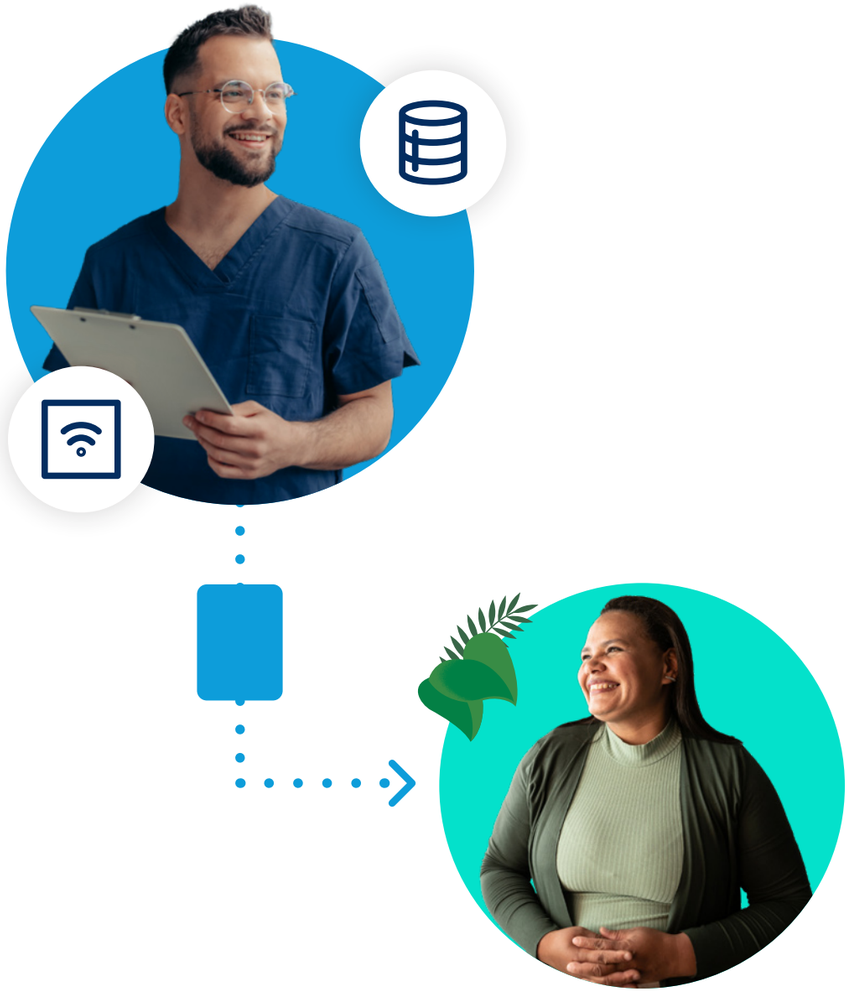
Patient and member dissatisfaction with the healthcare system has reached a tipping point. In response to increasing costs and an antiquated care experience, legislatures have passed bills to transform the healthcare operating model, and new competitors have emerged to satisfy previously unmet patient needs.

The healthcare industry is facing many challenges, from rising competition to higher costs. These issues pose a big threat to the current way care is provided. As patients share their dissatisfaction and expectations, new laws are putting more pressure on healthcare organizations. These laws require all types of healthcare businesses to change how they operate. How well IT can help these organizations adapt to these changes and meet patient and member needs will decide which organizations succeed and which will struggle.

The U.S. government-incentivized transition from fee-for-service reimbursement toward value-based care has redefined the economic model for providers and health systems, requiring them to invest in proactively managing patient care instead of reactively providing treatment when needed.

As governments pass new legislation designed to improve care outcomes and make healthcare more affordable, organizations feel the impact right away. Each new regulation causes disruption, and healthcare businesses must quickly adjust. For example, lawmakers in the United States have pushed for a move from fee-for-service to value-based care. This change offered financial rewards for improving care quality – but also made it necessary to update systems to support the shift.

Mobile apps and IoT solutions allow healthcare organizations to monitor patients' health outside the clinic, improving access and care quality. Big data helps healthcare businesses combine different records to gain new insights for better population health, and cloud technologies allow organizations to create a single view of patients, leading to a better experience for both patients and providers.



Leveraging technology to advance more proactive patient care

Today's patients demand more control over their care experience. A recent poll found that **26% of healthcare consumers** are willing to switch to a new provider for high-quality digital services. This desire for greater visibility into care plans, legislation, and new regulations has forced healthcare organizations into digital transformation to better handle data and competitively differentiate themselves in the market.

An example of new healthcare regulations is the 21st Century Cures Act, which went into effect in November 2020. This law requires healthcare providers to give patients access to their clinical notes. HIPAA-compliant cloud apps can help provide real-time access to visit history, lab records, unpaid claims, and other important health data. Connected medical devices also allow patients to monitor their health by offering real-time data through a mobile or web app. Big data also helps payers and providers offer personalized care based on large-scale outcomes data.

of healthcare consumers are willing to switch to a new provider for high-quality digital services

Source: Accenture

However, the rise of patient-focused healthcare technologies has created a more proactive generation of patients. These patients are better connected and can improve their outcomes, but they also produce more medical data. They expect their care teams to use this data to give them a better healthcare experience.

Providing real-time, accessible, and secure healthcare data is a challenge. It often means extracting and organizing data from many different systems and apps that were not designed to meet modern needs. Healthcare organizations must adapt to these changes or risk losing out to those who can use innovation to serve the growing number of proactive patients.

The healthcare IT delivery gap

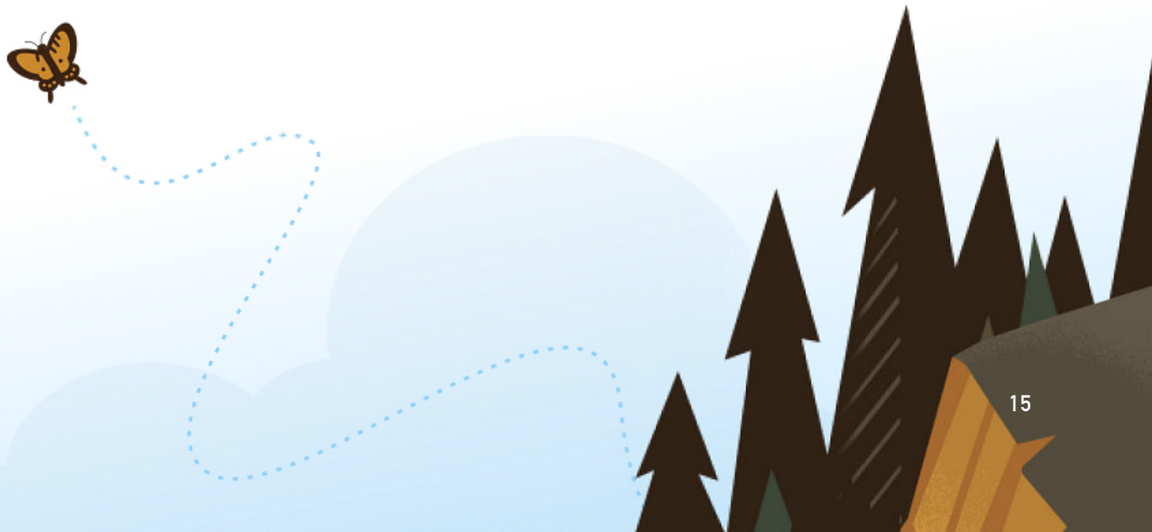
Modern technologies like cloud, mobile, IoT, and big data help healthcare organizations deal with industry changes. However, to get the most out of these technologies, they need to be connected to other data sources within the organization. This can be a slow and difficult process. Moving to the cloud alone isn't enough because cloud and SaaS technologies are only as good as the data behind them.

Organizations must link old systems and EHRs to new apps for real-time data access across the entire system. Healthcare organizations can't just build or use new technologies without fixing connectivity problems and data silos that already exist.

Using IoT technologies in healthcare also has its challenges. For example, there's no use in wearing a device to track patient data if the clinician or patient can't access that data. Big data platforms also require connecting various data sources for healthcare organizations to get their full benefits.

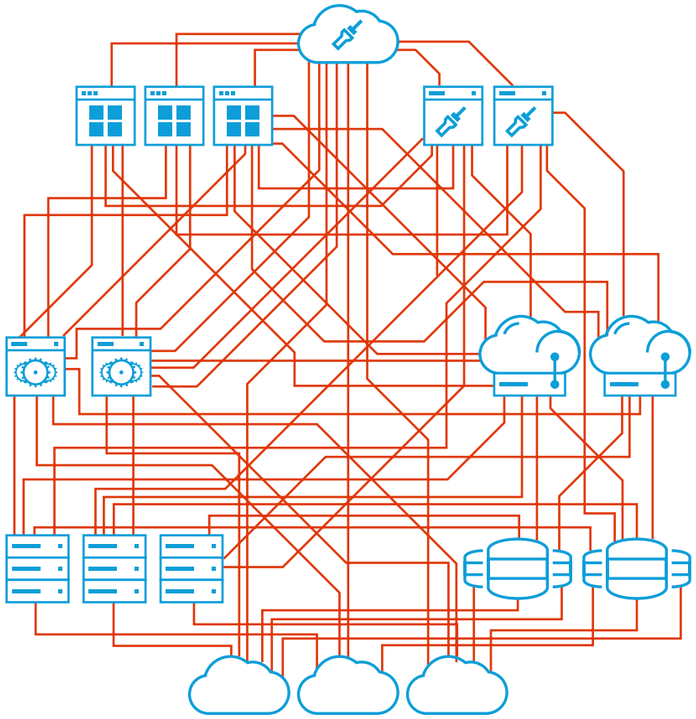
Organizations have increased their demand on IT teams by 30%, yet only **37% of IT teams** can complete all of the projects asked of them. The result is an IT delivery gap between what the business needs to satisfy patient and clinician demands and what IT can deliver. This occurs because **information resides in more places** than ever before. This means that IT developers must spend more time creating custom code to bring these systems together, rather than focusing on what the end-user needs.

With limited time and resources, and more projects needed because of changes in the healthcare industry, this gap will keep growing – putting even more pressure on IT.



The connectivity burden

Connectivity is a major drain on IT resources. Traditional methods, like point-to-point integrations or an enterprise service bus (ESB), can't keep up with today's healthcare needs. Without the ability to reuse resources, IT will continue to be stretched thin. Tightly coupling applications, data, and devices prevents the organization from adapting quickly to changing market demands. If healthcare organizations don't address this issue, they'll struggle to adopt modern technologies needed to respond to industry disruptions and may even face regulatory fines for not meeting legal requirements.



Current connectivity solutions	Why they're problematic
Hard-coding point-to-point integrations	• No opportunity for reuse. • Tight coupling of applications, data, and devices. • Depletes IT resources, further contributing to the expansion of the IT delivery gap.
ESBs and HI7 interface engines	• Modest increases to IT productivity. • No opportunity for reuse. • Does not address the problems created by tight coupling between systems.

The prescription:
API-led connectivity

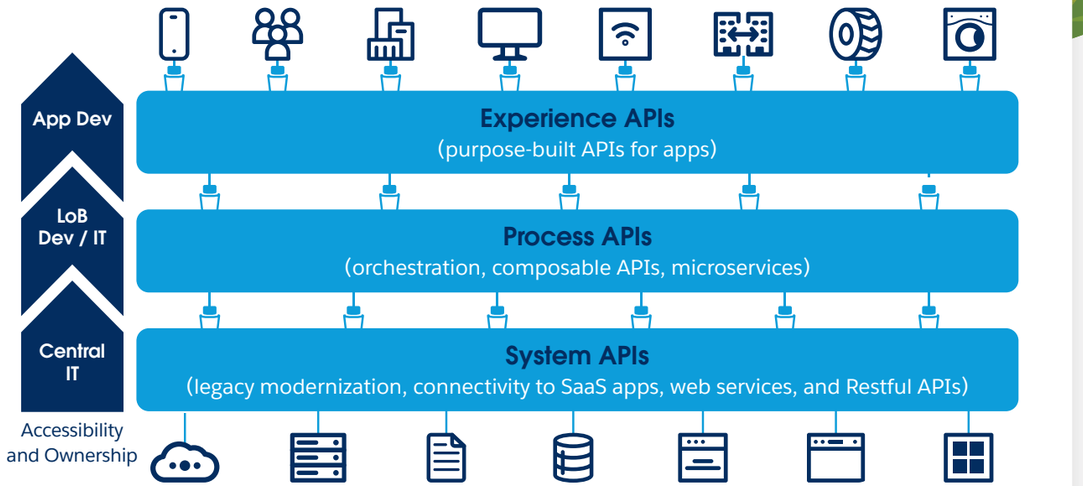
API-led connectivity: The prescription for disruption

APIs enable a new approach to closing the IT delivery gap. By seamlessly integrating systems, data can flow from one to the other securely, allowing for quick and easy access. APIs provide a means through which healthcare organizations can achieve interoperability and provide a connected care experience.

Drive accelerated project delivery

API-led connectivity is an approach to integration that builds upon the central tenets of Service Oriented Architecture (SOA) and reimagines its implementation to fit today's unique challenges. This approach to integration defines methods for connecting and exposing assets as modern APIs. Rather than connecting point-to-point, every asset becomes a modern API that is discoverable through self-service.

Large enterprises – including some of the world's largest life sciences organizations, healthcare payers, and providers – have complex, interwoven connectivity needs requiring multiple API-led connectivity building blocks. In this context, putting in a framework for ordering and structuring these building blocks is crucial. Agility and flexibility can only come from a multi-tier architecture containing three distinct layers of APIs:



API layers	Function
System APIs	Increase accessibility by providing consistent, managed, and secure access to backend systems of record (e.g., EHR, CRM, LIMS) by exposing them as APIs. System APIs enable users to access and reuse APIs for new projects easily, without needing to understand the underlying systems, democratizing innovation across your enterprise.
Process APIs	Help line of business (LoB) IT to orchestrate data exposed from system APIs, then combine them with some business logic to create high-value, reusable assets. For example, a pharmaceutical company can compose data exposed from multiple backend systems of record to create a Customer API, which can then be reused in every project that requires customer data.
Experience APIs	Configure data making it easily consumable by its intended audience. An EHR, a CRM application, and a mobile app, for instance, may require access to the same patient and member data, but require it in very different formats. Experience APIs enable IT to provide access to different audiences without needing to set up separate point-to-point integrations for each channel.

Close the IT delivery gap

API-led connectivity has the potential to drive key benefits to healthcare organizations. By increasing project delivery speed and closing the IT delivery gap, you can better serve patients and members while increasing clinician and staff satisfaction. The potential benefits of this model are huge, with MuleSoft research showing that organizations can realize a **2–5x increase** in project delivery speed.

To close the IT delivery gap and help the organization successfully meet patient and member expectations while delivering the best employee experience, the industry must increase productivity. Advantages to this approach include:

IT as a platform for innovation

Through exposing data assets as services to a broad audience, IT can be a platform that allows lines of business within healthcare organizations to self-serve on their own projects and accelerates innovation in the process.

Increased developer productivity

API-led connectivity rethinks the main ideas of SOA. It breaks logic into smaller parts that can be reused across different applications. This approach avoids repeating work and lets developers build on what others have already done, instead of starting from scratch.

Predictable and controllable change

By making integration logic modular and separating it into different parts, IT leaders in healthcare organizations can better estimate and plan changes. This helps them make changes to the code with less testing and less work downstream.

Greater agility through a loose coupling of systems

Traditional IT architecture models have different levels of governance that are useful. The “bimodal IT” or “two-speed IT” approach highlights this difference. API-led connectivity helps manage changes to core systems carefully while allowing flexibility for quick updates to user-facing systems, like web and mobile apps.

Deeper operational visibility

By approaching connectivity holistically, healthcare organizations can have better operational insight into whether an API or a particular interface is working. API-led connectivity provides end-to-end insight from the receipt of an initial API request call to the fulfillment of that request based on an underlying database query. As a result, fine-grained analysis is possible.

Healthcare providers and health systems

For healthcare organizations to respond effectively to changes in legislation, meet rising patient expectations, and compete with new market entrants like retail clinics and concierge care providers, they must digitally transform quickly. Payers and providers are investing more in digital transformation to address these disruptions and drive value-based care. New technologies and approaches, like telehealth, virtual visits, and access to EHRs, are key to enabling rapid change, and API-led connectivity will play a major role.

Most health systems use **several different systems** to manage daily operations and secure patient data. In the past, organizations have used a point-to-point approach. But when a new business need comes up, IT has to build completely new integrations. This means that even when a new application uses the same data and does the same job, none of the original work can be reused. It also leads to systems becoming tightly connected. If the existing EHR is replaced, custom code is needed for every application that uses EHR data. This is time-consuming and expensive and makes it harder to manage the movement of PHI data across systems.

API-led connectivity enables composability, which means APIs can be reused across applications, cutting down on custom code and point-to-point connections. By unlocking EHRs with APIs, teams can organize that data into units of business value that can be used in different parts of the organization. This leads to big productivity gains across the health system. As the need to unlock core systems grows – from clinical systems like EHRs and LIMS to non-clinical systems like Workday or Salesforce – the benefits of an API-led approach will continue to increase.

Traditional methods of connectivity just can't handle the growing number of technologies and the massive amount of data that payers and providers need to address patient dissatisfaction. API-led connectivity provides the foundation needed to manage these technologies, which helps improve care outcomes, reduce costs, and provide a better patient experience.

As the need to unlock core systems expands from traditional clinical systems to non-clinical systems, the benefits of an **API-led approach will only increase.**

"We chose to partner with MuleSoft because of its ability to connect clinical and non-clinical systems, both on-premise and in the cloud."

– Dr. Michael Blum, M.D., Chief Medical Information Officer at UCSF Medical Center and Director of the UCSF Medical Center for Digital Health Innovation

Customer story: NSW Health Pathology enhances interoperability by integrating pathology data

New South Wales Health Pathology (NSWHP) is an Australian statewide health organization that delivers reliable pathology to the public.

With siloed IT systems, the organization struggled to deliver on key initiatives that would improve patient outcomes, maximize taxpayer benefits, and build a foundation for change.

NSWHP needed to deploy a technology platform capable of supplying its integration needs quickly. MuleSoft's Anypoint Platform emerged as the best integration and API provider for the organization's hybrid needs and strict regulatory requirements.

The initial project sought to expand testing from laboratories to healthcare facilities so patients could get quality-endorsed results faster. Now, every provider has a 360-degree view of their patients and can provide them with the best possible care.

The success delivered to date has created the foundation for an architecture that's agile, resilient, and can respond quickly to unexpected demand on the state's pathology services.

5min **sync to HERs for near real-time results**

"MuleSoft's Anypoint Platform allows us to reliably, securely, and confidently transmit sensitive patient data to where it's needed."

James Patterson, CIO, NSW Health Pathology

Discover other successful projects with NSWHP.

Healthcare payers

Ever-changing legislation, rising competition from non-traditional providers, and more health insurance options are putting pressure on healthcare payers to invest in digital transformation. To improve member experiences, payer IT teams must adopt an API-led connectivity model to increase member engagement and reduce operational costs.

However, the challenge is the **many systems** and sensitive patient data involved. Most healthcare payers have used point-to-point or SOA approaches for integration. These methods worked well in the past for quickly delivering a single project, especially when there were fewer endpoints and slower changes. However, point-to-point connections are no longer practical because of the large number of applications and data sources that need to be connected. Traditional SOA methods also struggle to keep up with the new systems and applications being added. For instance, while the 834 EDI format hasn't changed in years, the requirements for patient experience portals or mobile apps for members are constantly evolving.

API-led connectivity allows payers to unlock data from core systems, speeding up technology adoption and better meeting member needs. This approach gives IT teams more flexibility in the long term by helping systems work together more loosely. This is especially important as payers move from on-premise systems to cloud-based applications, as loosely coupled systems allow them to make this transition without needing to overhaul applications that use data from these systems.

As business needs change, an API-led connectivity approach helps IT teams add new data sources with minimal extra effort. This reuse boosts IT productivity, allowing teams to close the IT delivery gap.

In a market that is becoming more competitive and disrupted, effective digital transformation will be a key factor in determining which payers lead the way and which ones fall behind.

Customer story: EBMS increases client satisfaction through API-led integration approach

As a third-party administrator of health plans, Employee Benefit Management Services (EBMS) administers health insurance for 300 employers.

Before MuleSoft, EBMS had to manually create up to 80,000 files per day to send to clients, each using 10-20 different partners to support their health plan and employee benefits.

With MuleSoft's Anypoint Platform, EBMS took an API-led integration approach – using APIs and web services to build an electronic data interchange (EDI) solution connecting different organizations' systems and creating a single view of all data.

EBMS now has a real-time view of critical moments that happen in the insurance member journey and can now easily connect to new systems that their clients or employers have – getting employers onboarded in just two days instead of 15 days.

50% **reduction in customer service calls**

"With MuleSoft, we didn't need to completely overhaul the systems and data we have; instead, we built APIs that helped us better leverage existing data — fast."

James Vertino, CEO, EBMS

Learn more about EBMS' journey to increase customer satisfaction.

Life sciences

Life sciences companies play a critical role in the healthcare system by developing and distributing drugs, devices, and services to improve care outcomes. However, they face growing pressure from governments, consumers, and competitors to offer better products at lower prices. As a result, these organizations must digitally transform their operations to reduce internal costs, improve patient engagement, and speed up the development of new products.

As life sciences IT teams try to speed up project delivery, they face a growing number of endpoints across many applications, data sources, and devices. Using a point-to-point approach to connect everything can create complex and tangled code, **leading to technical debt** that delays the launch of core products like medications and devices. Traditional Service-Oriented Architecture (SOA) was created to address some of these issues, but it can't keep up with the fast pace at which new systems and applications are changing. With more projects to complete and a fast-moving market, greater agility and flexibility are needed to meet business demands.

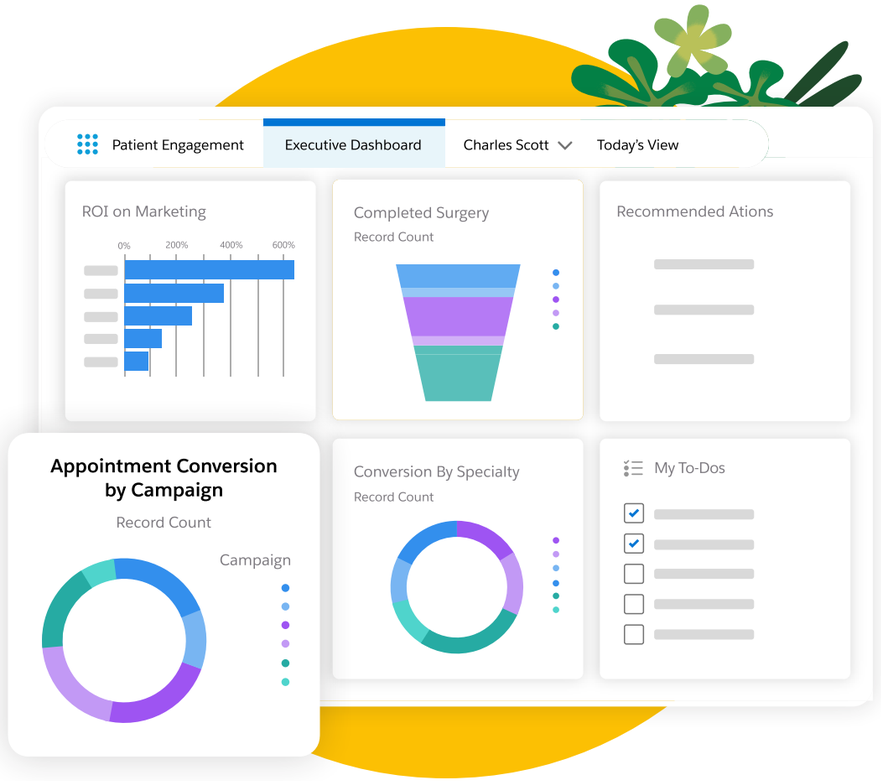
API-led connectivity offers a way for IT teams to build agility into their operations. By using reusable assets like physician data, drug data, and eligibility information, teams can launch projects more quickly and use these resources multiple times to speed up their work.

As therapies and devices grow more complex, API-led connectivity can help IT teams be faster and more agile.

“An API-led approach allows us to seamlessly flow complex information across our enterprise.”

Cindy Hoots, Chief Digital Officer and CIO, AstraZeneca

As therapies and devices evolve, they become more complex, which means more R&D dollars are needed to bring drugs and products to market. API-led connectivity can help IT teams handle this complexity by enabling greater speed and flexibility. This allows IT teams to directly impact development costs by improving operational efficiency. It also helps create a competitive advantage through better patient and clinician engagement and speeds up the launch of new treatments. With API-led connectivity, life sciences IT teams move from being a bottleneck to a key driver of growth.



Customer story: Hologic delivers 360-degree customer views 3x faster than before

Hologic is an innovative healthcare company with market-leading early detection and intervention products. Their goal: provide their growing sales and support teams with 360-degree customer views populated with real-time data.

Constrained with a heavyweight integration stack that slowed development time, the Information Systems (IS) team needed a faster way to deliver integrations to keep pace with the growing needs of the business.

To succeed, they needed a new integration platform that could support real-time data transfer across various enterprise applications. Powered by MuleSoft's Anypoint Platform, the Hologic team has increased the overall speed of development by adopting API-led connectivity.

As a result, in the first four months of use, the team produced 25 end-to-end, real-time integrations, and to date, MuleSoft's has enabled Hologic to build and launch integrations three times more quickly than before.

3x **integration speeds**

"No matter what new solutions our executives want to bring on, now that we have MuleSoft, we know we'll be able to integrate them easily."

Vasil Valkov, Systems Integration and Software Development Manager, Hologic

Find out how Hologic is further investing in improved customer experience.

Agentic technology for healthcare innovation: Agentforce

Healthcare and life sciences organizations serve patients and members, but these individuals expect the same level of customer service they get in retail and other industries. Whether it's scheduling an appointment, confirming benefits, or reporting an issue with a medical device or drug, patients and members want fast, seamless interactions with top-notch service.

This is where agentic technology, like Salesforce's latest innovation, Agentforce, comes in. With Agentforce and MuleSoft, healthcare and life sciences organizations can automate their interactions, offer premier service, and reduce pressure on their employees.

MuleSoft helps organizations integrate and connect their various data so AI agents can act across all systems. With the MuleSoft API Catalog and MuleSoft Topic Center, customers can bring together their APIs to create new topics and instructions for agents to follow.

For instance, if data from an EHR helps guide prior authorization decisions using Agentforce, it can also assist with scheduling an appointment with the right provider who can deliver the best care.

The cure: Chart a digital future for healthcare and life sciences

MuleSoft provides unique capabilities, making it the ideal solution for implementing API-led connectivity across the healthcare industry. As the only platform purpose-built for this, Anypoint Platform combines all necessary features to help healthcare organizations innovate faster and improve patient care.

Support for the full API lifecycle

Anypoint Platform treats modern APIs like products, supporting the entire API lifecycle as well as the software development lifecycle (SDLC). This includes designing, collaborating, building, testing, deploying, publishing, versioning, and retiring APIs.

Ubiquitous connectivity

Anypoint Platform enables connections to any data source, allowing for the quick deployment of API building blocks. The platform provides pre-built connectors for generic protocols, transport and database systems, and applications.

Flexible deployment

As deployment environments evolve with the rise of public and private clouds, Anypoint Platform allows healthcare organizations to write once and deploy anywhere. This includes cloud, on-premises, or hybrid environments, all managed as a unified network, no matter where the API nodes are located.

A unified platform

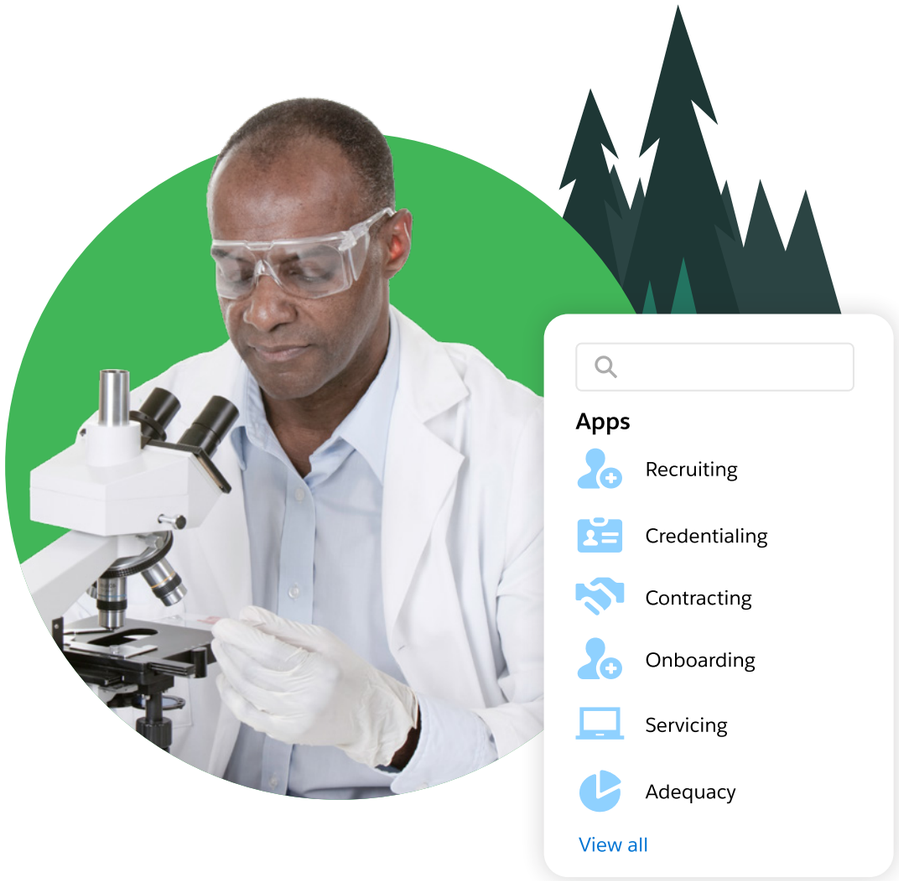
Anypoint Platform delivers enterprise-grade connectivity and support on one platform, eliminating the need to manage multiple products, vendor relationships, or skill sets. Unifying the required functionalities under a single platform simplifies development and application maintenance, allowing organizations to focus on what matters most: the end user.

Security by design

With Anypoint Platform, all connectivity assets are governed through policies, and every node, connection, and API is automatically registered, ensuring inherent security. The platform offers full visibility into which applications access which systems. Anypoint's dynamic policy enforcement also allows security and governance requirements to be adjusted independently of the underlying code, improving agility without sacrificing security.

All of these capabilities are required to realize API-led connectivity and close the IT delivery gap successfully. MuleSoft provides a unified solution that brings these abilities together on a single platform to help healthcare organizations innovate faster in the service of better patient care.

- **Full API lifecycle**
- **Unified platform**
- **Secured by design**
- **Write once, deploy anywhere**
- **Ubiquitous connectivity**
- **C4E | Center for Enablement**



Conclusion: The remedy to healthcare's integration challenges

With disruption coming from every direction, healthcare and life sciences organizations must not just adapt but embrace it to thrive. The old IT operating model no longer provides the agility needed to keep up with the growing number of technologies that respond to industry disruption. As a result, it no longer meets the needs of this fast-changing industry. Healthcare organizations that keep following this outdated path will struggle to meet patient and member demands and fall behind in IT delivery.

Healthcare and life sciences companies are constantly evolving to serve their customers, members, and patients better. Those being served expect technology that consistently delivers the best care outcomes. API-led connectivity allows organizations to transform IT from a bottleneck into a platform that supports innovation.

Whether it's building portals for patient access to medical records, offering mobile apps that help members find personalized health insurance plans, or adopting faster technologies to develop life-saving drugs, a strategic roadmap created with IT can help reduce costs, improve care outcomes, and reduce patient dissatisfaction.

The time to change is now. One trend stands out in every industry – from retail to banking to transportation – the fast outcompete the slow. The stakes for healthcare companies, however, are even higher. IT innovation in healthcare doesn't just affect profits; it can save lives.

Build a care plan for your digital innovation journey

Solve interoperability challenges

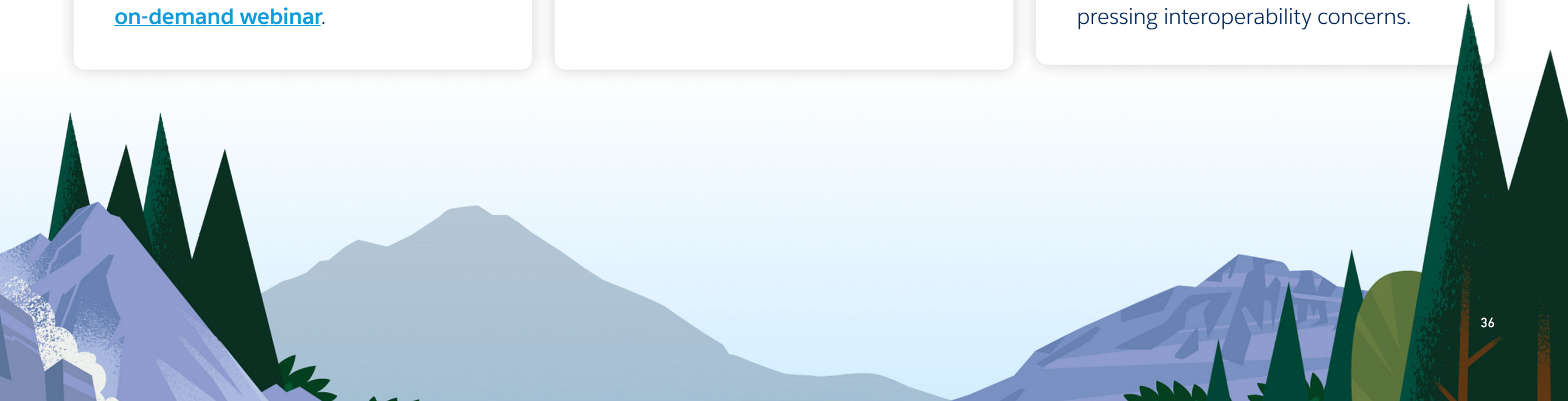
Learn how an API-led methodology enables payers and providers to power EHR connectivity and how MuleSoft Accelerator for Healthcare can help organizations cope with ever-changing regulations around interoperability, like CMS and ONC mandates, in this on-demand webinar.

Deliver a better patient experience

Get an inside look at how MuleSoft Accelerator for Healthcare provides customers with a simpler, faster way to develop a 360-degree view of their patients, enabling them to provide a better patient experience and faster care coordination.

Improve data security for clinical trials

Watch this on-demand demo to learn how one health system handled sensitive patient data during a clinical trial using FHIR R4 specification. Discover how MuleSoft Accelerator for Healthcare addresses the most pressing interoperability concerns.



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