

KPMG Connected Enterprise for Health framework

Patient experience



"My care is seamless"

"I need access to care"


"I proactively manage my own health"

"I use my digital health record"


"My care journey is planned"

Channels 							
Phone	Referrers	Portals	IoT/Digital	Funders	Retail	Virtual	In-person
Care settings 							
Primary care	Emergency/Urgent care	Inpatient care	Ambulatory care	Behavioral health	Community care		

Corporate strategy and clinical services strategy

Front office: Core business and clinical processes 				
Population health management programs				
Care delivery				
Intake/Care pathways	Patient/Customer engagement	Care coordination	Clinical support services	Costing and funding models
Health professions and partners			Clinical governance	Academic management

Middle and back office 				
Governance, strategy and performance management	People and change	Enterprise risk management (inc BCP)	Asset management	Insight and decision support
Financial management	Regulatory, tax and compliance	Sourcing, procurement and materials management	Food, linen, cleaning and waste	Cyber and privacy

Enterprise technology 				
Electronic medical records, clinical information systems	Medical devices, robotics, modalities	SCM, ERP, Finance, HR, billing, GRC	Analytics tools, Data Lake, MDM	IAM, ESB, EMPI
Clinical trials, research administration and data	Workforce management platforms, rostering, time and attendance	Portals and virtual health, CRM	IT service management, operations management, business management	Enterprise cyber