



# Operational Transformation in the Healthcare Provider Sector: 2020

Market Analysis  
Report Abstract

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BPS Market Development  
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## Who Is This Report For?

NelsonHall's "Operational Transformation in the Healthcare Provider Sector: 2019" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating operational transformation developments within the healthcare provider sector
- Vendor marketing, sales and business managers developing strategies to target operational transformation and business process services (BPS) opportunities within the healthcare provider sector
- Financial analysts and investors specializing in the IT services and BPS sector.

## Scope of the Report

The report is based on interviews with executives in the healthcare provider sector in the U.S., U.K., Continental Europe, and Asia Pacific.

The report analyzes the worldwide market for operational transformation and business process services within the healthcare provider sector and addresses the following questions:

- What are the principal business priorities faced by organizations in the healthcare provider sector?
- What benefits are sought from operational transformation by healthcare provider firms?
- In which functional areas are healthcare provider firms planning operations transformation initiatives?
- What initiatives are healthcare provider firms planning around key technologies such as analytics, AI, and IoT?
- To what extent, and how, will BPS vendors be involved in operations transformation?
- What are the key characteristics sought in an operations transformation partner by healthcare provider firms?
- What levels of productivity gain are being targeted by healthcare provider firms?



## Key Issues & Highlights

The healthcare provider sector is undergoing major change and seventy per cent of healthcare providers globally perceive operational transformation to be a key part of the organization's future strategy. In particular, healthcare providers are under strong pressure to reduce their operational costs, particularly the costs of diagnosis and long-term care, while improving patient diagnosis, communication and the range of treatment options available to patients.

Nonetheless, there remains in parallel considerable scope to improve basic administrative processes from increased use of digital channels to improve patient communication to improved integration of information within financial reporting.

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## Report Length

41 pages, consisting of 7 chapters

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