slalom | INDUSTRY OUTLOOK



Healthcare

In 2025, the healthcare industry will focus on person-centered and technology-enabled transformation. Leaders must balance investments in growth and innovation with essential action to maintain security and resilience.

Top trends in healthcare

01 **Hyper-personalizing the patient and member experience**
Technology is helping deliver tailored treatments and seamless patient engagement, despite challenges like data consent and socioeconomic disparities.

02 **Transforming contact centers for enhanced patient access**
AI and unified systems are transforming contact centers by boosting efficiency and patient satisfaction through innovative technology and smart centralization.

03 **Opening new markets with M&A and venture capital**
Recent events have shone a spotlight on aggressive mergers and acquisitions (M&A), as emerging tech reshapes the industry in the quest to boost efficiency and improve patient care.

04 **Fortifying resiliency and cybersecurity**
Ransomware attacks and IT outages have exposed vulnerabilities and the urgent need for holistic strategies to fortify defenses and ensure operational resilience.

05 **Advancing proactive health and lifestyle medicine**
Focus is shifting from "sick care" to "well care" with an emphasis on preventive measures and healthy living over costly medical interventions.

06 **Reducing burden through AI and automation**
By slashing administrative burdens, AI and automation allow healthcare providers to focus on delivering exceptional, patient-centered care.

07 **Navigating the complexity of value-based care**
To realize value in alternative payment models, payers and providers alike must move beyond risk adjustment to focus on quality and outcomes.

08 **Bringing healthcare closer to home**
Healing can happen anywhere, all the time—if providers are able to blend virtual and in-person treatments to make care more convenient and effective.

Get the full outlook here: **slalom.com/hc-outlook**

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WHO WE ARE

Slalom is a fiercely human business and technology consulting company that teams with leaders who expect more. **So we bring more.**

WHAT WE DO

From strategy to implementation, our approach is fiercely human. We partner with market leaders and emerging players as they navigate uncertainty and strive for growth.

HOW WE'RE DIFFERENT

We take love seriously
So seriously that we measure customer love in 10 dimensions and use those metrics to guide our actions.

Head and heart in everything we do
We show up authentically and get to know you, always leading with empathy and kindness.

Deep connections, better outcomes
Our thorough understanding of partner technologies and priorities drives trusting relationships and exponential impact.

Momentum that outlasts us
We work with your teams every step of the way, teaching and empowering them to continue the momentum even after we leave.

Local soul, global scale
Because we live where we work, we're committed to our local communities and your long-term success—while also staying connected globally.

LOCATIONS

We have over 10,000 team members, including 1,300+ experienced healthcare consultants, in 12 countries and 52 local offices around the world.



PARTNERSHIPS

We partner with over 700 of the world's leading technology providers to create extraordinary results for healthcare leaders like you.

aws
databricks
Google Cloud
Microsoft
salesforce
snowflake

CUSTOMERS

Our healthcare customers include medical and dental providers, payers, specialty and home delivery pharmacies, nonprofit health systems, healthtech innovators, and more.

allianceRx Walgreens Pharmacy
American Cancer Society
Ascension
CRISP Shared Services
Mass General Brigham
PACIFIC DENTAL SERVICES

Learn more on **slalom.com/hc-outlook** or reach out to **Meera Kanhouwa** (meera.kanhouwa@slalom.com)