



Migrating Legacy Healthcare Systems to Salesforce

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ABSTRACT

This article has profoundly explored the migration of legacy healthcare systems. It has precisely focused on B3, to Salesforce with refactoring through the Lightning Design System (LDS). The transition can help to significantly enhance mobile user experience (UX) and clinical efficiency. The study has demonstrated that the legacy systems, while foundational, hinder modern healthcare workflows and mobile accessibility.

The study has illustrated that through leveraging LDS of Salesforce, the approach of modernized healthcare interfaces could be achieved, and it will also help to ensure better data access and enable to enhanced clinician-patient interaction. The solution demonstrated here focuses on user-centered design as well as data migration, along with improvement. The solutions proposed here intended to improve the efficiency of the operations and optimize patient care through interconnected healthcare system.

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Introduction

The healthcare industry in the contemporary era is undergoing a major shift due to digitalization. This shift is driven by the need to improve operational efficiency, patient outcomes and user experience. This highlights the importance of the healthcare systems becoming adaptive to the present demands of the people because the traditional healthcare systems, despite being solid and robust, are not very efficient in handling modern healthcare needs. This further presents a challenge related to outdated systems. Hence, for this, a migrating legacy system, such as B3 to Salesforce is needed so that healthcare organizations can enhance efficiency while serving the patients better.

Background

Even after the rapid technological evolution, the healthcare industry remains tethered due to the outdated legacy systems, which restricts their overall mobile usability. Legacy systems within healthcare can be defined as technologies that are currently outdated but used still such as all databases, software, or hardware that are obsolete but are still retained due to the high costs of replacing them [1]. Thus, because the systems were built decades ago, they currently struggle to accommodate the modern healthcare needs and demands of individuals. This not only hinders the efficiency of the industry, but also the quality of care provided. Moreover, one of the most critical drawbacks of legacy systems within the healthcare industry is User Experience (UX) because earlier the focus was majorly on functionality rather than the experience of the users.

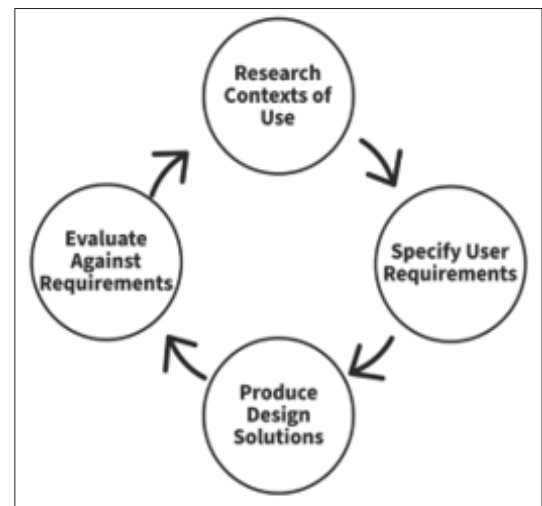


Figure 1: User-Centered UX Design [2].

This has resulted in a negative impact on healthcare providers because navigating through the outdated interface might result in frustration among the healthcare providers because they might have to spend a huge amount of time maintaining patient records. This can ultimately lead to increased turnover rates.

Concerning this, it becomes very important for healthcare organizations to adopt imperative solutions by investing in interoperable technologies that priorities user experience. This will not only help the healthcare providers to move towards modernization but will also pave the way for a more efficient and interconnected healthcare system.

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Problem Statement

The key problem is regarding outdated and inefficient user experiences in healthcare legacy systems, limiting mobile usability. This is because the healthcare legacy systems utilize outdated, programming languages which are not in use today. This further makes maintenance highly challenging. In addition to that, the healthcare sector generally embraces mobile solutions, which these legacy systems lack. This ultimately results in hindering access to important patient data which might be crucial in the long run.

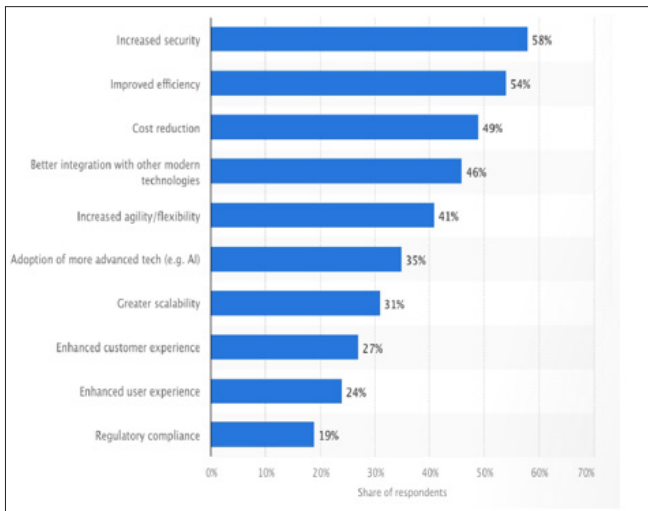


Figure 2: Reasons Driving Business towards Updating Legacy Systems in 2023 [3].

Under this consideration, there is a major requirement for migrating legacy systems, such as B3 to Salesforce and refactoring to enhance mobile UX and efficiency. It has also been found that in 2023, several businesses placed a priority on modernizing their legacy data systems as 50% of them cited that it would increase security efficiency, which would result in improved flexibility and integration. Thus, it becomes very important for organizations in the healthcare sector to migrate legacy healthcare systems to Salesforce as it might present numerous opportunities.

Proposed Solution

To solve the issues associated with outdated and inefficient user experiences in healthcare legacy systems which limits mobile usability, there is a need to migrate such legacy systems like B3 to Salesforce and refactor using the lightning design system for enhancing mobile UX and clinical efficiency. This Lightning Design System (LDS) not only helps in creating a responsive and modern user interface for healthcare systems but also helps in better integration of different platforms. Moreover, clinical efficiency can also be enhanced because the LDS can allow healthcare organizations to access real-time, data information, which can easily enable healthcare providers to make informed decisions related to patient care [4].

Hence, it can be argued that migrating the legacy healthcare systems that are obsolete to Salesforce presents a major opportunity to enhance user experience and clinical efficiency because this can help organizations navigate through different complexities, which is otherwise not possible. Moreover, this migration can also help in addressing the different shortcomings

associated with obsolete healthcare systems while delivering superior quality services.

Methodology

As a primary method for implementing the migration of legacy healthcare systems like B3 to Salesforce, the below method can be considered.

- **Assessment and Planning**

A comprehensive assessment of the already existing legacy systems is very important to understand and evaluate a user interface, its functionalities and the loopholes associated with it.

- **Selecting the right Salesforce Solution**

Salesforce has several products to offer that can cater to healthcare needs. Therefore, selecting the right one as per the requirement is very important.

- **Data Migration**

Migrating information and data from the old legacy systems to Salesforce is important and requires careful planning and data mapping, to ensure completeness and accuracy.

- **User Experience Design**

For reinforcing the user interface, it is very important to ensure a smooth transition to a new design that can enhance user experience so that data and information can be accessed easily.

- **Evaluation and Continuous Improvement**

After the implementation of Salesforce, it is very important to keep on evaluating the performance matrix and making iterative improvements that can be helpful in making the implementation better.

Results and Discussion

After thoroughly analyzing the migration of legacy systems, such as B3 to Salesforce and refactoring to mobile UX and clinical efficiency, can be asserted that moving towards LDS in Salesforce offers numerous advantages. One of these advantages that has been understood is a user-centric design where users are kept in mind all they want is easy accessibility and leveraging that would allow them to be better off [5].

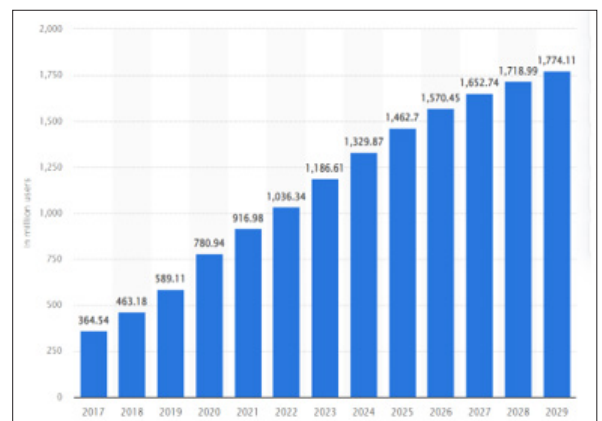


Figure 3: Number of Users in the Digital Health Market from 2017-2029 [6].

Furthermore, the migration of the legacy systems would also help in optimizing mobile ability, which can further help healthcare organizations provide patients with an opportunity to book online appointments and consultations alongside accessing important health records and communicating with the clinicians from the comfort of their homes.

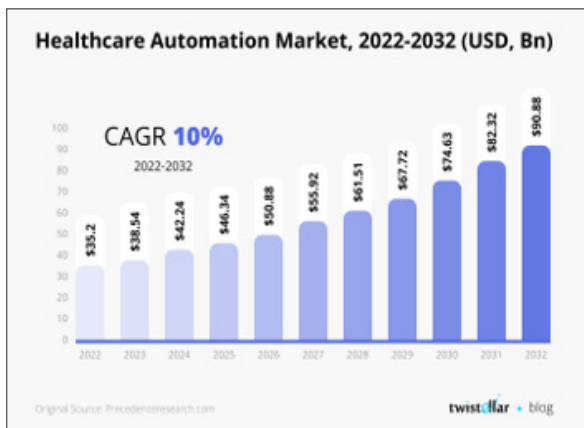


Figure 4: Healthcare Automation Market between 2022-2032 [7].

However, it can also be inferred that when this migration is done, it becomes very important for healthcare organizations to provide continuous support and training so that they can feel confident while upgrading their skills and knowledge. This can ultimately help them to provide the best possible quality of care which can increase patient outcomes as well. Lastly, it can also be stated that even though the journey towards modernization of the healthcare system is complicated, it can make the healthcare system more efficient.

Conclusion

In conclusion, it can be plausible to state that legacy healthcare systems such as B3 might restrict the overall workflow of the industry. Therefore, it becomes very important to consider switching to Salesforce. Moreover, the current article has been successful in highlighting the importance of switching to Salesforce and how it can enhance critical efficiency and mobile

usability. The article in this regard, has thoroughly denoted the proposed solutions and the methodology that can be considered for implementing the proposed solution. Overall, the findings have been derived and have also been discussed in detail in the present work. Lastly, it would be fine to state that having an LDS system can help the healthcare organization navigate through the different complexes. They face delivering patient outcomes and becoming more efficient and responsive towards the clientele demands.

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