‘Already Ready’: InterSystems Asia Healthcare Summit Spotlights the Importance of Innovation and Readiness for the AI Age

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EXECUTIVE SNAPSHOT

Key Takeaways:

- The future of healthcare will be driven by AI, which requires access to trusted data, solid planning, and good governance.
- Asia-Pacific, like other parts of the world, is facing unsustainability of healthcare driven by a growing imbalance as demand outpaces supply.
- Indonesia illustrates both the risks of outbound medical travel and the potential of domestic innovation as seen in Bali International Hospital and digital health initiatives.
- Policy action is needed in four domains: trusted data governance, workforce adaptation, sustainable financing, and multi-stakeholder collaboration.

Synopsis

The Asia-Pacific Healthcare Summit 2025, convened by InterSystems, gathered healthcare leaders, policymakers, and IT software and solution provider partners to prepare for the AI age in Healthcare and share innovations and successes. This paper synthesizes their insights and situates them within the broader policy agenda for healthcare transformation in the region.

Opportunities highlighted at the event include how AI can support clinicians through workflow automation, intelligent assistants, and personalized care. While there are concerns to manage, AI holds great promise in reducing the mismatch between demand and workforce capacity and improving the care experience and patient outcomes. Policy implications suggested in this text are that AI should be framed not as a replacement for human labor but as an enabler of healthcare professionals, supported by strong governance.

The summit provided a collaborative platform for healthcare leaders and innovators to explore what is working today, what lies ahead, and how partnerships can shape the future. “Every time you choose InterSystems, we ensure your long-term success,” Luciano affirmed.

Already 'Ready' for Integrating AI in Healthcare

'Today we are living through an exciting time of profound technological transformation,' **Terry Ragon, Founder and CEO of InterSystems**, said at the beginning of the InterSystems Asia Healthcare Summit 2025.

Ragon highlighted the immense opportunities that AI presents for both business and healthcare. He explained how AI is becoming deeply embedded into the company's data management solutions, with these solutions providing trusted data, scalable design, and operational precision. This stance suggests that platform partners like InterSystems must evolve into transformation enablers, not just infrastructure providers. Ragon also noted that AI should be seen as a tool to enhance—not replace—the workforce.

Dr Timothy Ferris, President of Healthcare Practice at Red Cell Partners, stated that AI should be viewed as a solution rather than a threat to the healthcare occupation. Many countries, particularly those with aging populations, are struggling to balance healthcare demand with delivery capacity. For instance, 12 percent of England's population works in healthcare. To meet projected demand, 26 percent of the entire workforce would need to be employed in healthcare—a clearly unsustainable scenario. "That is impossible. The only solution is to fully embrace innovation. Healthcare must become a technology-enabled system," Ferris urged. "Due to shortages of healthcare workers, we are not going to lose jobs to AI—but our jobs will change," he said.

In contrast, only 6 percent of Indonesia's population is over 65, less than half the proportion in Europe or the United States. While acknowledging that aging populations inevitably place strain on healthcare delivery, Ferris describes a more positive outlook for countries like Indonesia and others in Asia that still have time to design more effective models of healthcare delivery. AI will be critical to health sustainability. AI can reduce the gap between supply and demand as it grows.

Supporting World-Class Care in Indonesia’

In Indonesia, InterSystems technology is already being used by leading healthcare organizations, including Prodia, EMC Healthcare, EKA Hospital, Pondok Indah Group, Asia OneHealthcare, and Bali International Hospital. These partnerships span from national laboratory networks to modern private hospitals, aligning with the Ministry of Health’s vision of delivering connected and patient-centered care.

Luciano Brustia, Regional Managing Director for Asia Pacific at InterSystems, emphasized that Indonesia’s healthcare transformation is not just a national achievement but also a catalyst for progress across the region. “Visionary leadership, cross-industry collaboration, and readiness to adopt secure and scalable technology are setting a new benchmark,” he added. He also illustrated that technology must be dependable and user-friendly for healthcare professionals.

In 2023, an estimated two million Indonesians sought medical treatment overseas, spending nearly USD 10 billion. The primary drivers included limited access to essential drugs and specialized treatments within Indonesia. To address this gap, the government is seeking a solution through bigger investments.

Dr. Noel Yeo is Chief Commercial and Operations Officer of Bali International Hospital (BIH), which opened last June, providing exceptional levels of care in the Bali SEZ. For example, the hospital has partnered with Icon Cancer Centre Australia, providing access to more than 70 chemotherapy drugs previously unavailable in the country.

According to Dr. Noel’s presentation, BIH leverages the InterSystems TrakCare electronic medical record system to unify patient data and enhance clinical workflows and decision-making. Looking ahead, he expressed optimism that BIH will contribute not only to Indonesia’s healthcare transformation but also to regional healthcare excellence in Southeast Asia. By elevating Indonesia’s competitiveness on the global stage, BIH may also inspire members of the Indonesian medical diaspora to return, live, and practice in their home country.

IntelliCare: Asia's Proven AI-Powered Electronic Health Record System

Dimitri Fane, Head of EHR Strategy and Operations at InterSystems, led an impressive on-stage enactment of a patient journey supported through the company's recently released InterSystems IntelliCare AI-Powered electronic health record system. A patient named Maya, who has just arrived at the hospital via ambulance, has stopped breathing and requires CPR. What we just saw is the future of emergency care.

Not a future where technology overwhelms the room — but one where it quietly empowers it. While clinicians focused entirely on the patient, every word, every action was captured — safely, instantly, and with clinical precision. Intersystems IntelliCare's scribe capabilities convert chaotic moments into structured summaries, enabling faster decisions, safer handovers, and more efficient documentation. An AI prompt for coding assistance simplifies this burdensome task. Maya receives personalized care instructions curated for her specific history and language preferences. In Maya's follow up outpatient appointment, there is waiting while the doctor types. No confusion about prescriptions and orders. No delays in getting what's needed for insurance and administrative tasks. But a more focused clinical interaction, a more humane experience

This powerful technology is not a prototype. In fact, EMC Healthcare took to the stage to share their experience of being the first InterSystems customer in the world to implement IntelliCare. **Wildan A. Djohany, Director of IT at EMC Healthcare**, shared secrets to success when planning and adopting IntelliCare. Most challenges related to defining who would get the most impact, and then engaging stakeholders -- doctors, pharmacists, nurses – with training and socialization. According to Djohany, "the information we used to search for, now answers us first," while ambient technology has enabled clinicians to move "from conversation to documentation, seamless, hands-free."

From Experimentation to Execution

Don Woodlock, Head of Global Healthcare Solutions at InterSystems, spoke about the company's proven track record in delivering data management solutions to the healthcare provider market, while stressing its broader role in supporting life sciences, medtech, insurance, and other areas needing to connect into the healthcare ecosystem. InterSystems' data platform, InterSystems IRIS for Health, distinguishes itself through scalability and high performance, powering some of the largest healthcare systems worldwide. It supports seamless integration across diverse systems, ensuring that data flows smoothly within and across organizations.

Woodlock educated the audience on agentic AI, where AI is no longer responding to requests but instead acting as an intelligent assistant for healthcare professionals to help plan and execute tasks, save time, and enhance the quality of decision-making. Woodlock's colleagues demonstrated some of the agentic AI innovations the company is currently working on, with AI avatars in particular dazzling the audience. He predicted that in the coming years, AI agents will evolve beyond assisting with scheduling to executing complex workflows autonomously (with human oversight).

Industry Analysts Share Intelligence Regarding the State of Healthcare IT in Asia

The Asia-Pacific region is currently experiencing a digital surge, marked by the adoption of electronic clinical records, AI, Generative AI (GenAI), and the emergence of agentic AI. **Manoj Vallikkat, Senior Research Manager at IDC Asia Pacific**, shared that, based on IDC's findings, investment is consistently aligned with tech-enabled, value-based care. AI-powered personalization has become the key to advancing healthcare, making cybersecurity non-negotiable.

Vallikkat identified four priority areas identified for healthcare investment in the Asia Pacific: Healthcare-specific GenAI solutions, Workflow automation to improve efficiency and care outcomes, Patient-centric care delivery models, and Cybersecurity, whose resilience is particularly critical in the diverse Asia-Pacific region.

These four areas converge on a single principle: trusted clinical data. Secure, reliable data, Manoj suggests, is the foundation of modern healthcare and the starting point for meaningful innovation. Healthcare is transitioning from a reactive to a preventive approach by implementing cyber resilience.

IDC predicts investment in GenAI across Asia-Pacific will double, but must be driven by curated, high-quality data. To achieve these goals, Manoj emphasized two key enablers: collaboration among healthcare stakeholders and alignment with business goals, while ensuring robust data security.

Manoj introduced the concept of "PayVider"—a framework designed to attract investors while promoting accountability across the healthcare ecosystem. This approach requires shared responsibility among patients, hospitals, and insurers, fostering trust and transparency in service delivery. He urged stakeholders to prioritize health data platforms and informatics, envisioning a One-Health ecosystem that integrates multiple data sources.

He highlighted InterSystems IntelliCare as an early example of embedding AI into electronic health record systems to enhance decision-making. However, AI governance mechanisms must be regularly audited to ensure accountability and restrict use to authorized stakeholders.

Dalvin Loh, Vice President, Asia Pacific of Healthcare Information and Management Systems Society (HIMSS), delivered the results of a recent survey from HIMSS, which found that the biggest barriers for AI adoption were the high financial cost, data privacy and security, and a lack of skilled personnel. Within his presentation, 'Leading Digital Transformation,' he highlighted the importance of understanding healthcare technology infrastructure before gaining expertise in using it.

According to the APAC Healthcare Survey by HIMSS, respondents asked for better quality of healthcare and workflow of the system. Dalvin presented some of the key findings from their research: telemedicine is the most challenging feature, poor usability is a major pain point for the clinicians, and app integration is among the top 3 most challenging EMR features.

To solve those problems, HIMSS suggests care coordination as the primary tool for clinicians and better strategic planning for AI adoption and data analytics in the healthcare system. He discussed the Electronic Medical Record Adoption Model (EMRAM) to evaluate digital maturity, which can help attract more digital investment. He also discussed HIMSS's partnership with InterSystems through their Digital Health Technology Partnership Program, Through this program, InterSystems works with its customers to provide strategic guidance to plan for and execute a hospital group's digital maturity ambitions in support of operational and clinical goals.

The audience joined HIMSS in celebrating customers in Asia that are setting a benchmark in digital health maturity by achieving Stage 6 or 7 validation on the prestigious HIMSS EMRAM model. Pondok Indah Hospital Group, the first in Indonesia to achieve EMRAM Stage 6, has now achieved Stage 7 across all three hospitals. EMC Grha Kedoya has just achieved HIMSS EMRAM 6. And National Heart Institute of Malaysia has become the first hospital in Malaysia to achieve HIMSS EMRAM Stage 6.

A panel session on "Being Ready for What Comes Next" featured leaders from some of the region's finest healthcare delivery groups: Dr. Natthinee Mattanapojanat, a Cardiologist from BNH Hospital in Thailand,Prof. Dato' Sri DR. Alwi Yunus, Clinical Director of Health Informatics in Institut Jantung Negara (IJN) Malaysia, And Henrik Andersson, Chief Innovation and Technology Officer at Bumrungrad International Hospital in Thailand. Panelists discussed EHR advances that are driving improved workflows and offered advice for other organisations seeking higher levels of HIMSS EMRAM digital maturity certification. Some of the key points included= that healthcare challenges in the future will be more complex. The innovation of drugs and treatments, including more literate patients, needs reliable data and access. Panelists also noted the increasing pace of change and the importance of keeping up with their vendors' innovation.

InterSystems IRIS for Health: Backbone of Future Healthcare

The InterSystems IRIS for Health™ data platform is the foundation of the company's healthcare offerings. It connects data across systems, brings it into common standards, and makes it ready for AI and analytics without disrupting what hospitals already have in place.

Gokhan Uluderya, Head of Product Management at InterSystems, explained that this architecture represents true partnership, where infrastructure and care delivery work as one. He highlighted that InterSystems is developing scalable, industry-specific solutions to integrate healthcare systems more effectively. In fact, 25 percent of partners have already reported measurable efficiency gains, with IRIS helping reduce decision-making delays and eliminating wasted time in service delivery.

Looking ahead, Uluderya outlined three priorities for aligning data and AI platforms: building AI-ready data foundations, developing customizable AI agents that can support predictive diagnostics and clinical decision-making, and creating user-friendly AI adoption pathways through strong interoperability and governance. He emphasized that data governance will remain central, ensuring both trust and adaptability across healthcare environments from rural hospitals to large urban centers.

Regional partners echoed potential benefits. **Budhi Wibawa, Founder and CEO of ICS Compute**, described IRIS as "a computational fabric unifying transactions, analytics, and AI in one continuous motion." He highlighted how using IRIS to enhance ICS Compute's Redpumpkin.AI enables healthcare providers to unlock insights from complex, previously untapped medical data, especially when adapted to local needs. At the same time, Qiao Peng, Regional Sales Engineering Manager for Southeast Asia and China, highlighted a major challenge: the sheer volume of patient data coming from multiple, often incompatible sources. This, he warned, can create noise and even contribute to clinician burnout. InterSystems addresses this through HealthShare, which brings together records from hospitals, insurers, medical devices, and research into a secure, FHIR-enabled format. With the HealthShare Care Community® module, patients, clinicians, and care managers can collaborate more effectively through shared care plans.

Qi Li, Physician Executive at InterSystems, expanded on this during his session on AI-Assisted Insights in Longitudinal Health Records, focusing on OMOP (Observational Medical Outcomes Partnership). OMOP is an open-source common data model designed to standardize observational data for large-scale analytics and research. He explained that using EHR data for secondary purposes allows researchers to study diverse sources in a consistent way, improving reproducibility and creating more reliable real-world evidence.

By mapping healthcare data into the OMOP common data model (CDM), institutions can streamline data sharing, accelerate research, and enable cross-institutional studies. all while ensuring consistency and interoperability. This, he emphasized, is key to generating reliable real-world evidence.

Finally, Steve Van Wagenen, Regional Director Asia/Oceania at KLAS Research, underscored the role of collaboration in EHR success. He noted that the EHR itself accounts for only a third of clinicians' user satisfaction ratings. The rest depends on governance, education, and personalization. According to the latest KLAS findings, strong governance not only boosts clinician satisfaction but also helps reduce burnout, ensuring EHRs serve as tools that enhance rather than hinder care delivery.

InterSystems Asia Healthcare Summit At a Glance

The InterSystems Asia Healthcare Summit is an exclusive, invitation-only one day event for the InterSystems community that brings together healthcare leaders, innovators, and technology experts to explore health data management strategies and innovations critical to thriving in the age of Artificial Intelligence. The 2025 Summit explored technology advances that are becoming game-changers for both business and care delivery outcomes, including InterSystems IntelliCare™, the first AI-native unified EHR redefining the care experience. Passionate pioneers from many of Asia's most prestigious and digitally progressive healthcare organizations came together to share experiences and to progress toward a smarter, more data-informed and patient-centered future.