# Developing a Data Analytics-Driven Telemedicine Platform for Remote Patient Monitoring and Personalized Care Delivery

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Abstract: This paper elaborates on the conception and execution of a state-of-the-art telemedicine framework, designed to exploit data analytics for monitoring patients remotely and offering bespoke healthcare services. With the healthcare environment rapidly transitioning to a digital and dispersed model worldwide, the call for groundbreaking solutions that enable all-encompassing care outside conventional healthcare facilities is on the rise. The proposed framework answers this call by blending real-time health tracking devices, cutting-edge data analytics algorithms, and intuitive interfaces, forging a comprehensive, patient- focused telemedicine ecosystem. I initiate by scrutinizing the prevalent obstacles in remote patient monitoring systems, which include issues related to data privacy, difficulties in system compatibility, and the absence of customized care solutions. My proposed framework combats these hurdles by implementing advanced data encryption methods, adhering to global data standards, and employing predictive analytics to customize health recommendations for each patient's unique needs. The essence of the proposed solution is encapsulated in its capability to analyze and decipher a broad spectrum of health data harvested from various sources, such as wearable technology, smartphone apps, and digital health records. Through the employment of artificial intelligence and machine learning techniques, the framework furnishes healthcare providers with tangible insights, empowering them to formulate informed decisions and execute personalized care strategies from a distance. To sum up, the creation of this telemedicine platform, driven by data analytics, marks a pivotal advancement in the realm of remote healthcare services. By enabling more effective monitoring of patients, refining the precision of medical diagnosis, and providing customized patient care, the platform is poised to transform telemedicine and support the overarching aims of enhancing health care access and outcomes across the globe.

**Keywords**: telemedicine, data analytics, remote patient monitoring, personalized care, healthcare innovation, wearable sensors, machine learning, electronic health records, predictive analytics, patient engagement, healthcare costs, chronic disease management, data privacy, interoperability, artificial intelligence

# 1. Introduction

The advent of digital technology has profoundly transformed various sectors, including healthcare, where it has paved the way for telemedicine - a method that allows for the remote delivery of healthcare services and clinical information. The ongoing global shift towards telemedicine has been catalyzed by technological advancements, changing patient expectations, and the increasing need for accessible healthcare solutions. This transition is underscored by the growing prevalence of chronic diseases, aging populations, and the universal drive to reduce healthcare costs while enhancing the quality of care.

Despite the promising growth and adoption of telemedicine, several challenges remain. Their include the need for comprehensive remote patient monitoring, safeguarding data privacy, ensuring interoperability among diverse healthcare systems, and delivering personalized care that caters to individual patient needs. Addressing these challenges requires an innovative approach that integrates data analytics into telemedicine platforms.

Data analytics, encompassing techniques from statistics, machine learning, and artificial intelligence, has the potential to transform telemedicine by enabling the analysis of large volumes of health data. These analyses can lead to actionable insights for healthcare providers, empowering them to make informed decisions, predict patient health trends, and provide care that is tailored to individual patient profiles.

In this context, the development of a data analytics-driven telemedicine platform represents a critical evolution in healthcare technology. Such a platform can enhance remote patient monitoring by continuously analyzing data from wearable sensors, mobile applications, and electronic health records. By providing healthcare professionals with real-time insights into their patients' health status, the platform facilitates timely interventions, improves patient outcomes, and fosters a more personalized healthcare experience.

# 2. Problem Statement

The dawn of digital technology has drastically reshaped many industries, notably healthcare, by introducing telemedicine. This modern approach enables the provision of healthcare services and clinical information from a distance. The shift towards telemedicine worldwide is driven by advancements in technology, evolving expectations of patients, and the growing demand for accessible healthcare alternatives. This shift is further emphasized by the rise in chronic health conditions, aging demographics, and a global effort to cut healthcare costs while improving care quality.

Yet, despite the positive trajectory and adoption of

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telemedicine, several hurdles persist. These hurdles encompass the need for all-encompassing remote monitoring of patients, protection of data privacy, achievement of interoperability across different healthcare systems, and the provision of personalized care tailored to the specific needs of each patient. Overcoming these obstacles calls for a pioneering strategy that incorporates data analytics within telemedicine frameworks.

Data analytics, which includes methods from statistics, machine learning, and artificial intelligence, holds the promise to revolutionize telemedicine. It accomplishes this by facilitating the analysis of hefty amounts of health data, which can then produce valuable insights for healthcare providers. These insights equip providers to make well- informed choices, forecast trends in patient health, and deliver care that's customized to each patient.

#### Solution

To address the challenges outlined in the problem statement, I propose the development of an integrated telemedicine platform utilizing a suite of Amazon Web Services (AWS) that ensures scalability, data privacy, and interoperability while leveraging advanced data analytics for personalized care.

1. AWS IoT Core for Device Connectivity and Data Collection:

Harness the capabilities of AWS IoT Core to ensure secure connections and management of healthcare devices like wearables and home monitoring systems. This service facilitates the effortless gathering of health data from patients in real time and from a distance. With AWS IoT Core, maintaining secure connections between devices, collecting data, and facilitating communication becomes seamless, effectively tackling the obstacles related to the immediate acquisition of data and device administration on a scalable level.

2. Amazon S3 and Amazon DynamoDB for Data Storage:

Utilize Amazon S3 for its robust, scalable, and enduring storage solutions for a large variety of unstructured data originating from multiple sources, such as patient documentation and device-generated information. For structured data storage, turn to Amazon DynamoDB, which offers swift access to data, enabling quick and efficient queries. This blend guarantees the secure and accessible storage of all patient information, simplifying the analysis process.

3. Amazon Cognito for Authentication and Data Security:

Employ Amazon Cognito to manage user authentication and access permissions, making sure that only verified users can enter the telemedicine platform. This service offers strong management of identities and security features, addressing the issues related to the privacy and protection of critical patient data by keeping sensitive information secure.

4. AWS Lambda and Amazon API Gateway for Serverless Computing and API Management:

Engage AWS Lambda alongside Amazon API Gateway to craft a serverless computing landscape adept at data processing and handling API queries. This framework supports the creation and deployment of scalable solutions and services, ensuring smooth integration with other healthcare systems and applications, thus boosting interoperability.

5. Amazon SageMaker for Data Analytics and Machine Learning:

Deploy Amazon SageMaker for the development, training, and implementation of machine learning models aimed at predictive analytics and customized patient treatments. SageMaker enables healthcare professionals to discover insights within the accumulated data, recognize health patterns, and formulate educated decisions regarding patient treatment strategies. This method fulfills the requirement for individualized healthcare by facilitating the provision of custom recommendations and interventions.

6. AWS Lake for Data Aggregation and Interoperability:

Incorporate AWS Lake for compiling, organizing, and indexing health data from diverse sources into one central location. Lake enhances interoperability through the normalization of data formats via FHIR (Fast Healthcare Interoperability Resources) standards, making the sharing and analysis of healthcare information seamless across various systems and applications.

This integrated approach offers a framework that is scalable, secure, and interoperable, enabling healthcare providers to deliver care that is more efficient, personalized, and proactive. This, in turn, elevates patient outcomes and satisfaction levels.

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3. Architecture Diagram



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#### Architecture Overview

The proposed telemedicine platform architecture is designed to leverage the robust and scalable infrastructure provided by Amazon Web Services (AWS) to deliver a comprehensive solution for remote patient monitoring and personalized healthcare delivery. The architecture is structured to ensure secure data collection, efficient data processing, and seamless interoperability, all while maintaining high standards of user privacy and data security. Below is an overview of the different components of the architecture and how they interact within the ecosystem:

### 1. Gathering Data Infrastructure:

The telehealth platform's core comprises the data acquisition infrastructure, where patients are monitored continuously through wearable devices and home-based monitoring equipment. These gadgets establish a direct link with AWS IoT Core, ensuring data is transmitted securely and dependably. Serving as the primary entrance for all incoming data, AWS IoT Core secures a safe passage for the devices' data into the cloud ecosystem.

2. Processing and Storing Data Infrastructure:

Upon arrival at AWS IoT Core, the information is dispatched for immediate processing and modification using AWS Lambda. This service, which operates without servers, executes codes following specific triggers, eliminating the necessity to handle servers. After processing, data is kept in Amazon DynamoDB, noted for its speed and versatility as a NoSQL database service, allowing for effective data search and recovery. For extended storage and additional analytics, both raw and handled data are further saved in Amazon S3, known for its scalable storage solutions.

3. Insights and Machine Learning Infrastructure:

This layer leverages Amazon SageMaker, enhancing the building, teaching, and implementation process of machine learning models. These models scrutinize the kept health information to draw significant insights, recognize trends, and foresee health shifts. Such analyses foster the provision of customized health advice and actions, thus boosting the telemedicine platform's efficiency significantly.

4. Security and Management of Access Infrastructure: To manage who gets access and authenticates users, Amazon Cognito is deployed. It makes sure that access to the platform is limited to authenticated users, be they patients or medical staff. This tool guarantees a secure and scalable way to authenticate users, integrating effortlessly with other AWS services.

5. Data Management and Interoperability Infrastructure: Employing AWS DataLake allows for the collection, organization, and indexing of health information from various sources into a unified database. AWS DataLake makes data sharing and interoperability between differing healthcare systems and applications smoother by adopting Fast Healthcare Interoperability Resources (FHIR) standards.

6. The Application Infrastructure:

This infrastructure encompasses both the front and backend aspects of the telehealth platform. The backend, run on AWS and communicated through Amazon API Gateway, manages the platform's functions, including handling data, responding to user inquiries, and delivering services. On the other side, the frontend offers an interactive and intuitive interface for patients and health providers to engage with health information and use the platform's offerings.

7. Final Users:Patients and healthcare providers are the platform's primary users. Patients have the capability to oversee their health, get tailored healthcare guidance, and connect with their providers. On the other hand, providers have access to patient information, can track health trends, and deliver healthcare services remotely without hiccups.

In essence, the architecture has been carefully designed to be secure, expandable, and compatible, meeting the central issues faced in remote patient monitoring and individualized care. Incorporating these AWS services, the telemedicine platform strives to better patient health outcomes, make the delivery of healthcare services more efficient, and render a more customized health care experience.

#### Implementation

Implementation of the Telemedicine Platform Using AWS Services

1. Establishing AWS Infrastructure:

Initiating the process requires the assembly of the necessary infrastructure on AWS. This process involves the creation of AWS accounts along with the configuration of IAM (Identity and Access Management) roles and policies to secure access to AWS services. It's crucial to set up distinct environments for development, testing, and production to ensure the software development lifecycle is managed effectively.

2. Connecting Devices and Gathering Data:

Secure and dependable data transmission is enabled by integrating AWS IoT Core with wearable sensors and home monitoring systems. These devices should be set to connect to AWS IoT Core through MQTT, HTTPS, or WebSocket's protocols. It's important to implement device authentication and authorization to secure data transfer and set up a real-time data acquisition system.

3. Data Handling and Storage Setup:

Use AWS Lambda for the processing and altering of

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incoming data from AWS IoT Core. These operations can include data checking, normalizing, and compiling.

Establish Amazon DynamoDB for storing processed data and Amazon S3 buckets for keeping both raw and processed data. Encrypting data when stored and during transfer is essential for security.

4. Setting Up Analytics and Machine Learning:

Employ Amazon SageMaker to create, train, and implement machine learning models. Preparing data sets involves pulling relevant information from either DynamoDB or S3, and utilizing either the built-in algorithms of SageMaker or importing your own for the training of models. Once trained, these models should be deployed to endpoints for either real-time or batch analysis.

5. Managing User Authentication and Access:

Amazon Cognito is to be used for executing user authentication and access management. Establishing user pools is essential for the management of identities of patients and healthcare providers and integrating identities from third-party providers if needed. It is crucial to set up access control mechanisms to assure users have the correct permissions to access the platform and their data.

6. Data Interoperability and Management: Implement AWS DataLake for the aggregation, organization, and indexing of health data in compliance with FHIR standards. Create data ingestion pipelines to transfer data from diverse sources to DataLake, making sure it's converted to the FHIR format for simplified exchange and analysis.

7. Development of Backend and Frontend Applications:

The backend application infrastructure should be developed utilizing AWS Lambda and Amazon API Gateway for the management of serverless APIs. The frontend application, aiming to provide a user-friendly interface for patients and healthcare providers, should be designed using frameworks such as React or Angular. Integration between the frontend and backend is achieved through RESTful APIs or GraphQL endpoints.

8. Conducting Tests and Deployments:

Ensure thorough testing, including unit, integration, and user acceptance tests, is conducted to confirm the platform operates as intended. Employ AWS CodePipeline and AWS CodeDeploy for the automation of continuous integration and delivery (CI/CD), facilitating the deployment process.

9. Monitoring, Loggings, and Compliance Maintenance:

Amazon CloudWatch should be set up for monitoring and logging to keep track of the application's performance and operational health. AWS CloudTrail must be utilized to audit API calls and maintain compliance with healthcare regulations like HIPAA.

10. Training Users and Providing Documentation:

It is necessary to offer extensive training for healthcare providers and patients on utilizing the platform effectively. Creating detailed documentation and user guides will assist in onboarding and provide ongoing support.

### **Implementation of PoC**

Implementation for Proof of Concept (PoC) of the Telemedicine Platform

1. Establishing Objectives and Boundaries:

Initiate by setting clear targets and delineating the boundaries of your Proof of Concept (PoC). Prioritize essential functionalities that tackle the primary issues faced in the domains of remote patient supervision and tailored healthcare. Establish quantifiable objectives to judge the PoC's efficacy, such as engagement levels of users, efficiency in processing data, or precision in health data analysis.

2. Choosing a Small User Group:

Select a compact group of participants for the PoC, comprising both healthcare consumers and providers. This cohort ought to exemplify the intended demographic of the platform. The insights and data amassed from this group will prove crucial for evaluating the platform's user- friendliness and efficiency.

3. Initializing Minimal AWS Infrastructure:

For the PoC, initialize a basic AWS infrastructure to bolster the principal functionalities. This should encompass AWS IoT Core for linking devices, a rudimentary arrangement of AWS Lambda alongside Amazon API Gateway for request management and processing, and Amazon DynamoDB for storing data. Utilize Amazon Cognito for managing user access and authentication.

Crafting a Basic Platform Version:

Forge a streamlined platform variant, concentrating on pivotal features needed for the PoC. This could encompass elementary data gathering from wearable tech, a straightforward dashboard for patients, and a simple interface for healthcare professionals. Ensure that this platform version is capable of performing fundamental operations such as data collection, storage, and rudimentary analytics.

4. Incorporating a Select Array of Devices:

Opt for a selective range of wearable sensors and home monitoring apparatus for the PoC. These devices should capture essential data points relevant to the health conditions under surveillance. Synchronize these devices with the platform through AWS IoT Core, aiming for secure data exchange and live monitoring functionalities.

5. Executing Basic Data Analytics:

Utilize Amazon SageMaker for executing foundational data analytics operations. This may involve establishing basic machine learning algorithms to examine patient data and derive insights. Although these models' complexity can be reined in for the PoC, they should still deliver substantial value to gauge the platform's analytics prowess.

6. Guaranteeing Data Security and Confidentiality:

Even within the PoC phase, it's imperative to safeguard data security and confidentiality, especially concerning sensitive health information. Implement the necessary security protocols and adhere to applicable healthcare regulations to shield user data.

7. Undertaking User Tests and Amassing Feedback:

Invite the preselected user group to evaluate the PoC platform. Provide necessary guidance and support. Solicit their opinions on their experience, focusing on the platform's ease of use, functionality, and perceived value. Observe system operations and user interactions to compile quantitative insights.

8. Feedback and Performance Analysis:

Analyze the comments and performance metrics gathered during the PoC phase. Determine if the PoC has achieved its goals and pinpoint areas needing refinement. Leverage this analysis to refine the platform, applying modifications and improvements based on user critiques and technical discoveries.

9. Preparing for Comprehensive Development:

Depending on the PoC outcomes, decide upon the future course for extensive development. This should entail a thorough plan encompassing enhanced functionalities, wider device integration, more sophisticated data analytics, and scalability considerations.

Uses

When developing a data analytics-driven telemedicine platform for remote patient monitoring and personalized care delivery, several business issues can be identified and addressed through the analysis of ingested data. Here are business issue findings that can be derived:

1. Patient Engagement Levels: Analyze data on how often patients interact with the platform and follow their care plans to identify engagement trends and areas for improvement.



2. Treatment Adherence Rates: Determine the percentage of patients adhering to prescribed treatments and medications to improve compliance strategies.



3. Health Outcome Trends: Evaluate changes in patient health outcomes over time to assess the effectiveness of care plans and interventions.



4. High-Risk Patient Identification: Use predictive analytics to identify patients at high risk of adverse health events, enabling timely interventions.





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6. Cost-Benefit Analysis: Evaluate the cost-effectiveness of the telemedicine platform by comparing healthcare costs before and after implementation.



Patient Satisfaction Levels: Analyze patient feedback and satisfaction scores to identify areas for improvement in service delivery.



7. Geographic Accessibility Issues: Identify geographic patterns in platform usage to address accessibility issues in underserved areas.



8. Chronic Disease Management Effectiveness: Assess the platform's impact on managing chronic conditions by analyzing health metrics and patient feedback.

9. Device Integration Challenges: Identify issues with integrating diverse wearable devices and sensors, affecting data consistency and reliability.



10. Data Privacy and Security Incidents: Monitor and analyze incidents related to data breaches or unauthorized access to ensure compliance and improve security measures.



11. User Interface and Experience Problems: Collect and analyze user interaction data to identify usability issues and enhance the platform's user interface.



12. Provider Engagement and Utilization: Evaluate healthcare provider engagement levels and their utilization of the platform to improve support and

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13. Interoperability Issues with External Systems: Identify and address challenges in integrating the platform with external healthcare systems and records.



14. Personalization of Care Plans: Assess the effectiveness of personalized care plans by analyzing patient outcomes and personalization parameters.



15. Predictive Analytics Accuracy: Evaluate the accuracy of predictive models used in the platform to ensure reliable risk assessments and recommendations.



16. Telehealth Service Response Times: Measure and optimize response times for telehealth services to enhance patient satisfaction and outcomes.



17. Market Penetration and Growth Opportunities: Analyze user demographics and market trends to identify growth opportunities and target marketing efforts.



18. Staff Training and Support Needs: Determine areas where healthcare providers require additional training and support based on platform usage patterns and feedback.



19. Regulatory Compliance and Reporting: Monitor and analyze compliance with healthcare regulations and reporting requirements to avoid penalties and ensure continuous improvement.



#### Impact

Here are potential impacts:

- 1. Improved Patient Outcomes:
- By leveraging data analytics to tailor care plans and

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Licensed Under Creative Commons Attribution CC BY DOI: https://dx.doi.org/10.21275/SR24402120856 interventions, the platform can directly contribute to improved patient health outcomes, reducing hospital readmissions and enhancing the quality of life for patients.

2. Increased Patient Engagement:

Insightful data analysis can help identify the factors that influence patient engagement, enabling the platform to implement strategies that increase patient interaction and adherence to treatment plans.

3. Cost Reduction:

By identifying inefficiencies and optimizing resource allocation, the platform can significantly reduce operational costs. Effective management of chronic diseases and early intervention based on predictive analytics can also decrease long-term healthcare expenses.

4. Enhanced Service Personalization:

Data analytics allow for the personalization of care plans based on individual patient data, leading to more effective treatments and increased patient satisfaction.

5. Higher Provider Efficiency:

By providing healthcare providers with actionable insights and streamlined access to patient data, the platform can improve their efficiency and effectiveness, allowing them to cater to more patients with higher precision.

6. Market Expansion:

Analysis of user demographics and market trends can help identify new market opportunities and areas for expansion, contributing to business growth and increased market share.

7. Improved Compliance and Risk Management:

Regular monitoring and analysis of compliance-related data can help the business stay ahead of regulatory changes and reduce the risk of fines or legal issues related to data breaches or non-compliance.

8. Increased Competitive Advantage:

Leveraging advanced data analytics can differentiate the telemedicine platform from competitors by offering superior, evidence-based patient care and innovative features based on the latest health trends and data insights.

9. Data-Driven Decision Making:

Access to comprehensive analytics empowers management to make informed decisions regarding the platform's development, marketing strategies, and service offerings, leading to better alignment with market needs and customer expectations. 10. Strengthened Data Security and Patient Trust:

By identifying and addressing data privacy and security incidents, the platform can strengthen its data protection measures, building trust among users and establishing itself as a reliable provider of telemedicine services.

#### Extended Use Cases

Here are extended use cases for different industries:

1. Energy (Remote Asset Monitoring and Optimization):

Develop a data analytics-driven platform for monitoring energy production assets (like wind turbines, solar panels, and oil rigs) in real time. Use predictive analytics for maintenance, optimizing energy production, and reducing downtime. Tailor energy solutions to meet the specific needs of different geographical areas based on data insights.

2. Retail (Personalized Customer Experience and Inventory Management):

Implement a platform similar to telemedicine for monitoring customer behavior and inventory levels using IoT devices and sensors within retail environments. Use data analytics to provide personalized shopping experiences, optimize stock levels, and improve supply chain efficiency.

3. Travel (Personalized Travel Planning and Customer Service):

Create a platform that collects and analyzes data from travelers' preferences, past trips, and real-time conditions to offer personalized travel itineraries and services. Use predictive analytics to anticipate customer needs and provide real-time assistance and recommendations.

4. Pharmacy (Medication Adherence and Inventory Management):

Develop a platform for remote monitoring of patient medication adherence, similar to telemedicine platforms. Use data analytics to personalize medication plans, predict inventory needs, and improve the distribution of pharmaceuticals based on real-time demand.

5. Hospitality (Guest Experience and Facility Management):

Implement a platform to enhance guest experiences in hotels and resorts through personalized services, room settings, and activities, driven by data analytics. Monitor facility conditions in real time to optimize energy use, maintenance, and guest comfort.

6. Supply Chain (Real-Time Tracking and Demand Forecasting):

Develop a platform for monitoring supply chain and logistics operations, applying data analytics to optimize

routes, predict demand, and manage inventory efficiently. Ensure timely delivery of goods and reduce operational costs by using predictive analytics for demand forecasting.

7. Finance (Personalized Banking and Risk Management):

Create a data analytics-driven platform for personalized banking services, offering customers tailored financial advice, product recommendations, and risk management strategies based on their spending habits and financial history.

8. E-commerce (Customer Behavior Analysis and Personalization):

Implement a platform that uses data analytics to understand customer preferences, browsing behaviors, and purchase history, similar to remote patient monitoring. Use this information to provide personalized product recommendations, optimize website layouts, and enhance the customer shopping experience.

9. Shipping (Fleet Management and Operational Efficiency):

Develop a platform for real-time monitoring of shipping fleets and cargo, using data analytics to optimize routes, reduce fuel consumption, and predict maintenance needs. Enhance operational efficiency and reduce environmental impact by analyzing data from ships and cargo sensors.

10. CRM (Customer Relationship Management and Retention):

Create a platform that leverages data analytics for deep insights into customer interactions, preferences, and feedback, similar to patient monitoring in telemedicine. Use these insights to tailor customer engagement strategies, improve service offerings, and increase customer loyalty and retention.

# 4. Conclusions

The creation of a telemedicine platform driven by Data Analytics for Monitoring Patients Remotely and Delivering Personalized Care marks a noteworthy leap forward in blending technology with healthcare.

By integrating data collected in real-time from wearable devices and home sensors, and applying sophisticated data analysis, there lies a chance to revolutionize how we monitor and cater to patients' health needs. With the ability to sift through extensive health data, this platform enables health care providers to gain valuable insights, make evidence-based decisions, foresee health trends among patients, and provide care custom-made for each individual.

This platform tackles major obstacles faced by the healthcare sector, which includes delivering care that lacks personalization, concerns over data privacy, and the necessity for effective use of resources. It achieves this through secure handling of data, systems that work well together, and predictive analytics, proposing a way forward that not just betters patient outcomes but also streamlines operations in healthcare.

The benefits of such a platform go way beyond just catering to individual patients. It's capable of lightening the overall load on healthcare systems, lowering the expenses tied to managing long-term illnesses, and enhancing the reach of healthcare services, especially to regions that are currently underserved. In addition, the data garnered through this platform could significantly contribute to medical research on a larger scale, paving the way for enhanced understanding and therapy of various health issues.

To sum up, creating a Telemedicine Platform influenced by Data Analytics for Remote Patient Monitoring and Personalized Care Delivery stands as a pivotal stride in the digital evolution of healthcare. It manifests the fusion of technological innovation and medical expertise, presenting a scalable, efficient, and patient-focused solution to healthcare. As this platform progresses, it will surely encounter obstacles, particularly concerning data protection, maintaining patient confidentiality, and melding with the existing healthcare frameworks.

Nonetheless, the advantages it promises for patients, healthcare providers, and the global healthcare community are substantial. By continually improving the platform and overcoming these hurdles, it is set to transform the face of healthcare service delivery in the era of digital technology.

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