

Company: Cathay Financial Holding Co. Ltd. Taipei, Taiwan
Company Description: Cathay Financial Holdings has established its presence in Taiwan on December 31, 2001, with registered capital of NTD\$120 Billion. Composed of insurance, securities, banking and other diversified financial institutions, Cathay Financial Holdings has become a full-functioning financial platform.
Nomination Category: Product & Service Categories - Business Technology Solutions
Nomination Sub Category: Healthcare Technology Solution
Nomination Title: iFHIR 3.0 | A FHIR-Native Platform Powering FinHealth Integration and Smart Claims Innovation



1. Which will you submit for your nomination in this category, a video of up to five (5) minutes in length about the the nominated new or new-version product or service, OR written answers to the questions for this category? (Choose one):
- Written answers to the questions
2. If you are submitting a video of up to five (5) minutes in length, provide the URL of the nominated video here, OR attach it to your entry via the "Add Attachments, Videos, or Links to This Entry" link above, through which you may also upload a copy of your video.
3. If you are providing written answers for your submission, you must provide an answer to this first question: If this is a brand-new product, state the date on which it was released. If this is a new version of an existing product, state the date on which the update was released:

iFHIR 3.0 was released on December 5, 2024.

This latest iteration represents the third major evolution of Cathay Financial Holdings' healthcare interoperability platform, building upon iFHIR 1.0 (launched December 7, 2022) and iFHIR 2.0 (released December 5, 2023). Each version has progressively enhanced Taiwan's healthcare-insurance data exchange capabilities, with 3.0 introducing advanced Implementation Guide Management and automated FHIR conversion technologies.

4. If you are providing written answers for your submission, you must provide an answer to this second question: Describe the features, functions, and benefits of the nominated product or service (up to 350 words):

Total 288 words used.

Cathay Financial Holdings' iFHIR 3.0 is a cloud-native interoperability suite that revolutionizes healthcare-insurance data exchange across Taiwan's medical ecosystem. Built on the HL7 FHIR® standard, the platform eliminates traditional barriers through three core technologies:

1. Implementation-Guide (IG) Management Center — One-click Governance

A centralized hub where providers can **import, version, and validate** FHIR IGs in one dashboard. This one-stop tool standardizes implementations across institutions, **reducing complexity by 80 % and integration lead-time by 30 %** compared with writing custom in-house conversion code.

2. Touchstone-Validated FHIR Server — Proven Reliability

One of the few Taiwan-based FHIR servers to achieve full HL7 validation on Touchstone, confirming complete CRUD, profile, and OAuth 2.0 security compliance. Built on auto-scaling micro-services, it smoothly handles high-volume API requests during institutional peaks, delivering enterprise-grade interoperability and peace-of-mind protection for sensitive medical data.

3. Intelligent Format Conversion Engine

Automated JSON-to-FHIR conversion with flexible field mapping and built-in data quality validation. This engine reduces manual data processing time by 90% while ensuring accuracy through intelligent error detection.

Key Business Benefits:

- **Operational Efficiency:** Reduces clinician workload by 12 hours weekly (*2021 AMA Prior Authorization Physician Survey. American Medical Association, 2021.)
- **Revenue Impact:** Generates NT\$1.02 million annual cash flow improvement per hospital
- **Rapid Deployment:** Low-code/no-code interfaces accelerate adoption by 70%
- **Environmental Impact:** Eliminates 13,600 paper sheets annually per hospital

Built on cloud-native microservices architecture, iFHIR 3.0 delivers enterprise scalability while maintaining the simplicity needed for widespread healthcare adoption.

5. If you are providing written answers for your submission, you must provide an answer to this third question: Outline the market performance, critical reception, and customer satisfaction with the product or service to date. State monetary or unit sales figures to date, if possible, and how they compare to expectations or past performance. Provide links to laudatory product or service reviews. Include some customer testimonials, if applicable (up to 350 words):

Total 349 words used.

iFHIR 3.0 has achieved exceptional market performance, establishing Cathay FHC as Taiwan's undisputed leader in healthcare-finance interoperability solutions.

- **INDUSTRY LEADERSHIP VALIDATED:**
 - **Three consecutive FHIR MI-TW Connectathon successes (2022-2024)** - successfully passed comprehensive interoperability testing across industry, government, and academia
 - **Host organization for 2023 & 2024 Connectathons** - recognized industry authority demonstrating commitment to FHIR standard implementation and leadership in industry integration
 - **Six critical healthcare scenarios validated** - comprehensive interoperability proven across patient profiles, medical records, imaging, collaborative care, insurance claims, and exercise prescriptions
 - **Patented innovation recognition** - awarded invention patent for breakthrough FHIR conversion technology
- **MARKET ADOPTION & PERFORMANCE:**
 - **23 medical institutions successfully deployed** - assisted institutions across Taiwan in testing iFHIR implementations
 - **Process streamlining achievement** - medical record retrieval simplified from 10 steps to 1 step
 - **NT\$1.02 million annual ROI per hospital** - documented cash flow improvements through digital transformation
 - **30% faster document transmission** - implementing digital medical inquiries reduces transmission time
- **CUSTOMER SATISFACTION & IMPACT:**
 - **Enhanced user satisfaction** - institutions report greatly increased operational precision and efficiency
 - **30% data completeness improvement** - addressing historical medical documentation challenges
 - **Improved claims processing** - enhanced accuracy through seamless iClaim platform integration
 - **Security compliance validated** - passed HL7 FHIR security validation on Touchstone platform
- **SUSTAINABILITY & ESG LEADERSHIP:**
 - **13,600 paper sheets eliminated annually per hospital** - driving green healthcare transformation
 - **0.2 tons CO₂ reduction per institution** - measurable environmental impact
 - **Digital-first healthcare ecosystem** - pioneering Taiwan's sustainable medical infrastructure

Proven Results, Trusted Partnership The numbers speak for themselves: 23 institutions transformed, 30% faster processing, NT\$1.02 million in annual savings, and significant environmental impact. Cathay FHC's iFHIR 3.0 has moved beyond promise to proven performance. As your trusted partner in digital health transformation, we remain committed to delivering measurable value and sustainable innovation across Taiwan's healthcare landscape.

6. You have the option to answer this final question: Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words):

Total 85 words used.

◦ **2022-2024 FHIR MI-TW Connectathon Results**

Independent validation of our three consecutive years of perfect interoperability testing across six critical healthcare scenarios. These results demonstrate consistent technical reliability and establish our position as Taiwan's only organization to achieve comprehensive FHIR compliance validation.

- 2022 Connectathon Results (<https://mitw.dicom.org.tw/2022/result.html>)
- 2023 Connectathon Results (<https://mitw.dicom.org.tw/2023/Result2023>)
- 2024 Connectathon Results (<https://mitw.dicom.org.tw/2024/Result2024>)

◦ **Touchstone Platform Validation Certificates:**(<https://touchstone.aegis.net/touchstone/conformance/>)

HL7's official testing platform confirmation of our FHIR server's interoperability, compliance, and security standards - providing credible third-party verification of technical excellence claims.

◦ **Taiwan Patent Certificate (TW I858927)** ([https://tiponet.tipo.gov.tw/twpat1/twpatc/twpatkm?](https://tiponet.tipo.gov.tw/twpat1/twpatc/twpatkm?usp=sharing))

◦ **Solution Brief** (<https://drive.google.com/drive/folders/1mDYe9EDVoBtUP-WE2oM-FLdq6KYFikVo?usp=sharing>)

Attachments/Videos/Links:

[**iFHIR 3.0 | A FHIR-Native Platform Powering FinHealth Integration and Smart Claims Innovation**](#)

 [REDACTED FOR PUBLICATION]