Addressing a Rapidly Changing Market

Today’s changing healthcare environment — characterized by aging populations, increasing levels of chronic disease and the emergence of new therapies — means that healthcare providers need to shift to transformational new models of care. Fundamental to this shift will be an increased focus on actively managing population health, both by coordinating care inside the system and across traditional system boundaries, and by maximizing the power of data.

To succeed in this environment, healthcare providers are:

- Testing new ways of restructuring their care-delivery systems
- Moving away from “fee for service” as they gain an understanding of the new economics of reimbursement
- Building Accountable Care Organizations (ACOs) to improve care integration and coordination
- Exploring analytics to provide population-wide health insights, and seeking faster ways to integrate data

Forward-thinking organizations are taking steps to create and test new models of care and optimize existing models, not only to improve population health management, but also to acquire and retain patients, avoid burdensome penalties, and tap into potential new revenue streams. These initiatives can reduce readmissions, increase revenues and improve healthcare outcomes.

Enabling New Models of Population Care

New models of integrated and coordinated care will play a key role in addressing the healthcare needs of the 21st century. Many providers are already seeking to better coordinate both their own internal operations and the way they engage with the broader healthcare ecosystem. One leading provider reports that enhanced coordination was associated with a 30% reduction in readmissions for heart failure, thereby saving lives and reducing costs.

Maximizing the Power of Data

The key to improving population health is building a deep understanding of patterns of health, disease and well-being. At the heart of this effort is data management and analytics. A 2011 report estimated that the healthcare industry could potentially realize $300 billion in annual value by leveraging patient and clinical data.

Organizations need to identify and understand innovative uses of data that will help them:

- Reduce costs and identify new revenue streams
- Improve gaps in care
- Stratify patient populations for targeted services
- Provide more appropriate care in a range of new settings
- Improve quality of care

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Diving into Analytics

The power of data comes from analytics, and many providers need to liberate the large amounts of data already residing in enterprise systems, such as electronic health records (EHRs). The amount of digital data is expanding rapidly, and information from wearables will be expected to contribute to clinical care decision making. The size, scope and types of data continue to evolve, as do the tools for making sense of it.

Clearly, data in an EHR is of enormous value to individual patients and physicians, but the potential value to the healthcare system is much greater. With aggregation, standardization and analysis, data can offer the insights healthcare providers need to realize significant benefits:

- Disease prevention
- Reduced costs
- More efficient and effective care delivery
- Compliance with reporting and regulatory requirements
- Improved interaction with patients and consumers
The field of analytics is critical to healthcare. However, analytics require a big step forward for most hospitals, health systems and physician practices — particularly midsize enterprises with modest resources.

**Building on Existing IT Investments**

IT infrastructure is essential to creating a clinically integrated network to improve population health. Following years of investment in technology, healthcare organizations can now leverage their assets to accelerate key business and clinical transformations. A solid infrastructure foundation will leverage agile IT storage, processing, analysis and data management to help healthcare organizations make better, evidence-based business and clinical decisions. New cloud-based architecture, for example, is emerging as a key technology for managing population health, and can increase an organization’s flexibility in accessing, maintaining and storing data.

**Putting Our Experience to Work for You**

Today’s healthcare organizations are under intense pressure to improve patient outcomes and enhance population health — all while reducing costs. CSC can help. Our core capabilities deliver the building blocks for population health management. We provide data architecture and management expertise, clinical data integration and population health management consulting services. In addition, we further enable population health management through the integration of tools from our strategic partners.

We are one of the largest healthcare IT providers in the world — and the only truly independent top-tier provider. We engage with you to define and implement the right solution for your organization.

We can help you design and implement a successful data initiative and its supporting infrastructure. You’ll not only unlock the data inside your EHR systems, you’ll also gain the ability to extract insights from this raw data and then integrate those insights into business processes.

**Population Health Program Implementation**

Our project management experience spans the entire lifecycle, from benefits-based assessments on the front end, through implementation and benefits measurement, to post-implementation support. We’ll enable your move toward population health, establishing new processes, helping you transition from legacy systems, optimizing installed systems, improving operational performance and reducing ongoing operational costs.

**Business Process Design and As-a-Service Delivery**

In addition to helping you build a population health strategy and roadmap, we can work with you to deliver population health as a service.

**Data Governance and Information Management**

We can help you develop a governance plan to detail how your organization will collect, maintain and protect data. This plan will include a clear definition of data ownership and will support your immediate and future regulatory, legal, risk and operational requirements.

We can also provide processes for collecting, aggregating and ensuring the quality of data across your organization. This will ensure consistency and control in your ongoing use of this information, and will create a trusted source of master data.

**Data and Application Integration**

We can help you merge both structured and unstructured data from internal and external sources into a single patient-centric data structure optimized for analysis. We’ll accelerate your community data acquisition efforts by tying referring physician groups into your population health capability. We’ll map clinical systems into the workflow and deliver true point-to-point integration. Then, once the data is migrated and merged, we can ensure accuracy through testing.

We can address your design, development, integration, testing and deployment needs to connect disparate functionality and data with modern architectures and platforms.

**Transforming for the Future**

With extensive healthcare knowledge and years of experience working with some of the world’s largest and most complex healthcare systems, CSC is well placed to help your organization address population health management. We can help you establish new models of care and leverage your data to gain an accurate picture of the forces affecting your organization. You’ll gain rapid, valuable approaches for improving both organizational performance and population health — insights that had previously not been cost-effective, or even possible, to obtain.

Let us help you tackle your biggest challenges in population health management.

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