ENTERPRISE MANAGEMENT
CREATING CONNECTED HEALTHCARE COMMUNITIES

The Increasing Need to Create Connections Across the Healthcare Network
Clinicians are under constant pressure to stay up to date with the latest advancements to help make the right treatment decisions. Aging populations and chronic illnesses are pushing existing resources to their limits. Patients are becoming more knowledgeable and want greater participation in decisions made about their care. And if these challenges weren’t enough, regulatory requirements for billing, insurance and clinical responsibility are becoming increasingly complex.

It’s essential that healthcare IT systems support medical professionals through swift access to accurate patient data and clinical information, while also helping them keep pace with demographic changes, social shifts and new regulations.

But while healthcare ecosystems can be complex, navigating patient information doesn’t have to be.

Crucial information is held in various enterprise systems throughout a healthcare organization — from patient administration and scheduling to clinical care, laboratory, radiology, pharmacy management and billing. Integrated health information systems can connect everything from patient demographics to clinical data and financial reports, unlocking vital data and adding value across the system.

The world has been radically changed by technology. Just as smartphones, tablets and Web-enabled devices have transformed how we communicate, digital healthcare systems and electronic health records (EHRs) are revolutionizing healthcare.

Making information available whenever and wherever it is needed

CSC Enterprise Management helps to create connections between every organization, entity and department within healthcare ecosystems, delivering information where and when it’s needed.

CSC has vast experience designing and building advanced software tools for the healthcare community and is a leading provider of EHR solutions, leveraging our global capabilities, business intelligence capabilities, knowledge of complex regulatory environments, and deep domain expertise in functional and departmental areas across the hospital ecosystem.
Enterprise Management is a fully integrated, single-database, end-to-end healthcare solution that can be scaled for large healthcare enterprises/providers and has a proven implementation record. The software includes dedicated management modules for outpatient clinics, day care organizations, emergency departments, inpatient wards and mortuaries.

CSC Enterprise Management seamlessly links disparate sites and workflows. Its highly evolved, comprehensive and flexible billing component can be configured to meet multinational requirements and can support both private and public sector financial workflows:

- **Clinicians** have access to the right information at the point of care, for swift, accurate decision making, saving time and ensuring consistency of treatment.

- **Managers** can produce reports from multiple information sources, all in a central repository so they can analyze workforce availability, measure disease patterns and outcomes, allocate staff and manage resources — from surgical instruments to food — for greater efficiency.

- **Finance managers** use CSC Enterprise Management’s comprehensive billing and credit system to manage finances productively, reducing administration time and improving cash flow.

- **Patients** receive better care and can participate in the treatment and decision-making process.

Global scalability with flexible open infrastructure

CSC Enterprise Management can be deployed to healthcare enterprises of almost any size. Based on an open, standards-based design, the system can be implemented across a network of hospitals, clinics and other institutions. Suitable for health economies at various stages of development.

CSC Enterprise Management supports advanced multilingual implementations, allowing the solution to also scale across geographical boundaries.

CSC Enterprise Management’s extensive and flexible functionality is organized into three areas:

- **Functional services**
- **Architectural services**
- **Enterprise services**

**Functional services**

CSC Enterprise Management includes powerful modules for creating and maintaining detailed patient records across multiple sites and care settings.

- **Complete patient administration support.** Enterprise Management supports all Patient Administration System (PAS) functionality, including ambulatory/outpatient support, inpatient care, critical care and A&E, in addition to referral management, patient file tracking, and clinical coding and mortuary management.

- **Intuitive patient identification management.** Powerful administrative tools keep records consistent and safeguard against duplication/misidentification, even across the largest enterprises.
A global solution

CSC Enterprise Management is an enterprise health information system that connects everything from patient demographics to clinical data and financial reports. It delivers information exactly where it’s needed and helps to create connections between each part of the healthcare web. In Malaysia, 10 hospitals use CSC Enterprise Management to manage care. And in the Limpopo region of South Africa, 42 clinics benefit from the technology.

- Effective planning. Enterprise Management provides staff scheduling functionality with built-in availability awareness, for optimum organizational efficiency. In addition, appointment scheduling tools feature integrated alert systems that notify both staff and patients of important actions. And reporting functionality lets users monitor organizational efficiency of their institution for effective strategic planning.
- Financial control. Powerful revenue management tools integrate with clinical modules for accurate billing and improved profitability/cash flow, while automated charging processes reduce administrative tasks.
- Electronic medical records. A consultant who has just 10 minutes with a patient can’t be impeded by the technology used to record information. That’s why CSC Enterprise Management enables access to accurate information and decision-making tools at the point of care.
- Single-point computerized physician order entry (CPOE). Users can generate orders across multiple categories using one single user interface, which can be tailored to individual patterns of use.
- Structured care documentation. CSC Enterprise Management includes modules designed for specialist disciplines, including oral health, maternity and pediatrics, together with dedicated functionality for the treatment and monitoring of sensitive diseases such as HIV/AIDS.
- Enhanced care delivery process. Powerful workflow tools support the automation of all common processes, for consistency of care and treatment across multiple wards.

Architectural services

- Helping you deliver consistency and quality. Users can create a set of care “indicators” for monitoring quality of treatments and procedures across departments. Once configured, these indicators integrate with all CSC Enterprise Management modules and automatically capture relevant data for effective and up-to-date care quality measurement, identification of problem areas, and to help ensure consistent care across departments and sites.
- Highly configurable. CSC Enterprise Management is inherently flexible and can be configured to meet the varying requirements of almost any organization, from large, centralized hospitals to smaller distributed clinics.
- Comprehensive terminology services. CSC Enterprise Management supports international terminology code sets, including ICD, SNOMED CT, NANDA and CPT, allowing healthcare providers to share data seamlessly and ensure accurate interpretation across provider and payer organizations.

Enterprise services

- Standards-based. CSC Enterprise Management is an open, standards-based system designed to integrate with a range of external applications. Its interface engine supports the internationally recognized Health Level Seven (HL7) protocol at various levels, so it can exchange messages with other HL7-compliant systems, enabling organizations to integrate their systems with those of other healthcare providers.
- Industry-leading technology. CSC Enterprise Management is based on the Oracle 11g database and is developed using J2EE standards for hardware independence, enabling alignment with most healthcare IT roadmaps while helping organizations protect existing IT investments.

Learn more

Contact us: Go to csc.com/contact_us and select the “Client, Current or Prospective” link.

Be sure to follow CSC Healthcare Group on LinkedIn and CSC Global Health on Twitter.

Why CSC?

CSC Enterprise Management includes everything healthcare employees need to share vital information quickly and accurately, and deliver the highest standards of patient care, by connecting everything from patient demographics to clinical data and financial reports.

CSC has vast experience designing and building advanced software tools for the healthcare community and is a leading provider of EHR solutions, leveraging our global capabilities, business intelligence capabilities, knowledge of complex regulatory environments, and deep domain expertise in functional and departmental areas across the hospital ecosystem.

The CSC clinical information system suite supports the continuum of care and is customized to support specific healthcare requirements and needs by region.
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About CSC
CSC is a global leader in next-generation IT services and solutions. The company’s mission is to enable superior returns on our clients’ technology investments through best-in-class industry solutions, domain expertise and global scale. For more information, visit us at www.csc.com.