

Les TIC au service de l'avenir du système de santé



LESISS

Les Entreprises des Systèmes d'Information Sanitaires et Sociaux

HIT 2008

Michael Crowley

Business Objects SAP

Emea Government Marketing Director

B.I. in Healthcare, facts

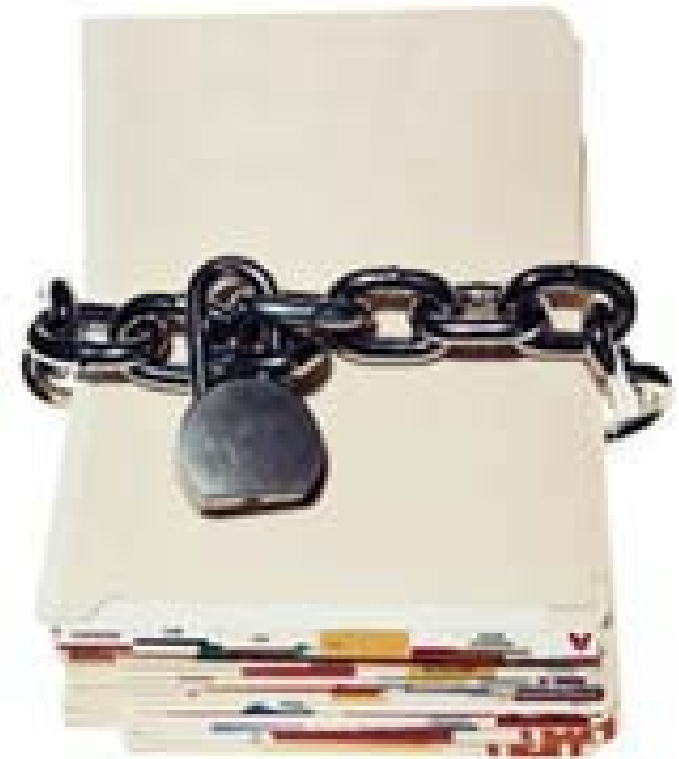
- A disparity of systems
 - Different Social Security Models; Bismark, Beveridge, Mixed
 - No global implementation scheme
 - No reference data model nor KPIs
 - Hospitals or group of hospitals act independently, fragmented
 - No capitalisation on best practices
 - Cost of go to market is high : cost of acquisition is high

Trends

- Change of managerial methods; Performance management propagation
 - Need for a global view connecting resources & outcomes
 - « Pay by result » – information sharing – resources mobility
 - Need for planification of means & resources to demand level
 - Predictability models
 - Need for a global view of the patient in the system
 - Outpatient care and sharing confidential information
- IDC 2005 / 11.7 % average growth/year in BI market to 2009

Common Operating Problems encountered

- No Single Version of the Truth
- No Timely reporting of Information
- Difficulty managing Data Quality
- Multiple Clinical Systems, Patient Accounting Systems, Logistics, HR systems
- Increased Demand for Consumer Level Information
- Revenue cycle management
- Contract compliance with Managed Care payers and GPOs

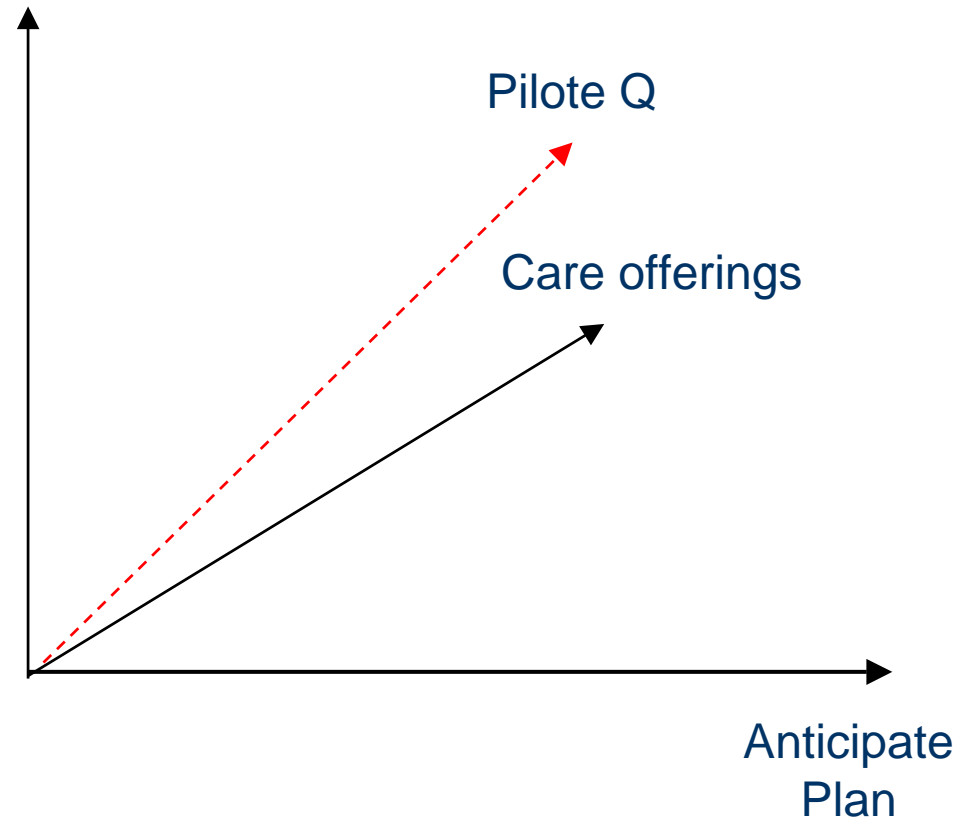


Share & Increase Performance

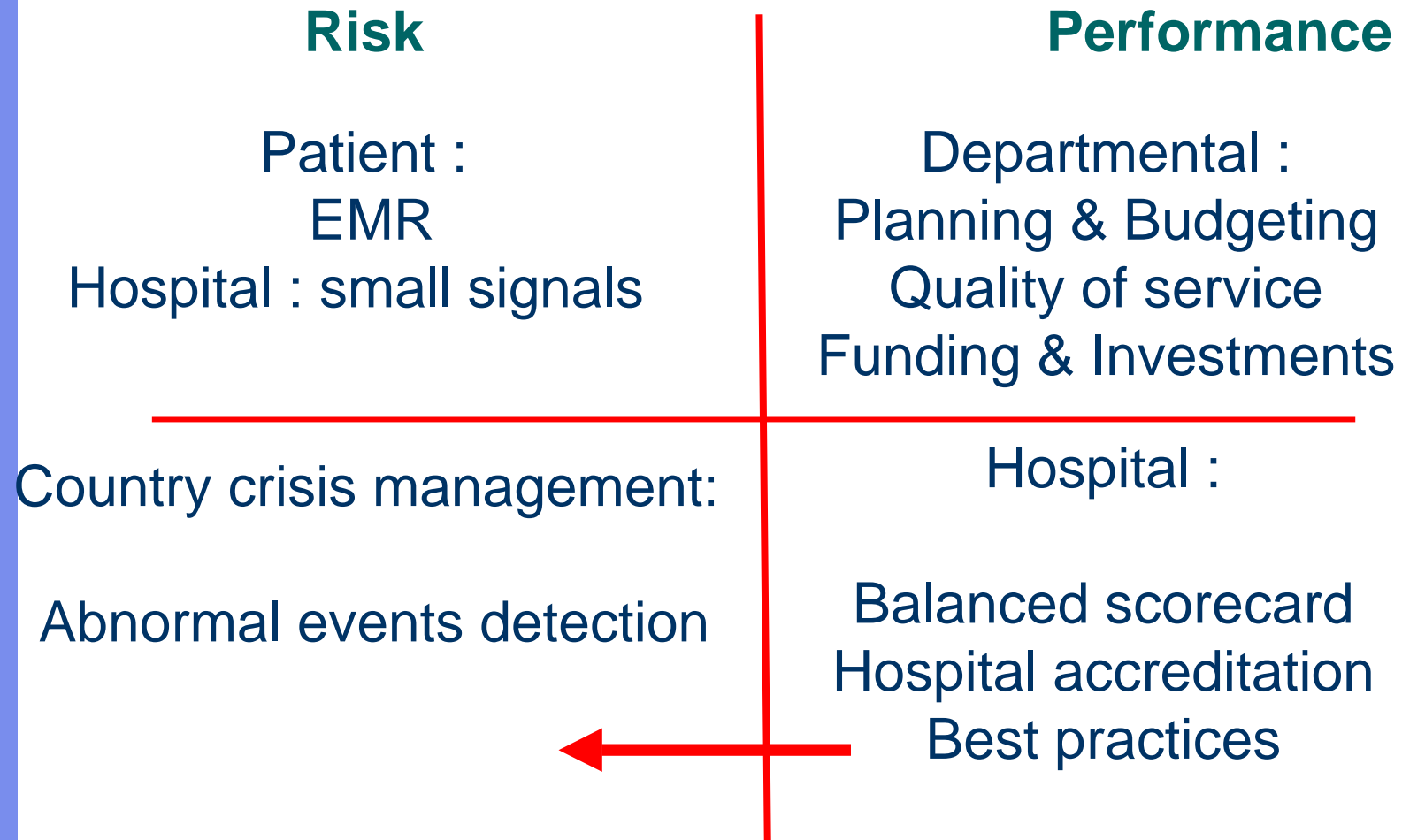
- Levels
- Hospital
 - Geographic
 - National



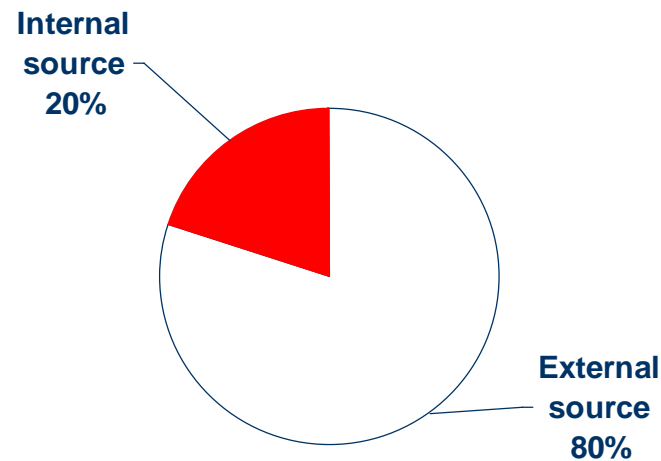
Costs Monitoring



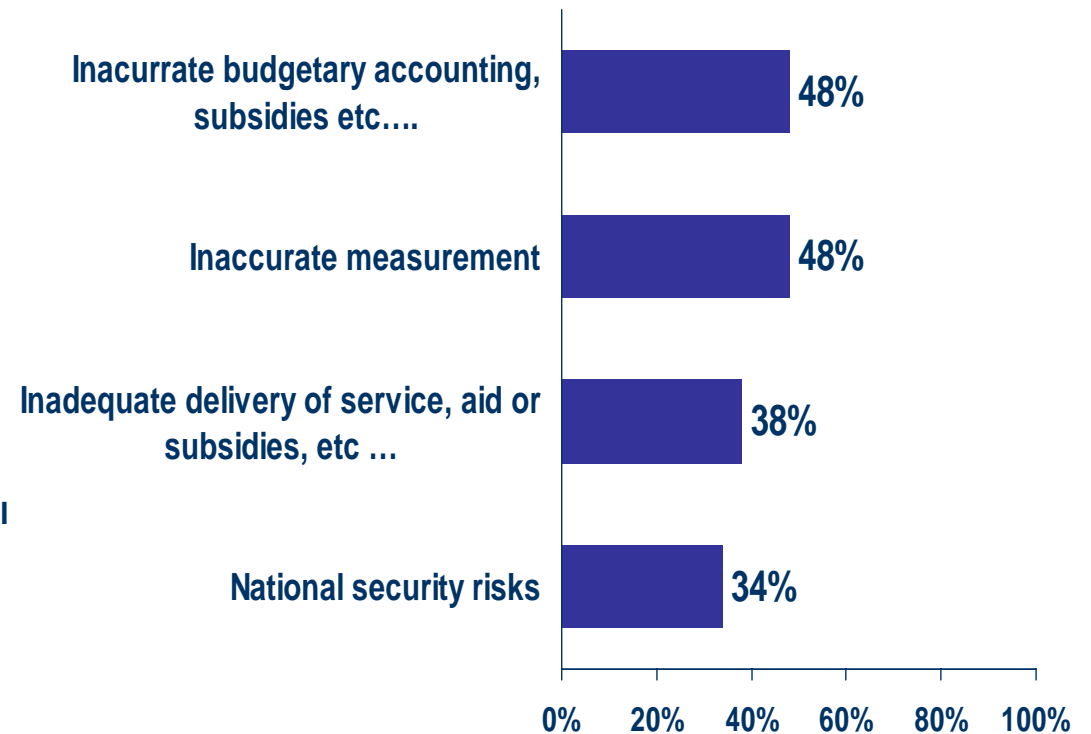
Healthcare B.I. ubiquity



Network & Data Quality



Impact of insufficient quality



Sources : Markess 2007, Balthwick Group 2005

Evolving Business Intelligence in Healthcare

Hospital Vision & Strategy

Where am I today?
How can I reach my objectives?

Benchmark / Data Warehousing



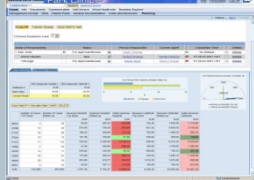
Strategy Management



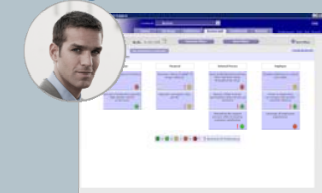
Modeling

How can I make sure that everyone is aiming at the same target?

Business Planning & Consolidation



KPIs & Targets at all Levels



Cascading & Communication

What measures to take?

Process Optimization

Implementation

Information Integration

Am I on the right track?

Reporting



Analytic Applications



Monitoring

Benefit Areas

Benefit: Facilitate substantiated decisions by providing visibility into hospital-wide information

Benefit: Course-correct quickly through management alerts for deviations

Benefit: Effectively resolve issues by drilling down into and eliminating root causes



Benefit: Uncover and prioritize need for action through benchmarking against healthcare industry standards and internal goals

Benefit: Improve hospital performance by identifying and replicating best practices across the organization

Benefit: Increase planning reliability by simulating how actions will affect hospital-wide performance

Benefit: Increase staff productivity and data accuracy through automatic performance monitoring



Health matters

Risk Test Projected Cost Health screening Good morning John Scenario



- ### Watch your risk drop
- Eat more Vegetables
 - Eat more Fish
 - Eat more Almonds
 - Eat more Oats
 - Eat more Garlic
 - Eat more Fruits

Age	60	Systolic Blood Pressure	168 mmHg		
Sex	Male	Total Cholesterol	4.8 mmol/L		
Smoker	<input type="checkbox"/>	HDL Cholesterol	1.80 mmol/L		
Diabetic	<input type="checkbox"/>	Weight	70 kg	Weight Status	Normal
ECG Evidence of LVH	<input type="checkbox"/>	Height	175 cm		