Strategic use of IT in health sector

Dr Octavian Purcarea
Worldwide Health Team
Microsoft Corporation
Agenda

Improving Efficiency in your Health Organization

Microsoft in Health

Chronic Disease is a Growing Problem

Microsoft Health & Wellness Solutions

A Complete Solution for Proactive Care
A Challenging World

Providers

Health Payers

Public Health

Life Sciences

- Consumerism and Empowerment
- Aging population
- Increasing citizen expectations
- Skilled labor shortage
- Increasing regulations
- Increased worldwide competition
- Growing middle class
- Increasing burden of chronic disease
A Step by Step Approach
Achieve more with less effort

- Connect Care
- Liberate Data
- Empower People
Aligned with Customer Priorities

- Improve Health & Wellness
- Improve Organizational Efficiency
- Optimize ICT Investments

Transforming Health Delivery
Agenda

Improving Efficiency in your Health Organization

Microsoft in Health

Chronic Disease is a Growing Problem

Microsoft Health & Wellness Solutions

A Complete Solution for Proactive Care
Chronic Disease is Expensive

“...adoption of systems for prevention and early diagnosis of such diseases by 10% of the European population could prevent more than 100,000 early deaths and save more than €20bn annually.”

- 2005 Organisation For Economic Co-Operation and Development (OECD)

Barack Obama, President, United States of America
An Individuals’ Revolution Leads to New Expectations in Care

Fitness Programs

Fitness Gadgets & Logging Apps

Personal online health services
A Fundamental Change is Underway

Reactive

- Decrease Number of Incidents & Severity
- Greater Control of Costs
- Happier, Healthier Patients

Proactive

- Increased Employee & Clinician Satisfaction

"Moving towards health for all requires that health systems respond to the challenges of a changing world and growing expectations for better performance."

Chronic Disease is a Growing Problem

Microsoft Health & Wellness Solutions

A Complete Solution for Proactive Care
The Foundation
Microsoft Connected Health Platform

Connected Health Platform (CHP)

- Application Platform for Health
- Business Productivity Infrastructure for Health
- Core Infrastructure for Health

Connected Health Framework – Architecture and Design Blueprint

CHP provides prescriptive guidance, tools and solution accelerators
Microsoft Health & Wellness Solutions
A Step-by-Step Approach to Proactive Care

- Personal Health & Wellness
- Condition Management
- Population Health Intelligence

Identify high risk populations to provide targeted programs
Shift from reactive healthcare to proactive health & wellness
Reduce incidence & severity of illness to improve health & lower costs
Gain happier Patients & Clinicians
What is on your mind?

Help citizens and patients discern which health information is right for them.
Personal Health & Wellness

Patient and Client Portals: Provide patients/clients consolidated access to accurate, preventive health information through a single, unified view.

Health Outreach Solutions: Enhance market perception & increase satisfaction, by delivering tailored health information to patients & citizens.

Personal Health Solutions: Allow individuals to collect, store, and share health information critical to their family’s well being.
Patient and Client Portal Solutions

A single location where users can find, collect and share needed, relevant information:

- Vetted health information, convenient tools and services
- Medical records, lab results, care plans, medical images
Consumers can:
- Store health information from many sources
- Access a range of health and fitness apps
- Upload data from health and fitness devices
- Share health information with those they trust.
New Portal Gives New Zealand Healthcare a Booster Shot

Profile
New Zealand Health IT Cluster is an industry grouping of New Zealand-based health software vendors, government agencies, consultants, and healthcare providers.

Situation
The exchange of patient health information between patient’s healthcare providers is not optimal with a disparate collection of information and limited application interoperability. Patients need the right tools to self-manage their medical conditions.

Solution
The Health IT Cluster worked with Microsoft to implement a Consumer Health Portal designed to empower people to take control of their health using a collaborative online environment.

Benefits
• Reduced Costs
• Better Patient Care
• Increased Access to Information
• Improved Collaboration

“I think it is safe to say that a new day in the use of technology in the healthcare sector has finally arrived.”
Andrea Pettett, CEO, New Zealand Health IT Cluster
Doctors Make Web Calls in Hawaii

Profile

The Hawaii Medical Service Association, HMSA, is an independent licensee of the Blue Cross and Blue Shield Association and the largest provider of health care coverage in the state of Hawaii.

Situation

HMSA wanted to improve access to care and provide convenient and quality care for all residents of Hawaii, especially those in remote locations.

Solution

HMSA deployed Online Care, powered by American Well™ technology and enhanced by Microsoft® HealthVault™. Online Care allows patients to see physicians immediately, through live consultations via Web or phone.

Benefits

- Improved access to care
- Reduced costs
- Improve quality of care
- Enhanced response
- Boost in productivity

“Having a tool like HealthVault that will enable our members and particularly our non-members to get their medical history and other medical information in front of a consulting physician is so very important.”
- Michael Stollar, VP Marketing and Communications Hawaii Medical Service Association
Easily track patients' condition management and preventive activities.

Efficiently coordinate with care team members for proactive care and case management.

Proactively address patients' conditions before they evolve into chronic disease.

Condition Management

What is on your mind?

Meet increased need for care and services from growing chronic disease population.
Condition Management

**Case Management**
Provide connected care and services to efficiently improve the management of citizens’ conditions using easy-to-use, flexible technology tools.

**Caregiver Collaboration**
Work faster and easier with other care team members and patients to improve the diagnoses, treatment and management of chronic conditions.
Condition Management

Case Management
Condition Management

Caregiver Collaboration

Collaborate Anytime, Anywhere

Microsoft Unified Communications
TietoEnator Laps Care improves condition management

**Profile**
The city of Stockholm, Sweden, has implemented TietoEnato’s home care planning system Laps Care in 1,000 units with 15,000 staff members serving 40,000 clients daily.

**Situation**
An essential part of quality in social care is home care workers having enough time to carry out their activities with dignity and respect.

**Solution**
Laps Care optimizes staff planning in home health care and eliminates the need to plan manually around the needs of individual workers, and the elderly and disabled receive care in their home. Now the right person is in the right place at the right time.

**Benefits**
- 20% increase in time spent on visits and other work
- Short term sick-leave has decreased by up to 70%
- Overall cost of home care activities has reduced by 10 to 15%.
Asklepios Future Hospital Program

Profile

Largest private hospital group in Germany with 111 institutions and annual revenue of €2.3 billion (U.S.$3.5 billion)

Situation

Need to enhance medical competence and availability by implementing a knowledge management solution coupled with unified communication among health professionals in order to avoid duplication of examinations and lengthy travels for the patients.

Solution

Implemented a full program including standardized infrastructure, knowledge management, Unified communication solutions coupled with visualization solutions (dashboards, availability, case management).

Benefits

- 36.7% reduction of annual costs per client
- Faster data availability—
  - Lab data available 75% faster
  - Radiology results available 89% faster
- 18% reduction in day-to-day overhead
- Patient data can be accessed swiftly everywhere
- Improved quality of medical care, including better consultations at patients’ bedsides

Condition Management

Asklepios Kliniken
Track and monitor Immunizations, disease outbreaks, recurring illness, and chronic disease. Prioritize resources to meet the most pressing health needs of the population. Better measure, manage and monitor clinical outcomes. Evaluate large amounts of complex data from multiple internal and external sources.

Population Health Intelligence

What is on your mind?

Evaluate large amounts of complex data from multiple internal and external sources.
Population Health Intelligence

Business Intelligence in Health
Easily monitor & analyze data, see trends and make well informed decisions via dashboards and Key Performance Indicators.

Microsoft Amalga Unified Intelligence System 2009
Free the data locked in disparate systems across your health enterprise to fuel discovery and drive real-time continuous improvement.
Extending Intelligence Visually

Population Health Intelligence

- Measuring & Monitoring Population Health
- Disease Preparation & Response
- Managing Quality & Health Outcome

Live Search

Virtual Earth
Business Intelligence in Health
Measuring & Monitoring Population Health

Population Health Intelligence
Measuring & Monitoring Population Health
Disease Preparation & Response
Managing Quality & Health Outcome
Business Intelligence in Health

Disease Preparation & Response
Business Intelligence in Health
Managing Quality & Health Outcomes

Population Health Intelligence
Measuring & Monitoring Population Health
Disease Preparation & Response
Managing Quality & Health Outcome

Microsoft Amalga Unified Intelligence System 2009
Microsoft Amalga UIS

- Get data in real time from across the enterprise
- See any view of data, sort, or filter by any criteria or data element
- Create new customized views of data
- Work with data easily, using a simple, user-friendly interface.
Agenda

Improving Efficiency in your Health Organization

Microsoft in Health

Chronic Disease is a Growing Problem

Microsoft Health & Wellness Solutions

A Complete Solution for Proactive Care
Microsoft Health & Wellness Solutions
A Complete Solution for Proactive Care

Personal Health & Wellness
- Patient & Client Portals
- Health Outreach
- Personal Health Solutions

Condition Management
- Case Management
- Caregiver Collaboration

Population Health Intelligence
- Business Intelligence
- Amalga UIS