Strategic use of IT in health sector

Dr Octavian Purcarea

Worldwide Health Team
Microsoft Corporation

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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

A Challenging World

- Consumerism and Empowerment
- Aging population
- Increasing citizen expectations
- Skilled labor shortage
- Increasing regulations
- Increased worldwide competition
- Growing middle class
- Increasing burden of chronic disease

Microsoft

A Step by Step Approach

Achieve more with less effort

Aligned with Customer Priorities

Improve Health & Wellness

Improve Organizational Efficiency

Optimize ICT Investments

Transforming
Health Delivery

Microsoft

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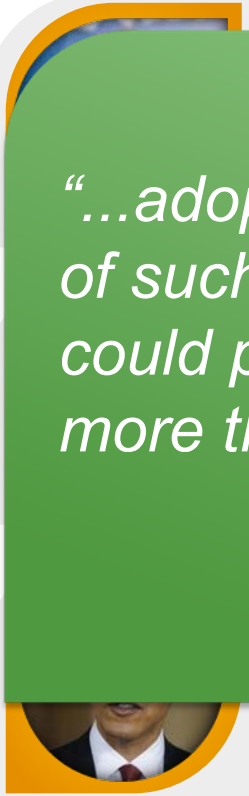
Chronic Disease is Expensive

"...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)



not taking on rising health care costs.

Barack Obama, President, United States of America

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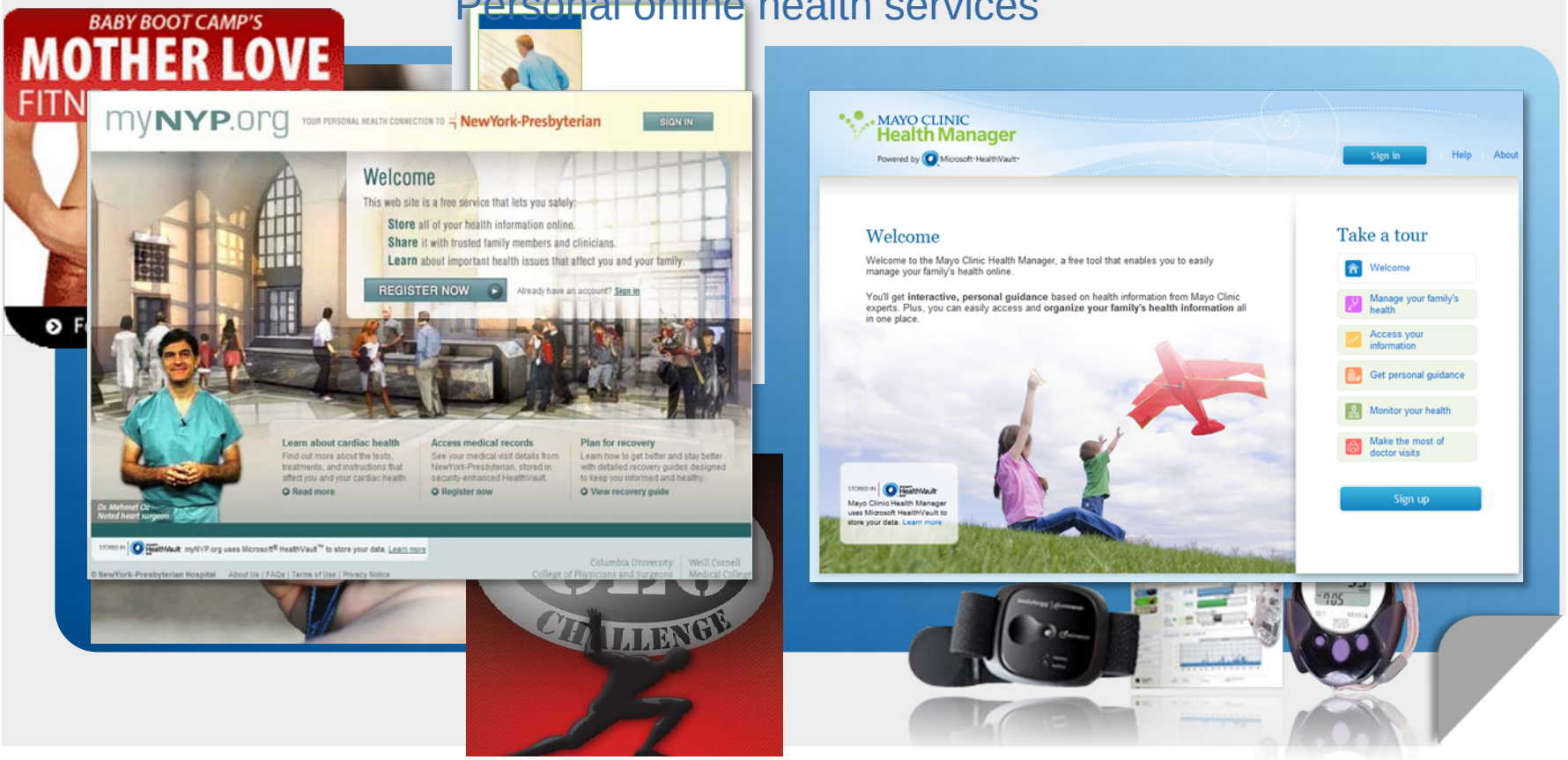
An Individuals' Revolution Leads to New Expectations in Care

Fitness Programs

Personal online health services

Fitness Gadgets & Logging Apps



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A Fundamental Change is Underway

Reactive

Proactive

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

The World Health Report, 2008, "Primary Health Care - Now More Than Ever"

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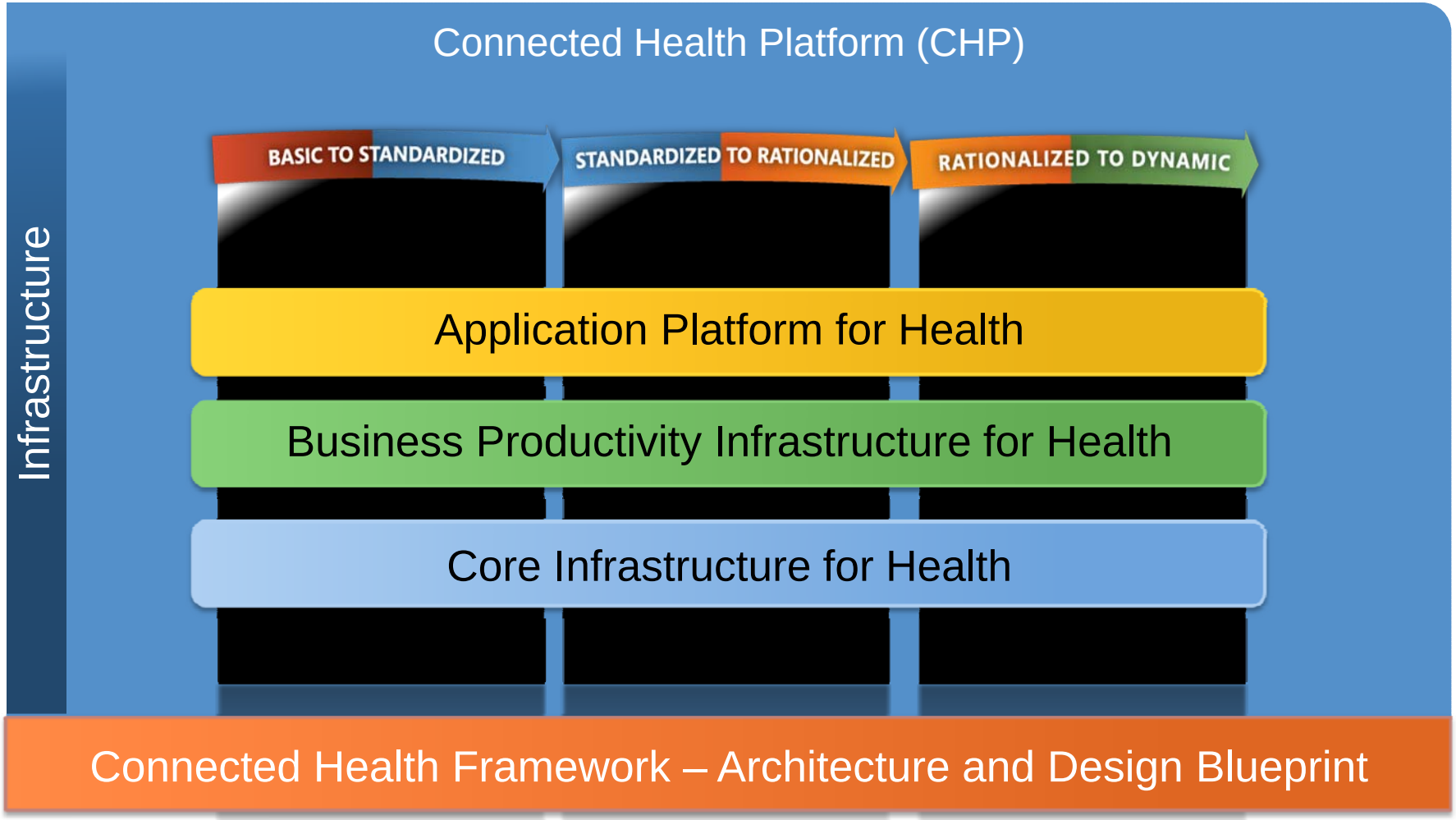
The Foundation

Microsoft Connected Health Platform



CHP provides prescriptive guidance, tools and solution accelerators

Microsoft

Microsoft Health & Wellness Solutions

A Step-by-Step Approach to Proactive Care

Identify high risk populations to provide targeted programs

Shift from reactive healthcare to proactive health & wellness

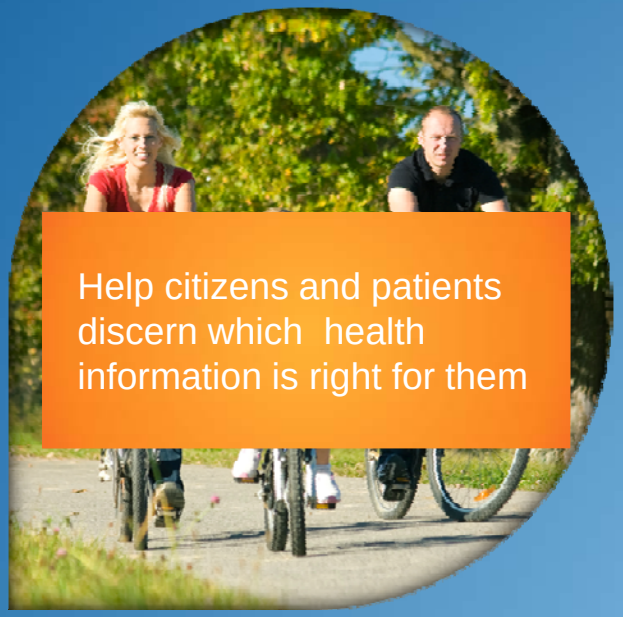
Reduce incidence & severity of illness to improve health & lower costs

Gain happier Patients & Clinicians

Microsoft

Personal Health & Wellness

What is on your mind?



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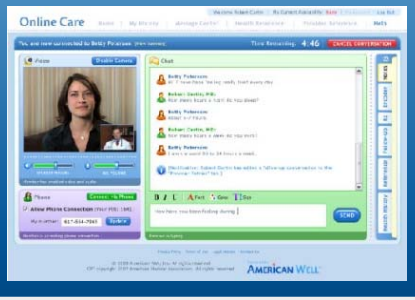
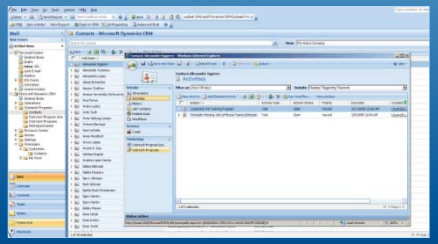
Personal Health & Wellness



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

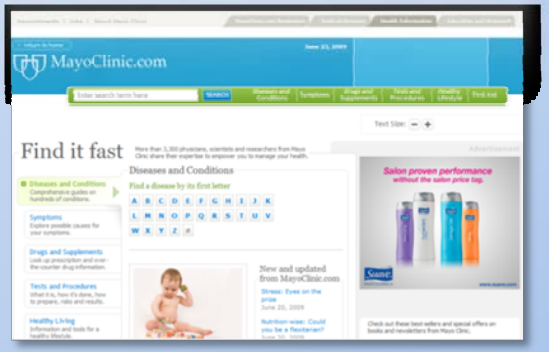
Personal Health Solutions

Allow individuals to collect, store, and share health information critical to their family's well being

Microsoft

Personal Health & Wellness

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

Microsoft Office SharePoint Server 2007

Microsoft

Personal Health & Wellness

Personal Health Solutions

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.

Microsoft HealthVault

Microsoft

Personal Health & Wellness

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

Microsoft

Personal Health & Wellness

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

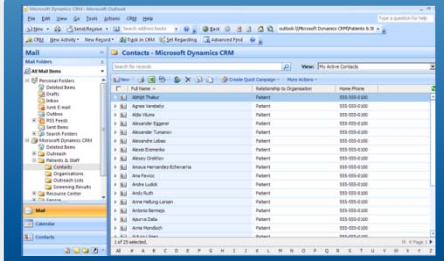
Condition Management

What is on your mind?

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

Microsoft

Condition Management



Case Management

Provide connected care and services to efficiently improve the management of citizens' conditions using easy-to-use, flexible technology tools

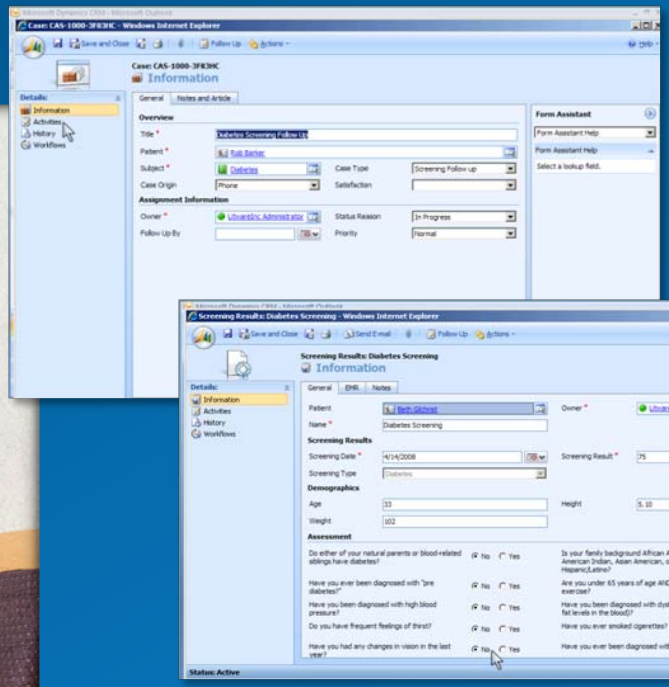
Caregiver Collaboration

Work faster and easier with other care team members and patients to improve the diagnoses, treatment and management of chronic conditions

Microsoft

Condition Management

Case Management



Microsoft Dynamics CRM

Microsoft

Condition Management

Caregiver Collaboration

Microsoft

Condition Management

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 %.

Microsoft

Condition Management

Asklepios Future Hospital Program

Asklepios Kliniken

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

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ASKLEPIOS
FUTURE HOSPITAL

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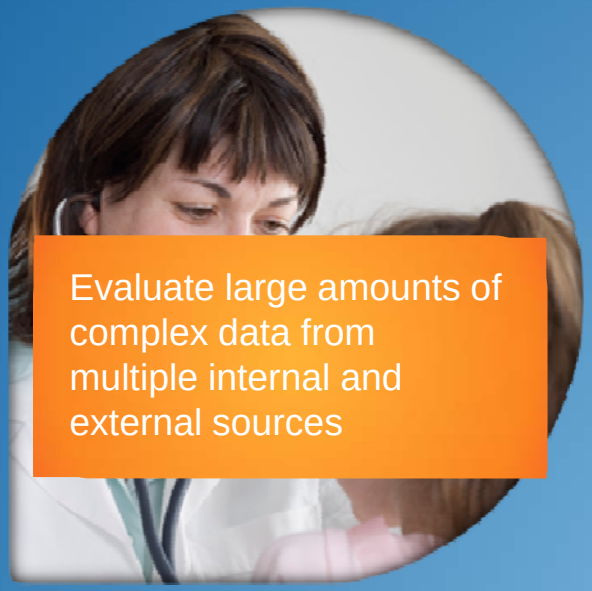
Population Health Intelligence

What is on your mind?



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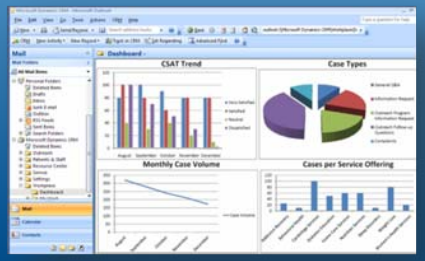
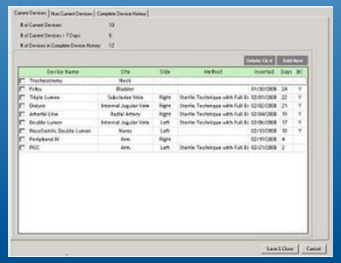
Population Health Intelligence



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

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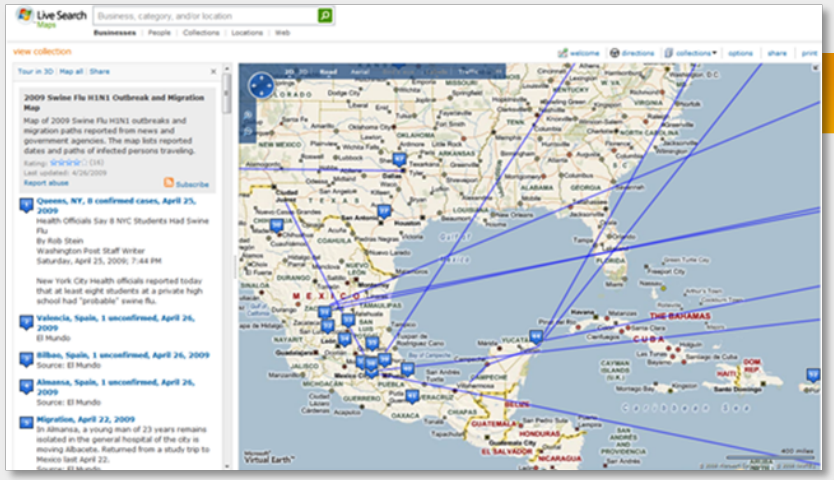
Extending Intelligence Visually

Population Health Intelligence

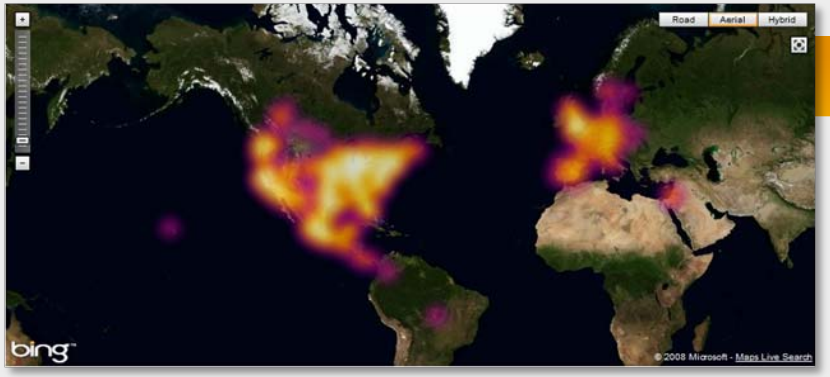
Measuring & Monitoring Population Health

Disease Preparation & Response

Managing Quality & Health Outcome



Live Search



Virtual Earth

Microsoft

Business Intelligence in Health

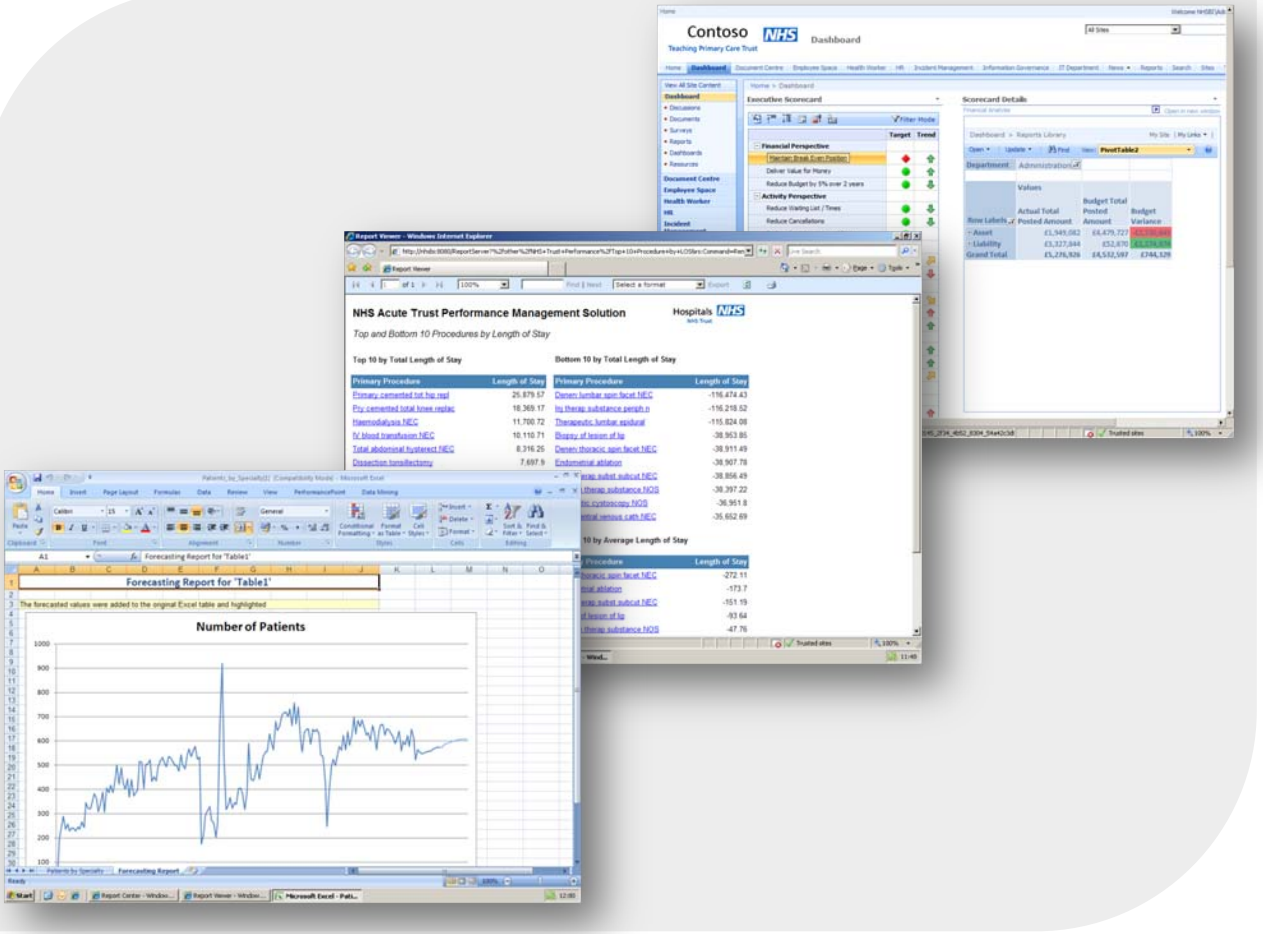
Measuring & Monitoring Population Health

Population Health Intelligence

Measuring & Monitoring Population Health

Disease Preparation & Response

Managing Quality & Health Outcome



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Business Intelligence in Health

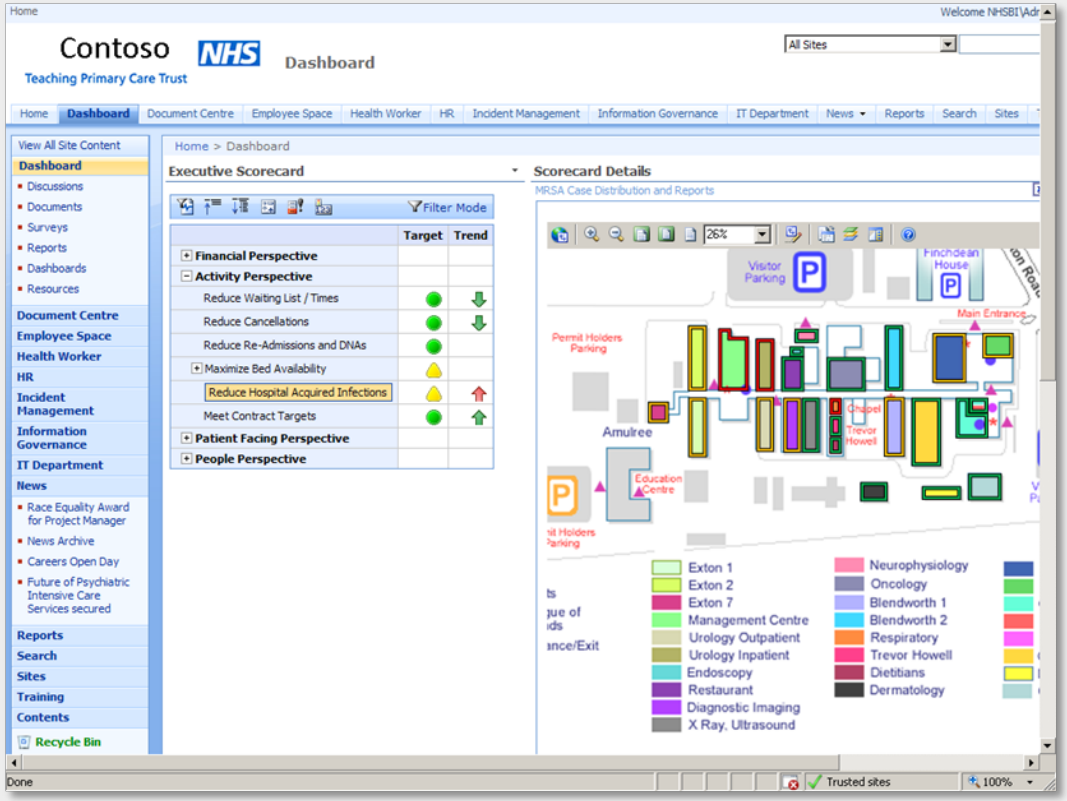
Disease Preparation & Response

Population Health Intelligence

Measuring & Monitoring Population Health

Disease Preparation & Response

Managing Quality & Health Outcome



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Business Intelligence in Health

Managing Quality & Health Outcomes

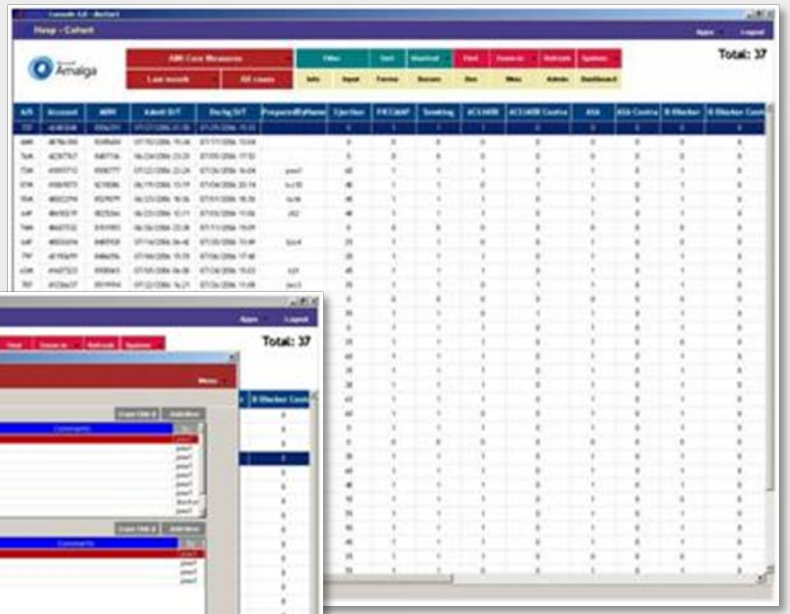
Population Health Intelligence

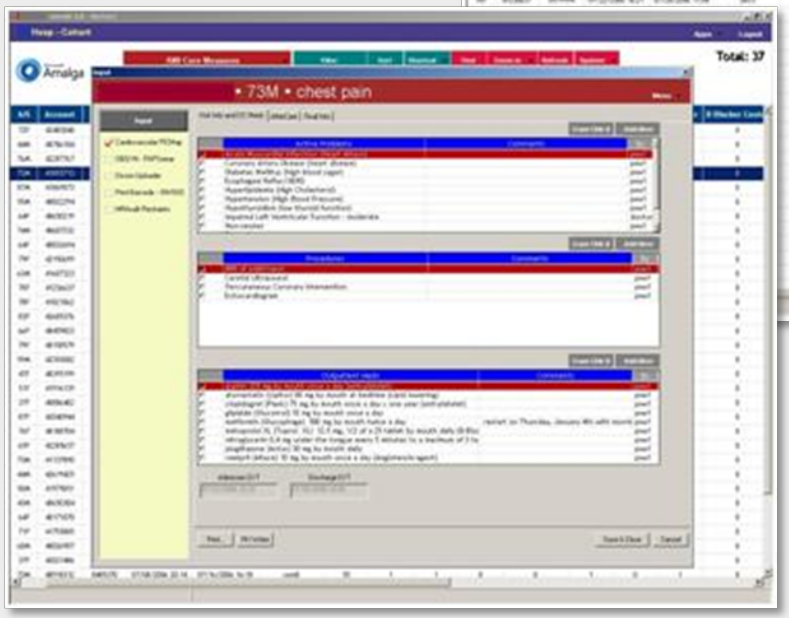
Measuring & Monitoring Population Health

Disease Preparation & Response

Managing Quality & Health Outcome

Microsoft Amalga Unified Intelligence System 2009





Microsoft

Microsoft Amalga UIS

Population Health Intelligence

Measuring & Monitoring Population Health

Disease Preparation & Response

Managing Quality & Health Outcome

- 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.

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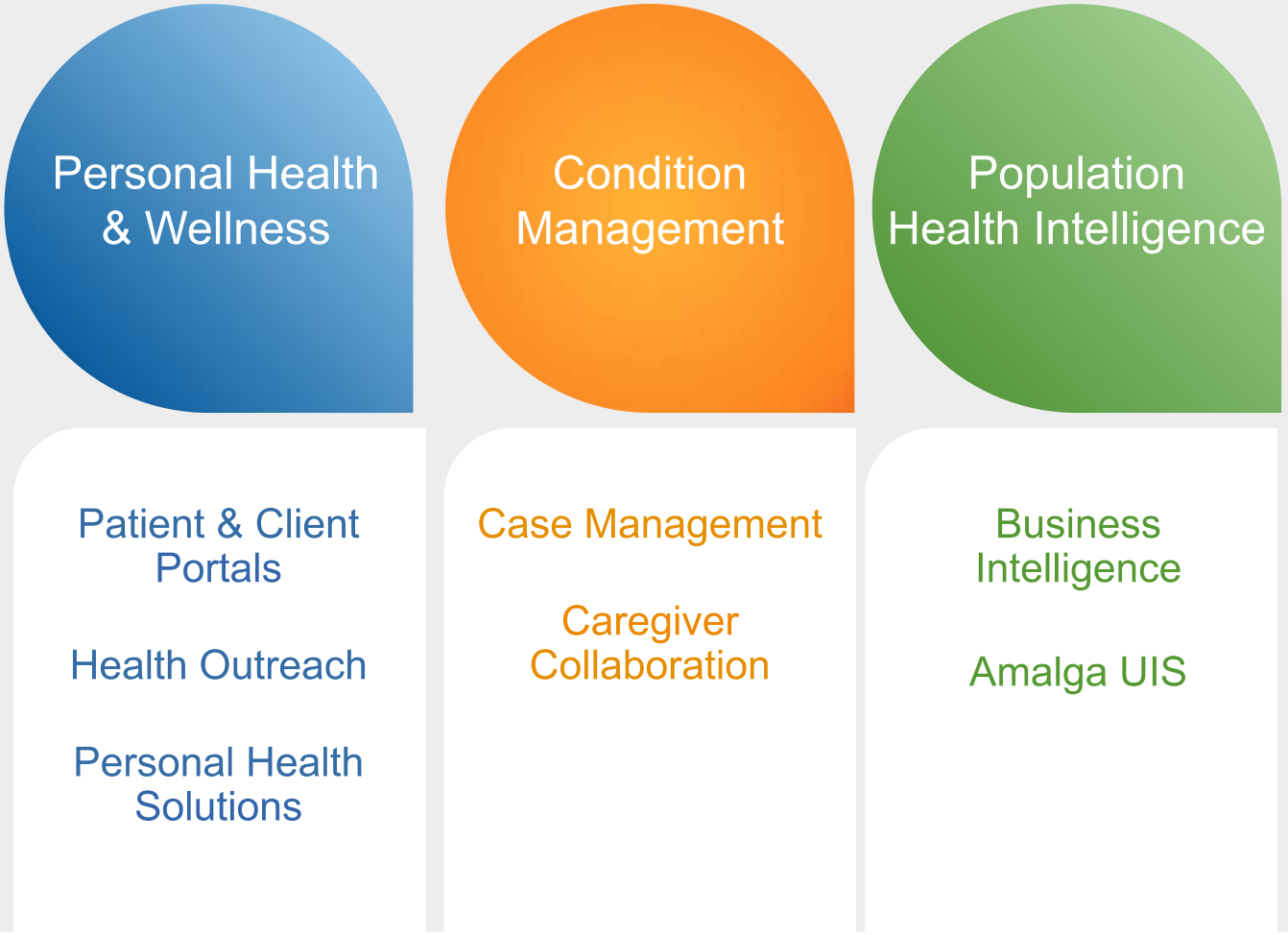

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