

Healthcare



integrate key systems to reduce costs and increase agility. Many healthcare organizations use BPM to streamline billing processes and accounts receivable, and revamp patient scheduling processes to maximize time and resource availability for patient care. BPM helped a large European hospital conglomerate improve tracking of medical procedures conducted for individual patients, resulting in faster, more accurate care delivery and bill calculations while preserving patient privacy.

Building flexibility and adaptability into core systems includes optimizing back-office and point-of-care/service operations, and delivering IT-enabled business services more efficiently and effectively, resulting in high-quality healthcare at low cost. A large U.S. healthcare services company leveraged BPM to integrate its back-end IT systems to handle larger volumes of online pharmacy orders while easily managing inventory.

Gain Real-time Insight into Processes and Patients

IBM BPM can help healthcare organizations gain real-time insights into operational performance and results to improve quality of care, clinical outcomes and services, and personalization of healthcare. Anticipating problems and thereby avoiding them can help healthcare providers and payers take swift action in response to marketplace, regulatory and

clinical changes. In addition, having a single view of the patient is critical. BPM can help your organization consolidate patient data from all providers into a single, comprehensive electronic medical record (EMR) for rapid, efficient and rules-based exchange of clinical information.

One healthcare company reduced the cost to care for patients by 90% with injection therapy event and resource usage monitoring, by implementing a Web-based solution that allowed the company to expediently schedule patients and appropriate clinical resources. BPM also helped a large European medical school to monitor and track the locations of assets and patients in real time using radio frequency identification (RFID), which reduced patient waiting time and enhanced patient security.

Speed Time to Value with Industry Accelerators and Frameworks

The IBM Healthcare Content Pack offers a rich set of prebuilt, healthcare-specific extensions to accelerate and enhance delivery of BPM projects. These extensions focus on Enrollment, Case Management, Employer/Group Management, Claims Management and Provider Collaboration process functions; and also Benefits Eligibility and Real-Time Claims Adjudication solution scenarios. To help ensure consistency and reuse across your enterprise and ecosystem, these assets are based