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Many healthcare systems around the world are being pushed to a crisis stage because of unrelenting pressures to reduce cost, improve quality of and accessibility to care, and comply with increasing operating requirements. Transformation in healthcare requires new levels of accountability, evidence-based treatment and collaboration among healthcare provider, health plan/payer, life sciences and supplier enterprises.[1]
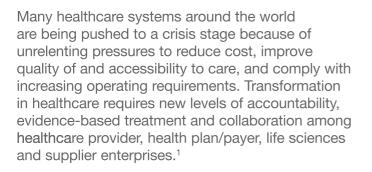
All healthcare and life sciences ecosystem stakeholders can transform cost-effectively by deploying new business models and optimizing business processes. Business Process Management (BPM) powered by Smart SOA™ optimizes business, administrative, and clinical processes and helps respond quickly to changing legislative and regulatory requirements. BPM helps modernize core processes and systems (e.g., hospital information and departmental/ancillary systems, supply chain applications, legacy claims systems) to support new clinical practices, administrative standards, cost reimbursement methods and governmental regulations.

Improve Operational Efficiencies with BPM
Healthcare organizations need to build flexibility into operations to support excellence in clinical and business practices. With BPM from IBM, healthcare payers, providers and life sciences organizations can automate crucial business processes and

Preventable medical errors kill the equivalent of more than a jumbo jet full of people every day in the US[2] and about 25 people per day in Australia.[3]

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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

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on industry standards such as HL7, ASC X12, EDI and HIPAA Privacy and Security Rules. The IBM Healthcare Content Pack is a core offering of the IBM Health Integration Framework.

The IBM Health Integration Framework is a configurable software platform that accelerates transformation in healthcare and life sciences to improve safety and quality of care, process efficiency and cost-effectiveness, and patient and member satisfaction. This framework enables transformation of clinical processes, healthcare stakeholder system interoperability, healthcare provider and plan analytics, core systems modernization, regulatory compliance, enterprise resource planning and programming, and clinical trial management.

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References:

[1] IBM Institute of Business Value Study, "Healthcare 2015: Win-win or lose-lose?", 2006

[2] Leape, Luciane L. 1994. Error in medicine. Journal of the American Medical Association 272(23): 1851-57

[3] Van Der Weyden, Martin B. 2005. The Bundaberg Hospital scandal: the need for reform in Queensland and beyond. Medical Journal of Australia 183(6): 284-85