



Business-friendly Solutions



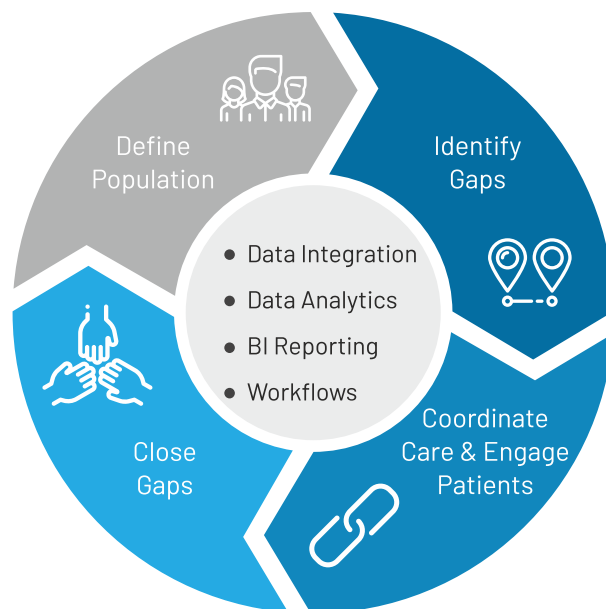
**FIND THE GAP
BEFORE YOU MIND IT!**

Improve Healthcare Quality and Care Coordination

Value based care is making it imperative for organizations to improve the quality of care delivered to patients. Healthcare spending in the US reached \$3.5 trillion in 2017 and was projected to grow 5.5% annually from 2017 to 2026¹. 50% of US citizens live with at least one chronic disease, such as heart disease, stroke, cancer or diabetes. These and other chronic diseases are attributed to be the major reasons of death and disability in America, and a prominent driver of health care costs³. Additionally, understanding and managing patient risks is a huge problem for population health today. Coordinating care of patients across the care continuum requires significant effort on the part of various stakeholders. 67% of respondents to a survey of healthcare executives say EHRs have failed to deliver better population health management tools². All of the above makes tracking quality of care using metrics complex and difficult to manage.

Solution

As the industry continues to transition from volume-based to value-based health care, it is important to proactively identify population segments who are in need of care, apply differential and pertinent care strategies for patients while also focusing on reducing costs, improving experiences and driving appropriate utilization.



The health of the population can be managed by

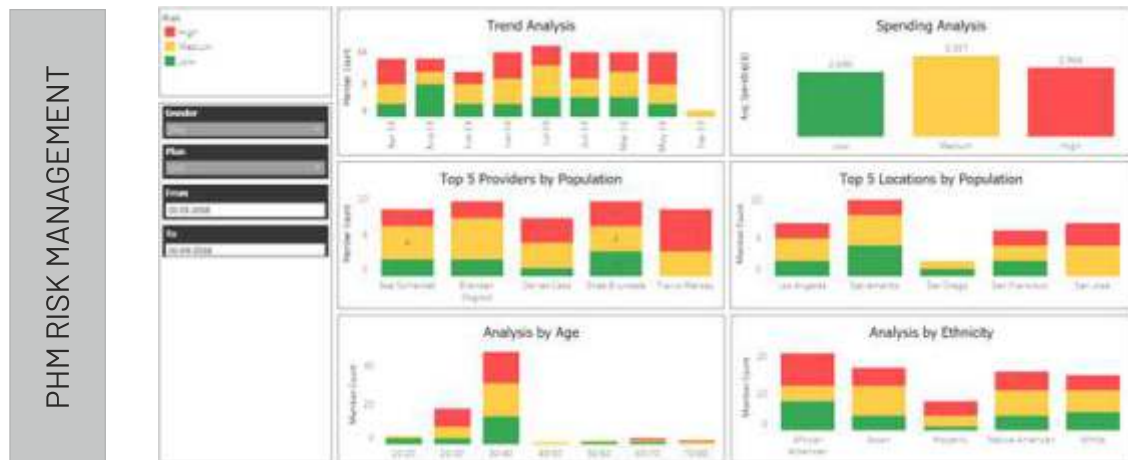
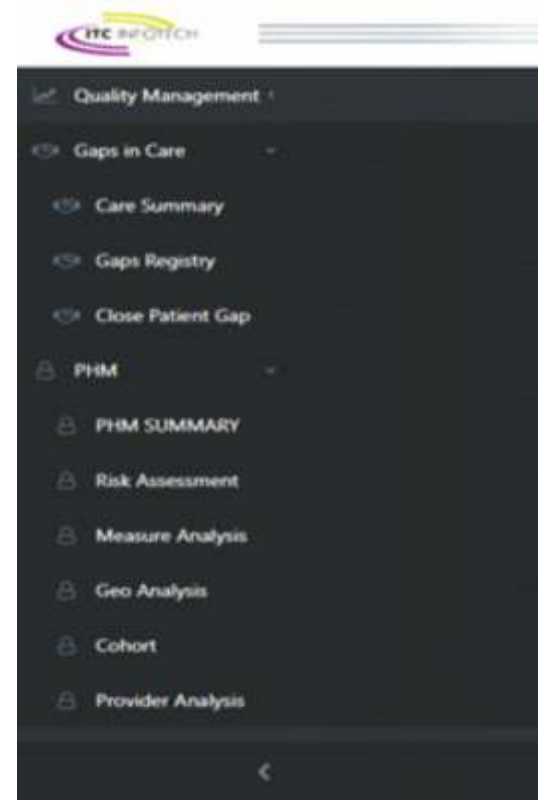
- Participating in Quality based programs that help track compliance of patients. Such a solution should help care coordinators prioritize which patients to focus on while estimating the future non-compliance probability of patients.
- Predicting and identifying gaps in care for each patient and providing an efficient workflow for collaboration between healthcare stakeholders to close these gaps.
- Using advanced analytics to identify patterns in data to find patients belonging to similar cohorts (based on risk, geography, age, gender, etc.) and applying care strategies to improve the health of each cohort.
- Improving Patient Experiences by personalizing communication and care activities and sharing relevant information with patients that helps them better participate in their own wellness journey.

How ITC Infotech can help!

With nearly a decade's experience in working with healthcare organizations globally, ITC Infotech has developed significant experience in helping payers and providers improve quality of care delivered and care coordination. We bring strong consulting skills and technology expertise backed by proprietary solutions to help you:

- Measure and monitor quality program outcomes
- Identify areas of improvement and incentive maximization
- Predict gaps in care for individual patients
- Provide tools for collaboration between stakeholders (such as payer-provider)

ITC Infotech's Healthcare Insights, is a big-data, analytics solution that integrates diverse structured and unstructured data sets to build a complete profile of care delivered to various population sets. Using industry standards such as HEDIS, we are able to track and predict performance on specific healthcare quality measures and identify patients in need of attention. Healthcare Insights helps define population cohorts, address gaps in their care, and improve patient engagement.



Case Study

Providing Actionable Insights to Identify Care Gaps and Improve Care Coordination for a leading IDN in the US

Our client, a leading IDN had identified P4P measures to evaluate performance on various healthcare quality dimensions. ITC Infotech implemented a scalable data warehouse architecture to generate quality measures, and report and analyze their performance using Micro strategy. Data is ingested from a variety of source systems including their EMR, LAB and Pharmacy systems. The solution is used by clinicians, care coordinators and hospital administration staff to improve care outcomes by closing care gaps, and also provides utilities to various stakeholders to improve patient experience. The solution now has been extended to support various additional quality programs such as ACO, MIPS, HEDIS thereby further bolstering quality initiatives.

About ITC Infotech

ITC Infotech is a specialized global technology solutions provider, led by Business and Technology Consulting. ITC Infotech's Digitaligence@work infuses technology with domain, data, design, and differentiated delivery to significantly enhance experience and efficiency, enabling our clients to differentiate and disrupt their business.

ITC Infotech is a fully-owned subsidiary of ITC Ltd, one of India's foremost private sector companies and a diversified conglomerate.

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