



IMPROVING POPULATION HEALTH USING ANALYTICS

According to CMS, the U.S. healthcare system spends \$10,348¹ per person every year (highest in the world) to manage, track, analyze and perform care coordination and quality improvement initiatives. Six in ten Americans live with at least one chronic disease like heart disease, cancer, stroke, or diabetes². 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 costs.

US Healthcare ecosystem is in the middle of a massive transition, where it is struggling to make a shift from volume to value care delivery system. According to a famous RAND study, American adults receive, recommended care only 55 percent of the time³. The gaps in treatment lead to avoidable complications, ER visits, and hospitalizations — a major component of the waste in the system. Additionally, understanding and managing patient risks is a huge problem for population health today.



Solution

As the industry continues its 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 relevant care strategies for patients while also focusing on reducing costs, improving experiences and driving appropriate utilization.

The pivot for success in this new value care driven ecosystem is maintaining or improving patient's health and reduce cost of care. The only proven way to achieve these goals is to manage population health effectively and efficiently.

Population health management (PHM) programs are key to clinical and financial success under value-based care delivery models. It begins with the risk stratification of their population to identify which patients have the greatest health risks (and therefore, pose financial risks to the organization).

PHM requires a high degree of intelligent automation to assess and reach everyone in the population, engage patients in self care, and maximize the chance that each person will receive the proper preventive, chronic, and acute care when they need it. Health system needs vendors who can deliver a comprehensive solution that unifies data, analytics, and services. The 4 broad pillar of PHM program are:

Member Stratification:

The purpose of stratification is to identify members based on the risk that they carry, for e.g. complex care (multiple comorbid conditions), etc. These patients can then be targeted and care be delivered effectively.

Performance Reporting:

Healthcare system need an efficient performance management framework to tracks performance against industry programs such as HEDIS, Star, etc., and helps analyze care delivered at the individual patient level.

Care Gap Management:

Using a unified care management solution, payers and providers can collaborate to efficiently improving the health of the patient by closing any identified care gaps. Timely closure of gaps lead to healthy patients and improved financial reimbursements.

Member Engagement:

80% of a Member's health is dependent on non-clinical factors. By employing personalized engagement strategies, members can be empowered to get invested in taking care of their own health.



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, care coordination and engagement. We bring strong consulting skills and technology expertise supported by pre-built analytical assets enabling ITC Infotech to be a strategic partner for advisory, data analytics and information management.

Healthcare Insights – Improving Patient Outcomes



Quality Performance Reporting

Tools and utilities to capture and report on quality measures such as HEDIS, MIPS, Star, etc. Enables health system to track and measure performance to achieve better care outcomes.



Care Gaps registry

Analyze quality metrics across population and identifies opportunities to reduce care gaps by providing patient-level information.



Bridging the gap in patient care

Use analytics to act on care gaps and suggests appropriate interventions. Enables practices to improve care delivery efforts that leads to timely closure of gaps.



Putting PHM to work



Establishes patient cohorts such as ER Frequent flyers, high spenders, high utilizers, etc. to ensure their improved targeting; thus, achieving optimum results.

Self - Service BI



Allows healthcare experts to ask adhoc questions from varied datasets, enabling faster and improved intelligence desired for effective decision-making.

Advanced Analytics Models



Predictive insights using machine learning capabilities to collect, combine, analyze and turn data into reliable, actionable information



Case Study

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

Situation

The customer was facing challenges with clinical insight generation on its existing quality reporting solution. The existing system had a number of issues and defects such as complex calculations and sub optimal application design, which made maintenance difficult and expensive

Impact

The customer was incurring huge costs as well as employing a large support team to maintain its Clinical Quality Reporting system. Additionally, the complex calculations of clinical quality measurement hampered timely delivery of service, which in turn hindered the adoption of the system across the business

Resolution

ITC Infotech implemented a scalable data warehouse architecture to study risky population, generate & report quality measures, and analyze their performance by ingesting data from varied data sources. 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, and HEDIS too.

About ITC Infotech

ITC Infotech is a specialized global technology solutions provider, led by Business and Technology Consulting.

ITC Infotech's Digital@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. The company is powered by a growing portfolio of specialized solutions addressing critical business challenges, including: Healthcare Analytics, Industry 4.0 solutions (PLM, IoT and Embedded), Customer Value Management, Loyalty, Trade Marketing & Distribution, Supply Chain Optimization, Data Engineering and Analytics, Digital Banking solutions and Digital Agriculture solutions. The company provides solutions to enterprises in Supply Chain based industries (CPG, Retail, Manufacturing, Hi-Tech) and Services (Healthcare, Airline, Hospitality, Banking, Financial Services and Insurance) through a combination of traditional and newer business models, as a long-term flexible, trusted and sustainable partner.

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