

Infosys Provider Performance Management solution

Helping providers become high-performing organizations

Every healthcare-provider organization wants to be on top in terms of revenue, care outcomes, and patient centricity. It is tough enough to get to the top, but tougher still to stay there. With regulatory changes and intensifying competitive pressures, the healthcare providers cannot afford mediocrity. They need the right strategy and tools to constantly measure, monitor, and improve performance to stay ahead.

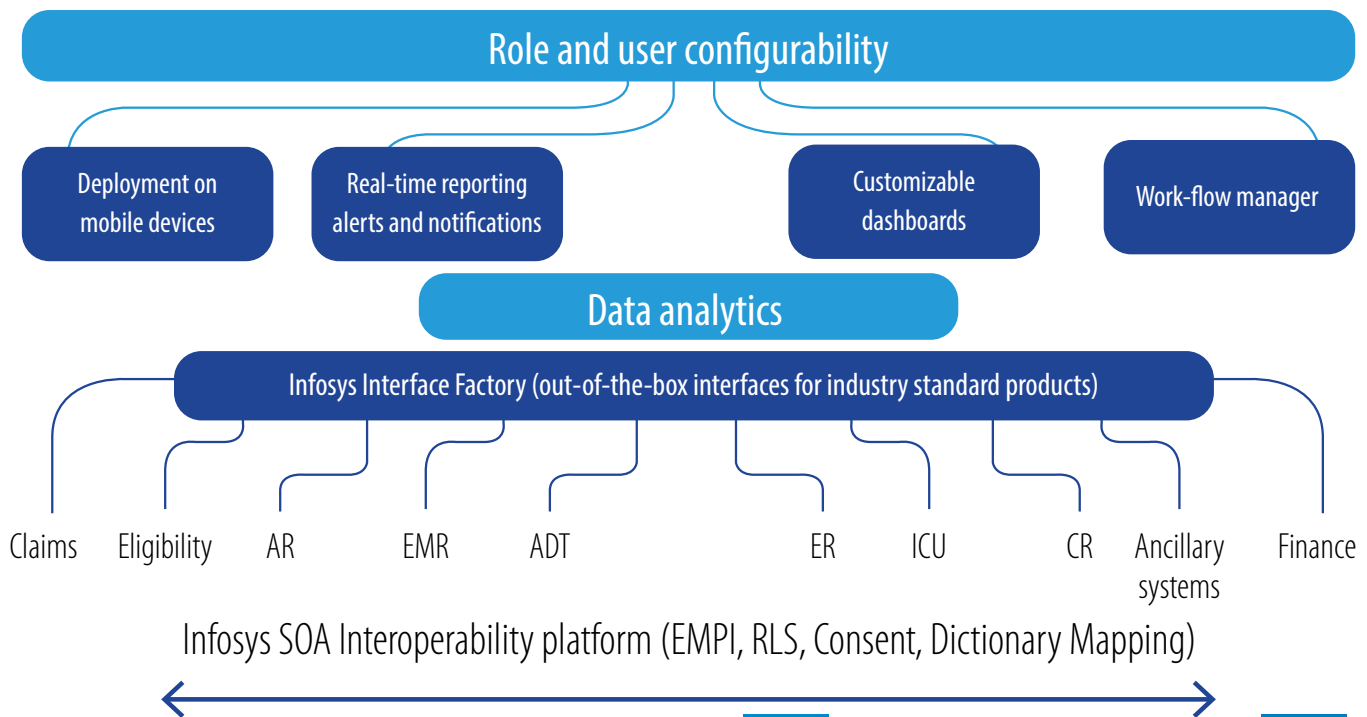


An all-round performance manager – Infosys Provider Performance Management suite

With real-time dashboards, alerts, and dynamic reports built on a consolidated source of data, the Infosys Provider Performance Management suite ensures that everyone in the provider organization is focused on the same targets and is receiving targeted insights.

The solution bridges the gap between organization strategy and the actual outcomes. Actionable information seamlessly progresses through multiple layers of the organization equipping stakeholders with insights that help them stay on track toward common enterprise goals. The solution

comprises four components – Infosys Interface Factory that extracts data from the current hospital systems, Infosys SOA Interoperability platform, Performance Management Service layer, and a Presentation layer.



Infosys Performance Management suite – Solutions across the value chain

Clinical

Clinical Quality and Compliance Management solution: Employs advanced clinical workflows and data management technologies to implement value-based care, pay-for-performance, and other quality programs effectively. The solution helps providers increase compliance levels and maximize revenues through increased bonus payouts and reduced penalties.



Operations

Provider Capacity Management solution: Provides visibility into the real-time provider capacity, forecasts the demand, and generates proactive alerts to avoid interruption to patient straight-through processes (STP). This solution helps providers optimize their processes and reduce waste, delays, and process errors.



Revenue Cycle

Provider Supply Chain & Revenue Cycle collaboration: Leverages the existing technology investments by interfacing with the existing Supply chain / Case Management / Billing and AR systems and showcases collaborative real-time performance of key KPIs into a custom-designed, web-based portal.



Patient Centricity

Patient Flow Management solution: Provides visibility into real-time patient journey with providers, understand performance gaps, and redesign patient experience. It can also be used to provide real-time patient surveillance for chronically ill patients. This solution helps providers to surge patient retention levels, efficiencies, and revenues.



Why Infosys Performance Management solution?

- **One source of truth for provider performance:** Aggregate data from disparate provider systems and present a meaningful dashboard-based view. Improves visibility of performance goals to end users making them measure, monitor, and improve right metrics.
- **Ready-to-use KPI repository:** Infosys has brought together its industry expertise and real-world client problems to come up with a ready-to-use comprehensive KPI repository tied to provider workflows.
- **Advanced analytics:** Analysis of retrospective trends, view the performance variations in real time, and make reasonable predictions for the future. Slice and dice options to identify and eliminate the root causes for performance misses.
- **Proactive interventions:** The real-time alerts enable proactive interventions instead of reactive post-facto analysis.
- **Implementation and pricing:** Rapid implementation by leveraging your existing technology investments and delivers immediate ROI. Competitive entry price point with customization services.



For more information, contact askus@infosys.com

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