

Hospital Performance Management

Hospital performance management allows the management to identify areas for performance improvements, set targets, plan systematic performance improvement initiatives and continuously track metrics. It is the next generation of reporting, where data from different sources can be collected at real-time in a data warehouse,

cleaned and then presented in a logical and actionable manner on an intuitive dashboard using KPIs/metrics. For hospitals that need to optimize and balance quality of care and profitability, Infosys offers solutions to actively manage business process efficiency using its Hospital Performance Analysis Framework.

The framework supports:

- Real-time monitoring of KPIs and workflows
- Real-time alerts and escalations over email and SMS around deviations beyond tolerance
- Information-rich, role-based dashboards

Solutions

Hospital Capacity Management Solution: tracks current levels of hospital capacity in real-time, forecasts the levels over a specified time horizon and generates alerts to the administrators regarding replacement levels well before they interrupt the patient straight-through-processes (STP). The solution covers all the important areas of a hospital - radiology, operation theatre, laboratory, nursing and hospital beds.

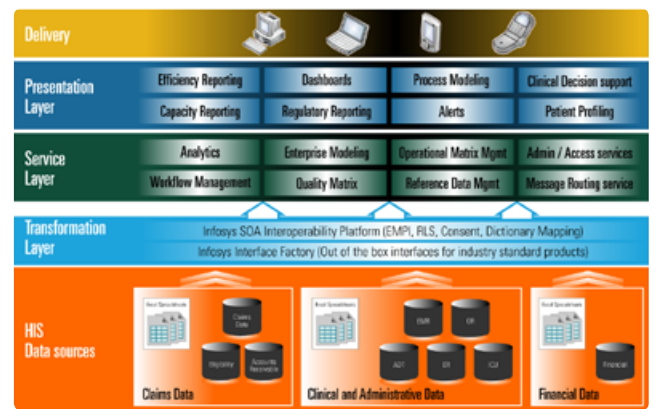
Clinical Quality and Compliance Management Solution: employs advanced clinical workflows and data management technologies to implement Pay for Performance and other quality programs effectively, increase compliance levels and enhance revenues by increased bonus payouts and reduced penalties.

Patient Flow Management Solution: track patients real time, and in the process, helps drive efficiencies along the patient flow. Patient tracking can be used to analyze

wait times and process inefficiencies on a real-time basis. It can also be used to provide real-time tracking of patients throughout the hospital for certain disease conditions which need 24*7 monitoring.

Hospital Asset Management Solution: helps in tracking the hospital's movable and static assets. The solution employs wireless devices which sends / receives signals to / from various wireless units installed in different areas of the hospital. Hospitals can also track expensive assets and manage inventory / working capacity better with significant improvement on margins.

Hospital 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.

For details around each of the solution visit us at www.infosys.com/healthcare

Solution Benefits

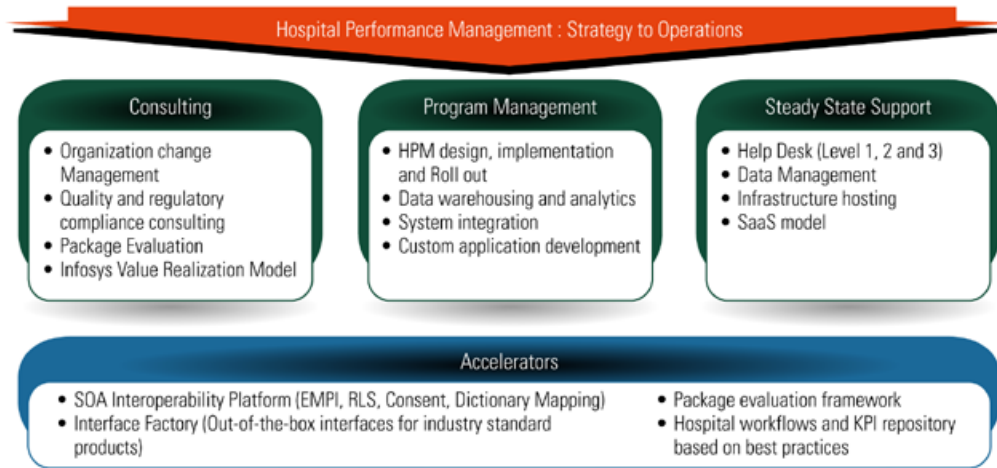
- Enables proactive management interventions instead of postfacto analysis and reaction
- Provides holistic performance [Past, Present (REAL-TIME, Future) Forecasting models]
- Very low entry price point with very competitive customization services.
- Rapid implementation leveraging your existing technology investments and delivers immediate ROI.

Practice Highlights

- Revenues: Approx. US \$ 400 Million (FY 07-08)
- 93% projects on-time, on-budget
- 96% projects delivered with zero defects
- 5000+ employees - MDs, PhDs, HC Informatics, MBAs & Engineers, Technical architects and project managers



Service Offerings



Customer Speaks
CIO, Leading US Hospital

"The Data Analytics Solution has proved to be the solution I had been looking for. It is an easy to use simple solution allowing my users to dig into any information in any way they like. We now can analyze our business performance from different angles and it is so very easy today. The implementation has been fast, cheap and simple allowing maximum return against our investment. We are now looking forward to use solutions in other areas of our business"

Allied services

Business Consulting

Provides you with strategic differentiation and operational superiority, assessments, proprietary industry analyses & projects structured around beating the competition.

Enterprise Solutions

Our Enterprise Solutions help you automate your value chain using off-the-shelf packages. Our solutions span ERP, CRM, SCM and EAI. They help you to mitigate your risks, achieve faster returns and lower TCO.

Infrastructure Management

Our range of services is geared to keep your operations running smoothly and reduce costs. Services include infrastructure planning, auditing, data center and application management and help-desk services.

Enterprise Application Integration

Make the whole of your IT applications much greater than the sum of its parts. Infosys can leverage the Global Delivery Model (GDM) to deliver immediate and dramatic productivity growth like no one else can.

For more information, contact askus@infosys.com

Infosys
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