Infosys®

Building
Tomorrow's Enterprise

Radiology Utilization Management

Hospital radiology departments are struggling to keep up with increasing demand, resulting in loss of patients to facilities that can offer service more quickly. Inability or delay in providing the required imaging service would translate into diversions, cancellations, lost revenue, and poor patient outcomes.

Key challenges faced by hospital radiology departments are:

- Lack of real time visibility and forecasting of department capacity, availability and demand
- Increased report turnaround time, affecting the department throughput
- Delay and wait times impacting patient and referring physician satisfaction
- Equipment downtime, film wastage

Infosys Radiology utilization management solution will assist the radiology manager/operation manager in day to day load management and process optimization, helping to identify outliers and take immediate corrective action.

Solution Overview

Our solution based on business intelligence and data analytics leverages your existing technology investments by interfacing with timestamp data of existing hospital systems and present real-time performance of key KPIs into a tailored web-based portal. Solution implementation is fast; typical implementations can occur in matter of weeks. The solution has a very low entry price point with very competitive customization services.

Solution Features

1. Solution provides real time reporting and analytics
   One of the key concerns faced by hospital radiology departments is sub optimal resource utilization. Solution addresses the same by providing real time status of current patient load, resource requirement and availability linked to real time analytics on gaps. This will enhance proactive decision making and translate into more effective resource level planning and utilization.
2. Business intelligence and Performance analysis
   Intuitive dashboard provides functionalities which will assist the Radiology manager in effectively assessing department performance. Performance Dash boards gives user overview of critical key performance indicators on throughput, delays, errors, latency .Solution has built in user defined Comprehensive scorecard giving flexibility to monitor performance across different parameters. For instance staff/equipment utilization productivity.
3. Process Optimization
   Solution offers a flexible and customizable approach of showing radiology manager real time status of various sub process like scheduling, patient preparation, investigation reporting. Processes are linked to intelligent alerts, facilitating timely data driven decisions. For instance if investigation cycle time exceeds beyond user defined threshold due to equipment downtime, an alert will be generated with configurable messages.
4. Real time actionable alert
   Solution provides role based real time notification of incidents which might become bottleneck in effective department process flow. Incident mapping to process, transactional data will assist in timely resolution.

5. Predictive Modeling
   The solution incorporates easy to use predictive modeling component which will help Radiology manager get a short term and long term forecast of patient load, equipment and staff utilization. The forecasting will be based on clinical pathways for diverse procedure and case mix handled by the facility. This will enhance effective resource planning, reduction of patient waiting times and maximizing throughput.

Solution Benefits

- Reduce patient wait time, delays, latency through real time visibility of the procedure, sub process level performance
- Efficient resource planning by forecasting using analytics on requirement and availability of staff, equipment for pre defined clinical pathways
- Complete snapshot of the current utilization levels of department resources
- Historical trends to track performance over days, weeks, months, quarters

Related Offerings

Hospital Capacity Management

Solution Features

- Predictive intelligence and forecasting of demand around ED, IPD, OPD and OR
- Real time alerts and escalations around thresholds set for the KPIs or deviations from defined clinical pathways.
- Information rich role base dashboards with drilldown slice & dice available to identify outliers.

Solution Benefits

Our solution has delivered

- 20% reduction in Bed Assignment Time
- 8-10% improvement in ED utilization
- 20% reduction in overall outpatient conversions
- Workflow automation drives the next action thereby reducing the human dependency and increasing compliance to standard operating procedures

Hospital Supply Chain & Revenue Cycle

Collaboration Solution

Our solution provides visibility of cost data, by integrating data across three major functions at provider organization - purchasing and supply chain, Clinical Management and Revenue department.

Solution Benefits

- CEO, CFO: Single point visibility on costs, utilization and revenues
- Supply chain director: Visibility on supply utilization; reimbursement and denials; tools for cost negotiations
- Physician: Real-time utilization review; supply alternatives; reimbursement alerts and denials
- Case Managers: Clinical outcomes with optimal cost; practice evidence based utilization
- Revenue department: Payer contract negotiation based on actual costs and CMI data

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For more information, contact askus@infosys.com

About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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