

The session  
will begin at  
1:15PM ET



# Data Insights

QUISITIVE

Quisitive Technology Solutions

December 2021

# Agenda

Welcome

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Data and Healthcare Scenarios

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Questions & Answers,  
Next Steps

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Thank you for  
Joining Us Today

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# Welcome

01



# Winner Microsoft Partner of the Year

Healthcare



## One Microsoft Cloud & Industry Partner



7,500 Global Customers



Over 400 Team Members

**18 YEARS**

Average Industry Experience

Microsoft Partner

2021 Partner of the Year Winner  
Healthcare Award  
2021 Partner of the Year Finalist  
Community Response Award

2021/2022  
**INNERCIRCLE**  
for Microsoft Business Applications

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VANDERBILT UNIVERSITY  
MEDICAL CENTER

healthcare at home®  
it's where you want to be



Walmart Health & Wellness



Carestream



# Our Healthcare Solutions



## Data and Insights

OnRamp to Azure  
Data for Healthcare

Image Archiving

Patient Insights

RCM Insights

Integration  
Connectors

FHIR CDM

Population  
Management



## Industry Solutions

Digital Front Door /  
Patient Portal

Physician  
Engagement

Virtual Telehealth

Patient Remote  
Monitoring

Patient Engagement

Referral  
Management

Care Coordination



## Business Applications

Supply Chain  
Management

Human Resource  
Management

Financials  
Management

Revenue Cycle  
Management



## Cloud Infrastructure

Data Center  
Consolidation

Identity and Security  
Management

Merger Acquisition  
and Divestiture

Tenant Migrations

End Point  
Management

M365 Migration

# Speakers



**Robert Carek, Vice President, Quisitive Global Solution Development.** With over 20 years of experience in Consulting across Healthcare Technology and Operations, Rob provides executive oversight to a senior team of Azure technologists who specialize in identifying and accelerating Healthcare Digital Transformation leveraging Microsoft Azure.



**Suresh Krishnan, Chief Technology Officer Healthcare, Quisitive**

Healthcare IT Leader with CHCIO certification and over 25 years experience in application development, infrastructure management and cybersecurity. Managed operating budgets ranging from \$2 Million to \$100 Million and teams of staff ranging from 15 to 150.

Vice President of IT and CTO at AMITA Health (2016-2018) where he provided IT leadership to teams supporting 19 Hospitals and 250 Outpatient Facilities. Vice President and CIO at Loretto Hospitals (2013-2016) where he moved this safety-net hospital to cloud while reducing expenses. Suresh also served as CTO and CISO at Northwest Community Healthcare (2002-2013). BE (Honors) – University of Madras (INDIA), Certificate: Lean/Six Sigma – University of Illinois, Top 100 CIOs in Hospitals and Health Systems in 2016



# Data and Healthcare Scenarios

02



# Patient No-Shows

## Scenario: Patient No-Shows

Patient no-shows can cause instability in healthcare operations, increased waiting time for appointments, increased risk of emergency room visits, suboptimal patient care, and lost revenue to the hospital/provider.

No-shows impact lab services, radiology, elective surgeries, preventive/routine care, chronic care, mental health services

## Challenge

There are several studies factors influencing no-show rates: age, service quality, number of preceding appointments, appointment lead times, and waiting times. transportation access, bad weather and fear of doctors/hospitals.

## Data Insights

Data analysis tools can help identify the most significant factors driving patient no-show rates. These variables include:  
patient demographic, scheduled appointment time, insurance type and its benefits, rurality, medical specialty, hospital's location, and visit type.

# Propensity to Pay

## Scenario: Bill Payments

Non-payment of health care costs is a significant line item in most health care services, whether because of the client's inability to pay, or because of fraudulent use of insurance.

## Challenge

Rising premiums, co-pays, cost of prescription medications (especially maintenance medications), and high deductibles in some instances.

## Data Insights

Organizations can use data to detect patterns in their client data that would help to determine a client's ability to pay their bill, and whether a client would be willing to pay.

This can help influence patients to pay in a non harassing method and reduce overall bad debt.

*The most recent KFF Health Tracking Poll, from May 30 – June 4, 2019) found that at least one-fourth of insured adults reporting it is difficult to afford to pay their deductible (34 percent), the cost of health insurance each month (28 percent), or their co-pays for doctor visits and prescription drugs (24 percent). These trends correspond with the ongoing trend of rising premiums, deductibles, and other types of cost sharing in the employer-sponsored insurance market.*

# Care Plan Adherence

## Scenario: Patient does not adhere to care plan

Chronic care patients must follow a specific care plan to prevent return visits to urgent care facilities and hospitals.

## Challenge

Many issues can affect a patient's adherence to their care plan. These can include a patient's understanding of their recommended course of treatment, memory of the details of their care plan, overall health literacy, and language barriers.

## Data Insights

Leverage patient visits and data points to identify population co-horts who at risk for not following their care plan. This can lead to preventive intervention and specific touchpoints to confirm patient is adhering to care plan. Increases patient health and reduces strain on healthcare systems.

*According to a study from the AAMC, 20-30% of prescriptions for chronic health conditions are never filled and about half are not taken as prescribed. This non-adherence can result in increased emergency room visits as well as death.*

# Materials Management

## **Scenario: Disconnected eProcurement and inventory system**

Siloed order processing, lack of best practices for PAR management, lack of ease of use and workflows.

## **Challenge**

Lack of real-time view of inventory within one location and across multiple locations and departments. Inability to leverage preferred vendor discounts, risk of expired materials, too much or too little at any given time, timely administrative tasks, impact on patient care and overall provider operating efficiency.

## **Data Insights**

Provide centralized, live-time dashboards to improve purchasing behaviors, reduce time on administrative tasks, maximize inventory investments, deliver improved patient care experiences.



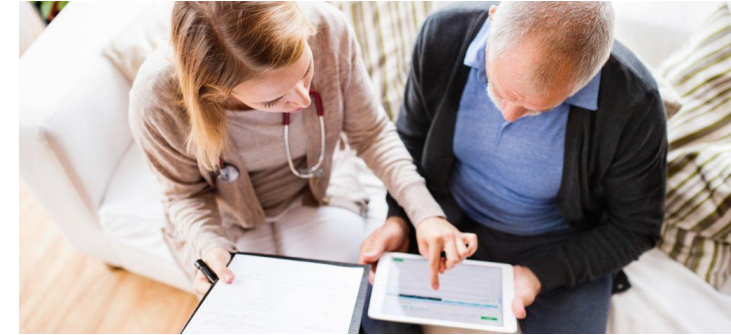
# Importance of Data

03

# Data Informs All

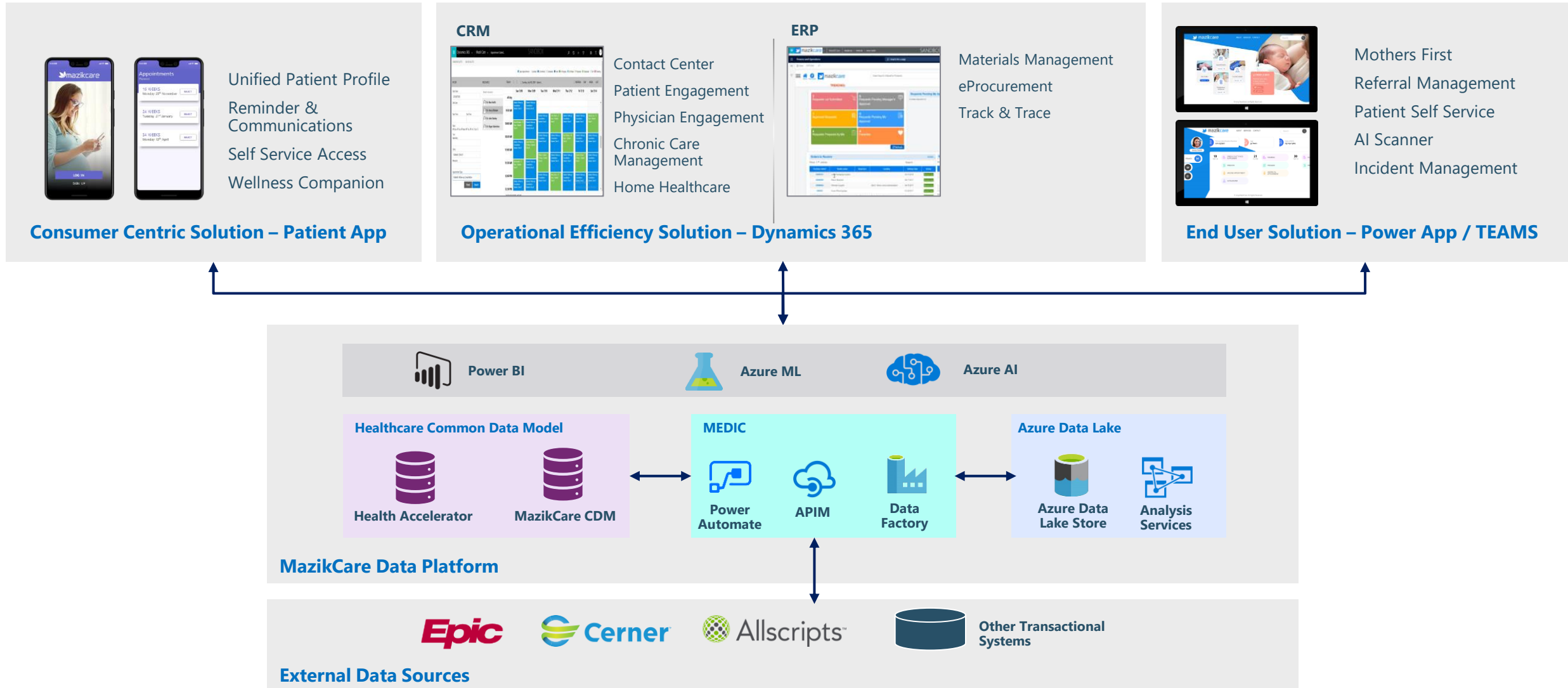
## Data Insights:

- Are knowledge
- Help make informed decisions
- Reduce risks
- Provide a competitive advantage
- Improve patient care
- Provide more personalized treatment
- More informed decision making
- Can lower internal costs
- Streamline operations



Data is a company's most important asset, and often under utilized

# Product Strategy

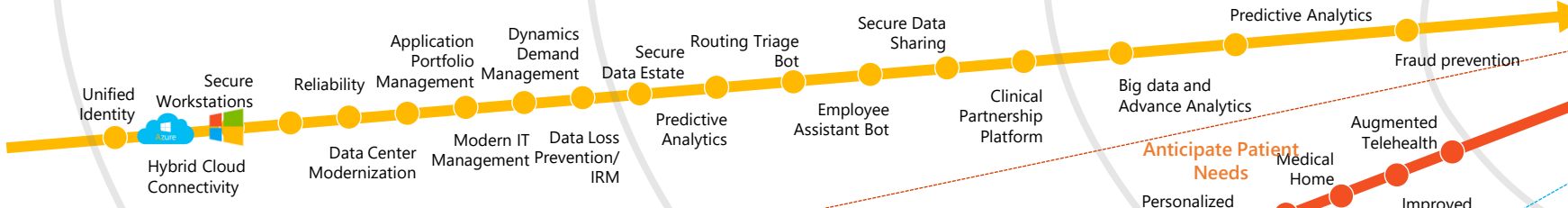


# Digital Health Powered by the Intelligent Health Platform

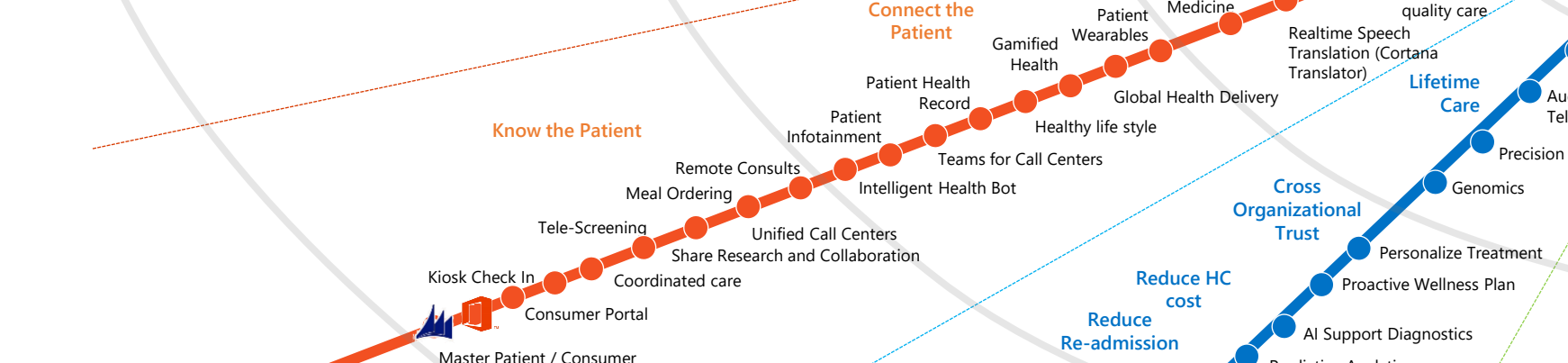
Health Industry Quadruple Aim<sup>2</sup>



**Optimize Your Clinical & Operational Effectiveness**

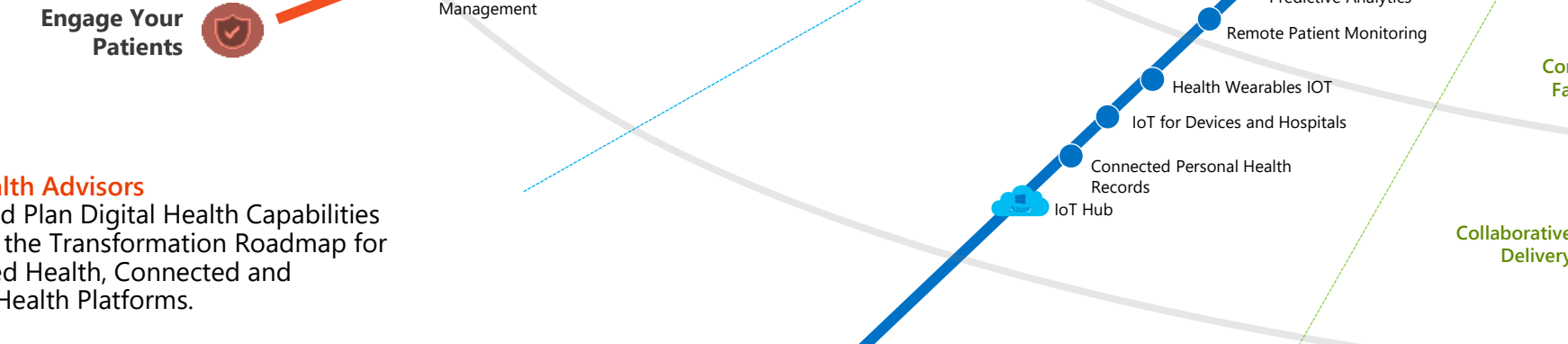


**Engage Your Patients**

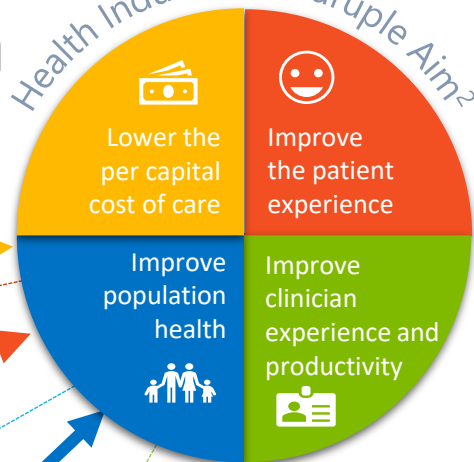


**Digital Health Advisors**  
Envision and Plan Digital Health Capabilities and Define the Transformation Roadmap for the Digitized Health, Connected and Intelligent Health Platforms.

**Transform The Care Continuum**



**Empower Your Care Teams and Employees**



- Intelligent Health Assistant
- Timely intervention
- Realtime Mixed Reality Surgery
- Optimized Staffing
- Workplace Analytics
- Patient Experience Management
- Telehealth Platform Enablement
- Innovation Lab
- Remote Interviews / Screening
- Teams Enablement
- SharePoint Online Enablement
- Unified Communications
- Email/Skype Migration
- O365 architecture and planning



# Benefits of Unified Data

**Curate accurate enterprise data** from EMR, financial, and other IT systems through integration into a single platform

**Improve business operations** with AI insights from connected data sources

**Boost employee** satisfaction by automating intelligent worklists and centralizing IT workflows

Gather feedback to **enable continuous process improvement**

**Ensure HIPAA compliance** through role-based security permissions

**Connecting data to patient care** to drive interoperability and care transformation



# Questions and Answers, Next Steps

04

# Next Steps

## Microsoft Catalyst IDEA Framework

Build, plan, and execute business transformation strategies with a proven, innovative approach from Qusitive and Microsoft Catalyst – an envisioning and planning program that employs Microsoft Dynamics 365, the Microsoft Power Platform, and the Microsoft Cloud.

### WHY MICROSOFT CATALYST?



Leverage a powerful and proven Microsoft approach for your digital transformation.



Solve business challenges and shape the future state of your organization.



Accelerate your journey and realize value faster.

Connect with us today: [Ask@quisitive.com](mailto:Ask@quisitive.com)