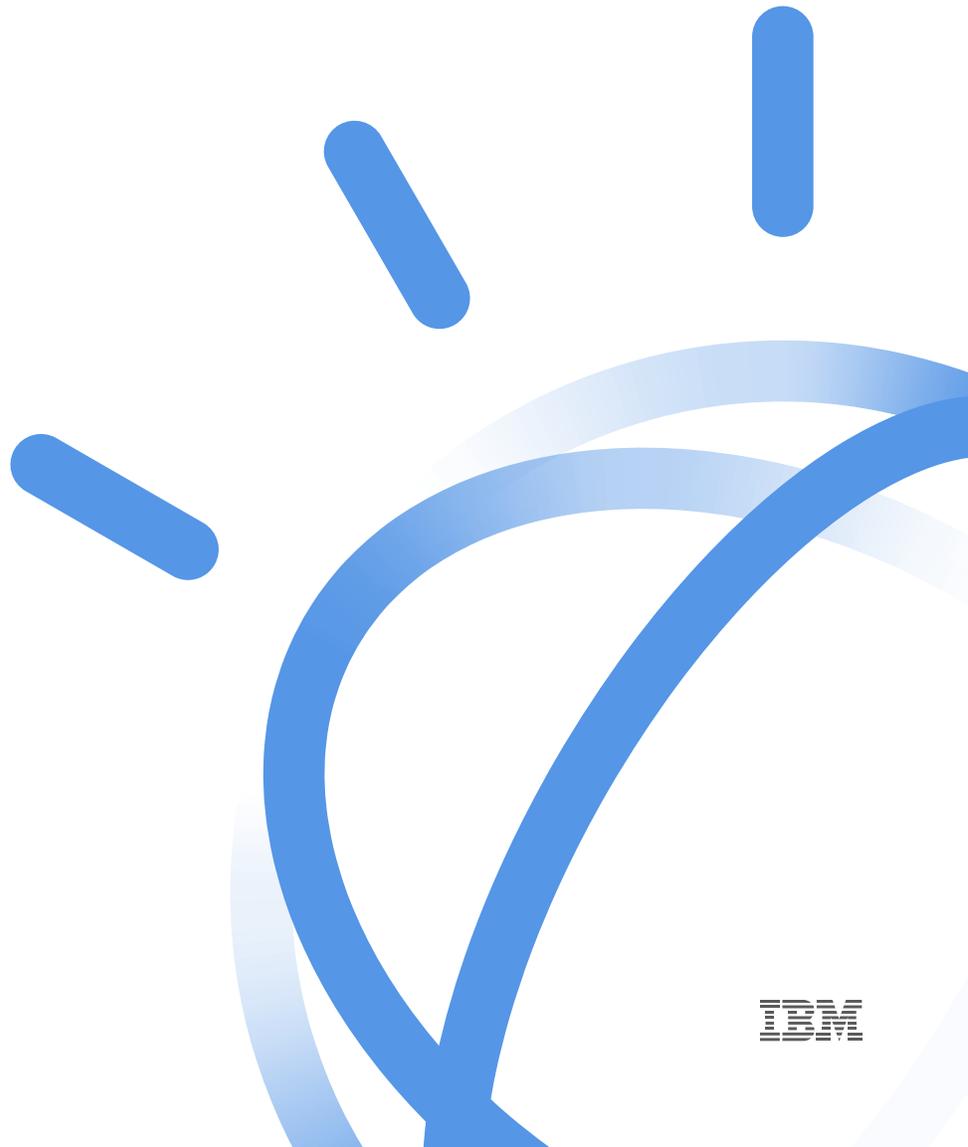# IBM Performance Management Solutions

Bringing quality into focus

Watson Health™

IBM

– Improve the quality of care by easily identifying care gaps and quality opportunities
– Optimize value-based incentives with analytics that simplify alignment with various program requirements
– Provide up-to-date, network-wide reporting and measures related to your performance targets, program ROI, and pinpoint opportunities for continued improvement

IBM Performance Management Solutions
– IBM® Explorys Inform
– IBM® Phytel Insight
– IBM® Explorys Measure
– IBM® Explorys SuperMart

IBM Performance Management solutions enable performance measurement of clinical, financial, and operational metrics that help provide insight into the opportunities for continued improvement of the health of the population, the experience of care for the individual, and the per capita cost of healthcare. These solutions reveal adherence to metrics across providers and the patients who are attributed to them and help users to identify care opportunities and care gaps. In addition, they facilitate the comparison and identification of outliers among providers and their patients, as well as variations in care that can drive expenses such as the over-utilization of certain services or high readmission and length of stay rates.

Problem

Effectively managing patient populations and care teams is core to quality improvement and cost reductions. The rising costs of healthcare and the demand for better outcomes drives an expectation among payers and patients for providers to more effectively manage their data to improve quality, delivery, and patient satisfaction.

Generating actionable insights from your data can be a complex, time-consuming, and expensive process. You need a solution that handles the analysis for you, delivering current, accurate, and meaningful metrics – so you can take appropriate action based on near real-time data and achieve key performance metrics that have become a prerequisite for contract models.

Solution

IBM Performance Management solutions provide an integrated platform and suite of applications for measuring ambulatory, inpatient, and specialty care quality, utilization, and outcomes across hundreds of metrics. These solutions help enable you to roll out programs quickly, including pre-built libraries for patient-centered medical homes (PCMHs), accountable care organizations (ACOs), disease management, HEDIS, health and wellness, and specialty services.

Intelligent automation provides a meaningful holistic view of your patients and populations, keeps you on track with your value-based care goals, and gives you support for higher payer incentives.

Flexible, scalable, and integrated network

IBM Performance Management solutions provide a flexible, scalable, and integrated framework for correlating billions of clinical, operational, and financial data elements into action-driven benchmarks and scorecards for comparison at the enterprise or network, department, provider, and patient levels. These solutions support configurable attribution models and population segmentation that can be scaled across multiple value-based programs. They help you to view performance across the quality initiatives and clinical measures you need to monitor – including current status and trends over time.

Identify care opportunities

You can easily view summary results across your entire organization, or drill down to particular groups and individuals. Highlighted variances allow you to identify care opportunities and initiate improvements. Information about patients with gaps in care feeds quite easily into other Watson Health™ population health solutions that can quickly engage patients and help improve health care.

Take action

Designed to serve multiple roles and audiences within a healthcare organization, IBM Performance Management solutions allow senior leadership, quality officers, care coordinators, and individual providers to establish benchmark targets, view historical performance against those targets, and take action based upon specific information.

EPM: Explore's intra-organization benchmarking provides direct comparisons of key performance indicators, helping you to monitor, assess, and improve performance within an organization. It also provides inter-organization benchmarks across those systems that participate in the larger IBM Explorys Network . The combined de-identified data across these members enables organizations to learn together with their peers that may be facing similar challenges.

IBM Performance Management: Features and potential benefits

- Compare and identify outliers among providers and their patients, as well as variations in care that can drive expenses.
- Level the playing field for the reporting of patient outcomes and adjusting for the differences in severity of illness among patients.
- Roll out programs quickly with pre-built, purpose-driven libraries containing hundreds of measures for disease management, wellness, and pay-for-performance analytics.
- Simplify alignment with ACO, pay-for-performance, PCMH, and other program requirements with accurate analytics.
- Qualify for NCQA PCMH automatic credit, accelerating the path to recognition as a medical home.

Bringing quality into focus

Healthcare organizations have chosen IBM Performance Management solutions, in part, because of the ability to harmonize and curate data at scale, so that the metrics and directives they enable are consistent and accurate. Accurate analytics help simplify alignment with ACO, pay-for-performance, PCMH, and other program requirements, helping users achieve an improved quality of care and higher revenues.

About IBM Watson Health

In April 2015, IBM launched IBM Watson Health and the Watson Health Cloud platform. The new unit will work with doctors, researchers and insurers to help them innovate by surfacing insights from the massive amount of personal health data being created and shared daily. The Watson Health Cloud can mask patient identities and allow for information to be shared and combined with a dynamic and constantly growing aggregated view of clinical, research and social health data.

For more information on IBM Watson Health, visit: ibm.com/watsonhealth.

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