

IBM's solution for collaborative care

Transforming healthcare delivery



“Health IT can play a significant role in providing a foundation for many key elements of the Medical Home. Specifically, health IT can provide critical information about the patient to the entire care coordination team across all stages of care, support physician-patient communication, enable more timely and accurate performance measurement and improvement, and improve accessibility of the physician practice to the patient.”

Excerpt from “Meaningful Connections – A resource guide for using health IT to support the patient centered medical home”

*Patient-Centered Primary Care Collaborative
- 2009. www.pcpcc.net*

Healthcare provider and payer organizations are transforming care delivery by offering patients the opportunity to seek care within the Patient Center Medical Home or “medical home.” Medical homes improve clinical and financial management while increasing patient satisfaction. Early studies are showing that better and more efficient primary care is proactively provided by a medical home at reduced or avoided higher specialty or hospital costs.

The medical home care model is an essential framework for an Accountable Care Organization (ACO) as it fosters more collaboration between providers, patients, and payers while enabling successful participation in pay-for-performance and pay-for-quality programs. Medical home and ACO strategies can benefit all stakeholders in healthcare delivery, especially when equipped with the quantitative analytics and capabilities to obtain, share, and analyze useful and real-time information.

IBM's solution for collaborative care supports the data and workflow needs for medical homes and ACOs

IBM's solution for collaborative care is a hosted software-as-a service (SaaS) application suite that advances the use of primary care patient and population care management and enhances electronic medical/health records.

This scalable and flexible subscription based solution is comprised of:

- “Healthcare Service Bus” facilitating data exchange among stakeholders
- Clinical data aggregator and quality measure compliance dashboards
- Health analytics and data warehouse powered by IBM Cognos® software
- Predictive/similarity care analytics and modeling
- Optional patient portal and personal health record
- Optional electronic health record (EHR) or we can link to your existing EHR.

IBM's solution for collaborative care employs powerful Natural Language Processing (NLP) and information matching algorithms that quickly obtain, aggregate, and present organized and meaningful data from unstructured data from disparate sources. To organize disparate clinical terminology, we create robust semantic interoperability, consistent with the national standards established by the US Office of the National Coordinator for Health IT through the NHIN program. Our solution also employs industry-leading data security and privacy – HIPAA/ICD-9, 10 capabilities.



Point of care tools such as patient specific alerts and clinical summary dashboards enable physicians to focus on building patient relationships, solving complex diagnostic dilemmas, and improving outcomes rather than inefficient administrative tasks. Providers can also benefit from sophisticated algorithms that allow analysis and modeling of patient population care patterns and practices. These capabilities extend the ability of care givers to provide patients more focused proactive care and enhance any EMR with population and disease management analytics and care coordination capabilities that extend the reach of your care delivery organization. Patients will appreciate the ability to view their summary results, conduct administrative tasks such as; requesting an appointment, requesting prescription refills, paying their bill, and sending non-emergent questions anytime via secure messaging. Results are more patient focused care, better decision making, faster communication, and ultimately improved clinical and financial outcomes.

Best of all, our solution is delivered via a SaaS model that significantly reduces upfront capital requirements and the ongoing expense of traditional information technology development, deployment and support. This solution can be scaled for any size practice and is designed to help your organization comply with government regulatory agencies and mandates, including the ARRA Meaningful Use, NCQA and PQRI. These applications are backed up by IBM's ongoing deep industry expertise and commitment to our healthcare clients to help build smarter healthcare systems.

IBM's solution for collaborative care enables physicians, healthcare systems, and payers to transform and deliver integrated, personalized healthcare, manage chronic disease, promote wellness, and more proactively manage care.

For More Information

Please contact your IBM representative or visit:

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