

Clinical Insights Assessment for Quality Improvement

IBM Watson Health Provider
Consulting and Analytics Services

Streamline your clinical processes to help improve outcomes

In today's challenging healthcare environment, it's more important than ever for hospitals and health systems to ensure they're meeting the demanding expectations of the payers, employers and most importantly the patients and communities served. Using a balanced scorecard approach to evaluate clinical, operational and financial outcomes, IBM® Watson Health™ Provider Consulting and Analytics team will partner with health systems and hospitals to evaluate performance and provide an organizational roadmap for improvement.

The clinical assessment is a consulting offering designed to help you discover new insights in targeted areas of performance. It helps clients accelerate the rate of change and achieve sustained performance to allow organizations to be clinically and operationally excellent in the provision of clinical care and services.

The assessment provides organizations with an evaluation of performance that is objective and benchmarkable. Using longitudinal data and comparative benchmarks, we will identify opportunities for improvement and provide tailored recommendations for improvement to help you achieve a level of excellence that sets apart the organization, in the market, the region and the nation.

Our approach can help you drive the results you want

To promote effective and sustainable change, the Watson Health Provider Consulting and Analytics team uses a multidisciplinary approach designed to engage all staff, managers and physicians who are crucial to the success of the project. Our team works closely with your team to understand your challenges, set goals and leave you with the knowledge and confidence to help you achieve and maintain the results you need.

Why Watson Health?

- Demonstrated, data-driven methodology
- Vast experience in assessing and implementing process improvements
- Rigorous data analysis capabilities
- Ability to validate benchmarks
- Objective, independent analysis built on industry-identified best practices
- Flexibility and sensitivity to your organization's culture and objectives
- Maximize the value of your quality data investment

The clinical assessment is organized into three phases of work

Phase I: Project initiation meeting

First, we'll gather your stakeholders and work together to clarify project objectives, define roles, discuss data submission and collection requirements and review the overall plan and timeframe.

Phase II: Data review

Because we view benchmarking as a critical step to developing any effective operational and clinical improvement strategy, our team will then conduct a review of your organization's previously submitted quality data, including:

- Quality indicators
- Readmissions trends
- Efficiency measures

We will also specify and request additional data relevant to project objectives, and schedule meetings with department leaders to understand current practices and challenges. Using our proprietary IBM® 100 Top Hospitals® balanced scorecard to evaluate performance, we can also delve into additional areas, such as mortality, complications and length of stay.

Phase III: Executive summary presentation

Finally, our team will lead an executive summary review session to discuss our findings with your leaders. This meeting is designed to give your team a sound understanding of the critical issues and opportunities for improvement, as well as identify specific, actionable recommendations for long-term improvement.

Timeline for a typical clinical assessment: Approximately 4 to 6 weeks, depending upon availability of requested data and client personnel for interviews. Our consultants are also available to help you implement the recommendations.

Our team

Our consultants have extensive experience working with hospitals to help them improve outcomes. We combine the advanced analytics of Watson Health with real-world clinical expertise and technical competence. Because of this, our team can help bridge the gap between data and hospital operations.

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