IBM Explorys EPM: Engage

Automated rules-based outreach to patients, providers, and caregivers

Watson Health ™

IBM
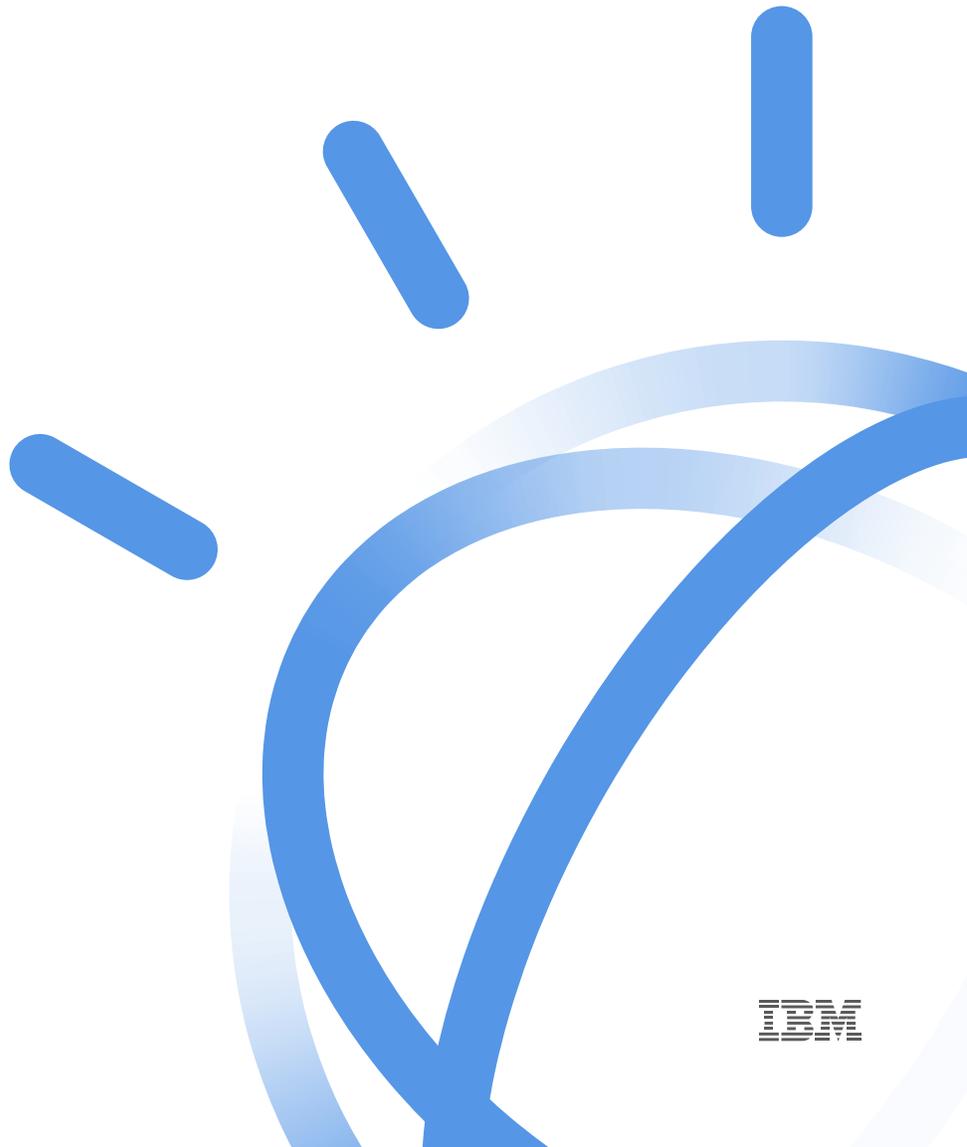
- Utilize industry standard user interfaces and security
- Integrated solution for managing work lists, workflow, follow-up, and outreach actions with patients or providers
- Communication template framework to help ensure consistency and message appropriateness and support internal privacy policies, as well as HIPAA and HITECH requirements
- Experienced clinical informatics team to help users define and implement best practices of workflow and clinical integration

Healthcare big data put to work

IBM® Explorys EPM Application Suite

The IBM Explorys EPM Application Suite is a set of Software-as-a-Service (SaaS)-based applications that enables rapid population management, performance measurement, and effective engagement and outreach to patients and providers. These applications were built to easily identify opportunities, measure performance toward objectives, help users and engage providers, care coordinators, and patients.

Designed for off-the-shelf use, these applications were built to run on standard web browsers and utilize industry standard user interfaces and security mechanisms within a healthcare compliant framework.

Population management

Effective population management is core to improving patient outcomes among high-risk patient panels and operating within value-based models of health care. Whether to support an accountable care organization (ACO), medical home, bundled care program, or inpatient readmission reduction program, a healthcare system's ability to act upon information at the right time, place, and context can determine its success or failure in such initiatives.

Smart outreach

The IBM® Explorys EPM: Engage application is an integrated solution that plugs into other applications within the IBM Explorys EPM Application Suite for managing work lists, workflow, follow-up, and outreach actions with patients or providers. EPM: Engage also provides a communication template framework that helps to ensure consistency and message appropriateness, and to support both internal privacy policies and HIPAA and HITECH requirements. The application also supports a range of user roles which helps enable care teams to operate within the policies and frameworks for patient interaction.
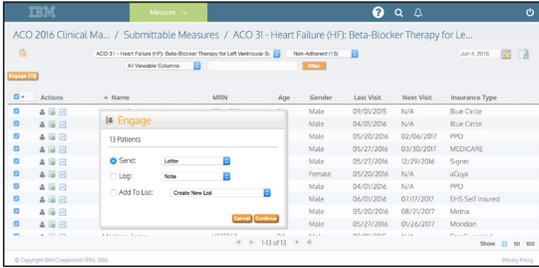
Figure 1: EPM: Engage window displaying options for patient engagement

Clinical integration

Watson Health™ provides EHR integration services that implement industry standards, such as HL7 and has extensive experience integrating with major EHR platforms. The Watson Health clinical informatics team works with clinicians, care coordinators, EHR specialists, and leadership to define and implement best practices of workflow and clinical integration that fit customers' unique structures and business cultures.

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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