

Technology Innovation in Healthcare

Dr.Sumanth C Raman

Principles of Healthcare Delivery Systems

- The Primary Driver of Healthcare Delivery Systems globally is Revenue
- Technology has many answers but the Healthcare Industry does not want to ask the questions
- Use of Technology benefits patients more than the Healthcare Providers
- Patient Empowerment results in demands and often fulfillment of better delivery systems
- A Paradigm shift in the management of Care from disease management to Health Maintenance is underway



Principles of Healthcare Delivery Systems

- Hospitals are predominantly Disease Treatment Centers and NOT health maintenance centers
- The Entire Healthcare Industry is constantly in Search of Disease as its existence depends upon it. (If there is not enough of it can we create it?)
- There is no incentive to use Revenue Neutral technology even if its benefits for Patients are demonstrable
- Simply put, the greatest of Technology will be used only if someone finds a way to make money out of it.



Health care Trends

Drivers

Global:

- Reduction of preventable medical errors
- The need for collaboration and documentation
- Compliance with government regulations
- Cost reduction and operational efficiency
- Shortage of healthcare delivery staff
- Direct investment in healthcare by government-led projects
- Digital diagnostic imaging
- Large-scale data storage devices and software that manages the life cycle of data
- Universal access, personal health record and patient empowerment



Health care Trends

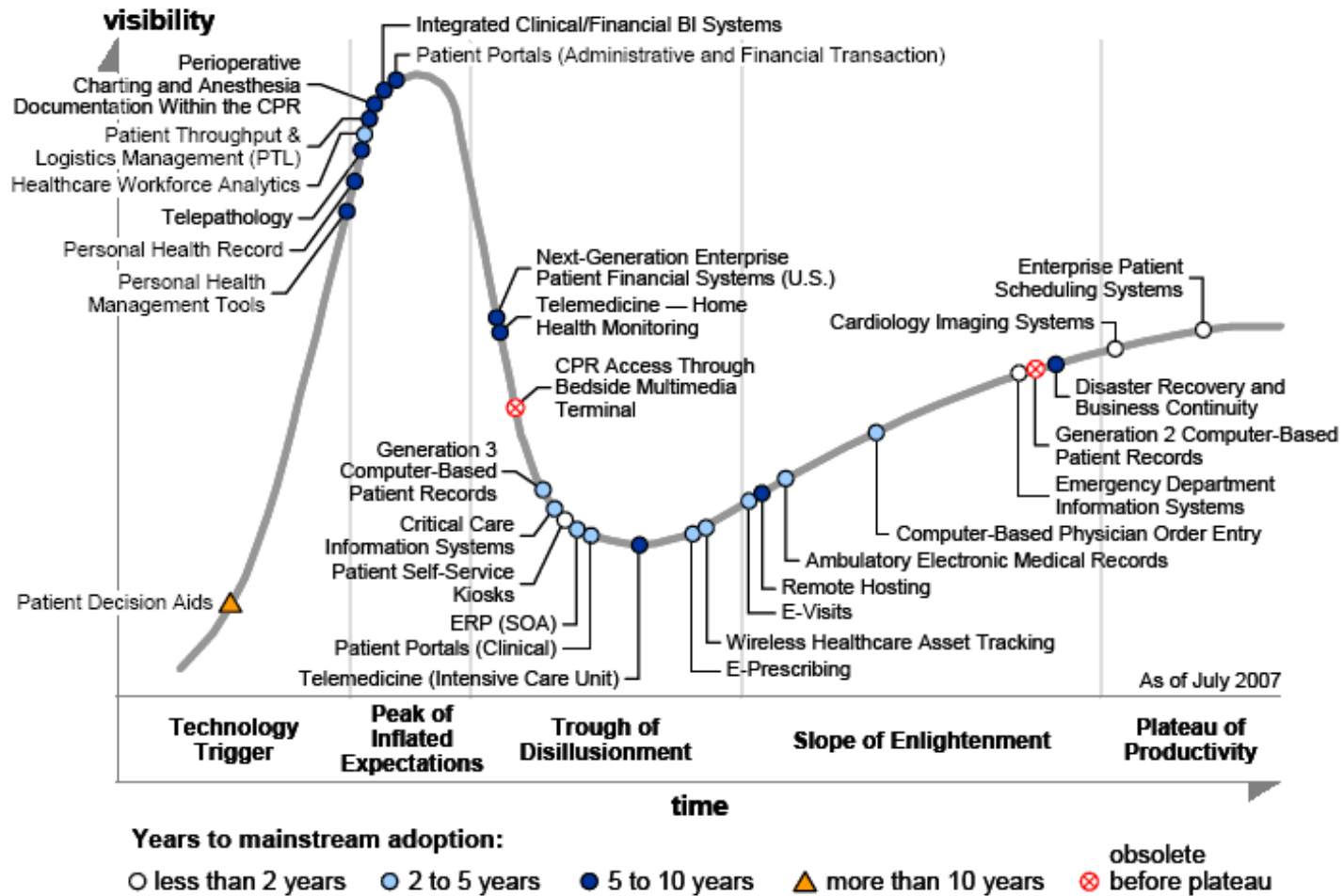
Inhibitors

- Healthcare staff reluctant to take on new software
- Lingering skepticism of the business benefits or return on investment of technology
- The role of trusted advisor fragmented among many departments or filled by an outside agent
- IT staffing level facing further reductions
- Growing liability issues
- Capital investment for IT projects and initiatives constrained
- Increasingly complex regulatory environment surrounding issues of patient privacy, data security and compliance
- Evolving technology standards
- Misaligned economic incentives



Gartner Healthcare Hype Cycle

Figure 1. Hype Cycle for Healthcare Provider Applications and Systems, 2007



Health care Trends (Gartner)

At the Peak

- Personal Health Record
- Telepathology
- Healthcare Workforce Analytics
- Patient Throughput & Logistics Management (PTL)
- Pre-operative Charting and Anesthesia Documentation Within the CPR.
- Integrated Clinical/Financial BI Systems
- Patient Portals (Administrative and Financial Transactions)

Sliding Into the Trough

- Next-Generation Enterprise Patient Financial Systems (U.S)
- Telemedicine — Home Health Monitoring
- CPR Access Through Bedside Multimedia Terminal
- Generation 3 Computer-Based Patient Records
- Critical Care Information Systems
- Patient Self-Service Kiosks
- ERP (SOA)
- Patient Portals (Clinical)
- Telemedicine (Intensive Care Unit)
- E-Prescribing
- Wireless Healthcare Asset Tracking

Health care Trends (Gartner)

Climbing the Slope

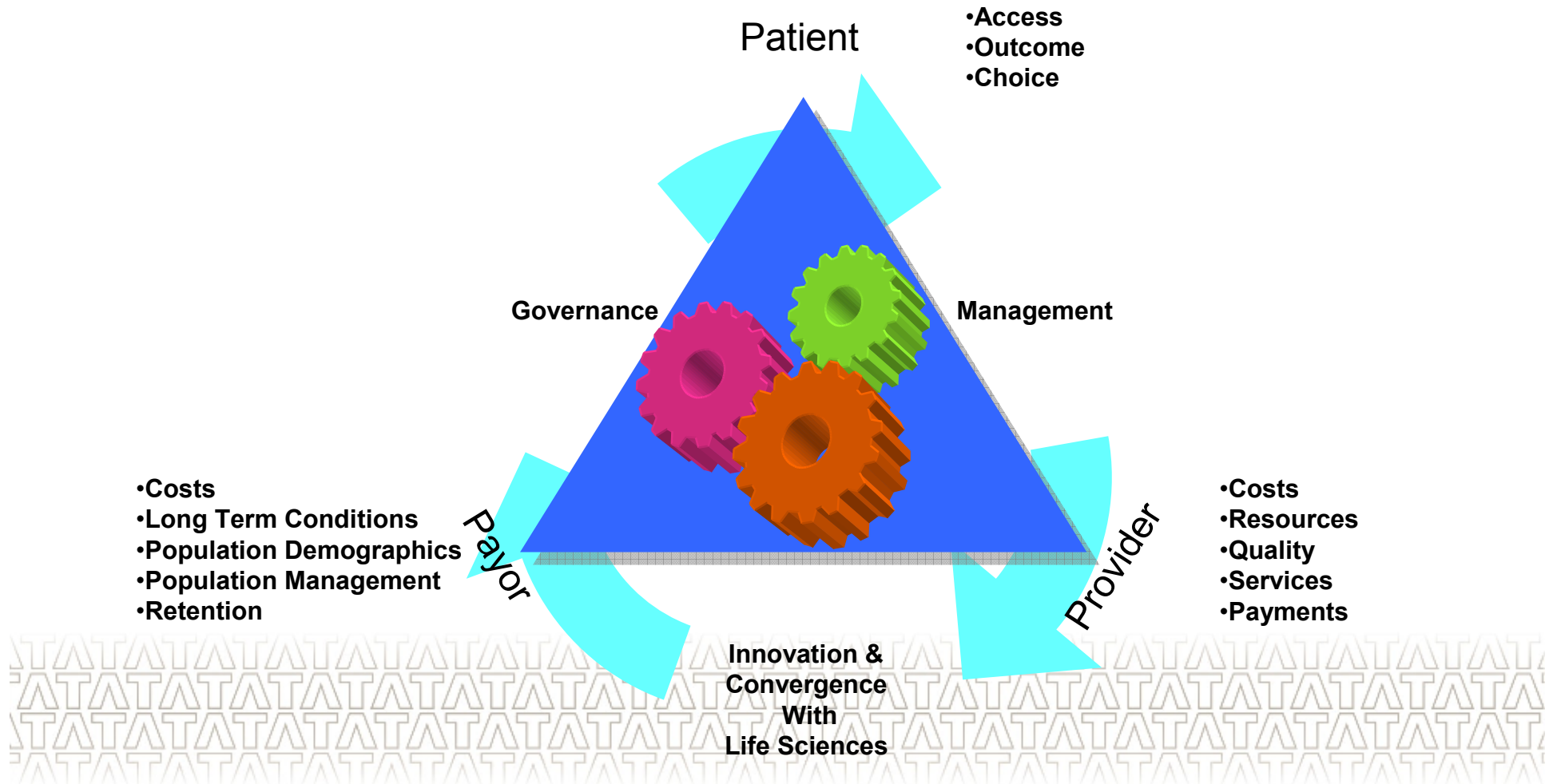
- E-Visits
- Remote Hosting
- Ambulatory Electronic Medical Records
- Computer-Based Physician Order Entry
- Emergency Department Information Systems
- Generation 2 Computer-Based Patient Records
- Disaster Recovery and Business Continuity

Entering the Plateau

- Cardiology Imaging Systems
- Enterprise Patient Scheduling Systems

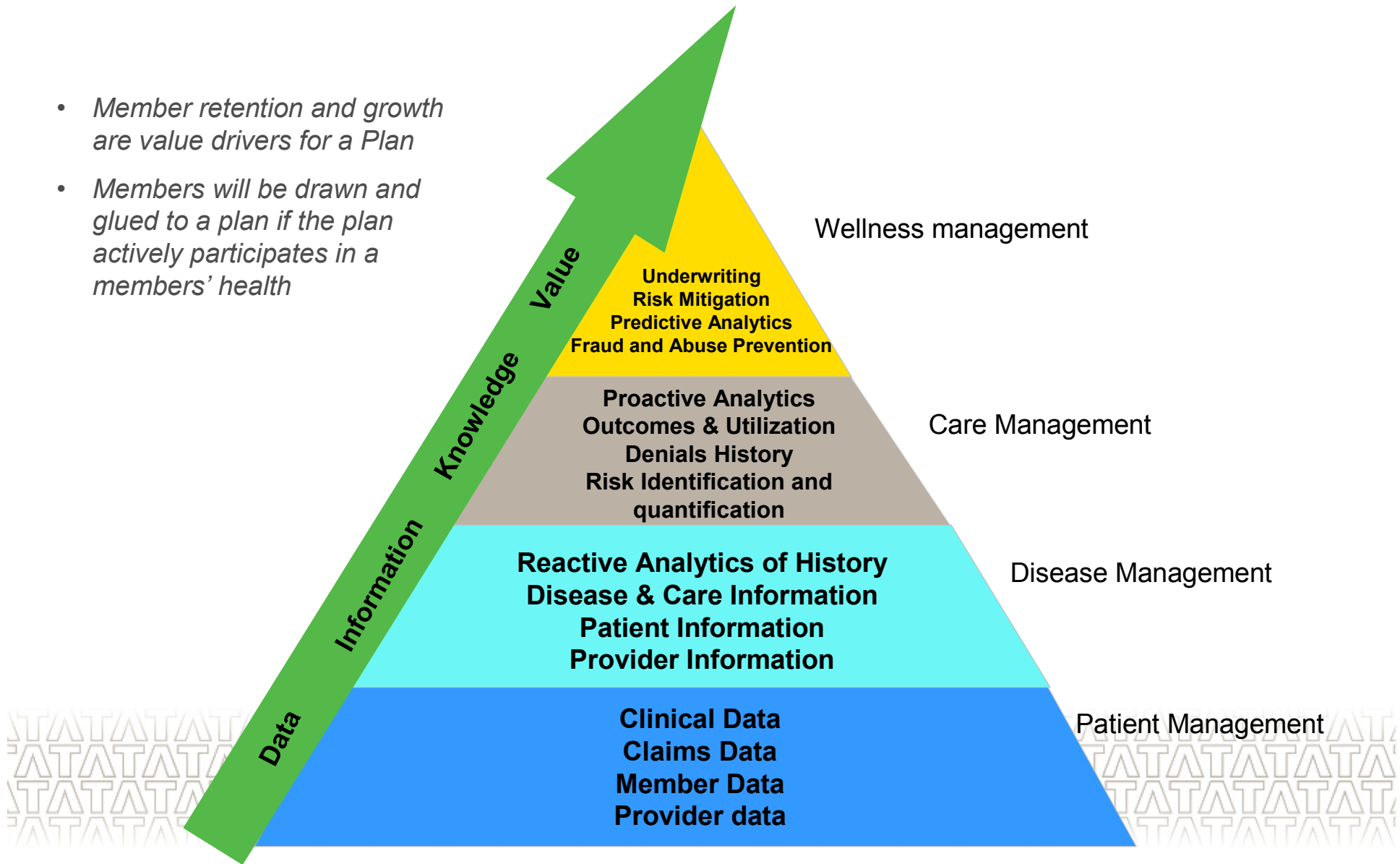


Key Components in the Healthcare Systems



Retention, Growth and the Wellness Continuum

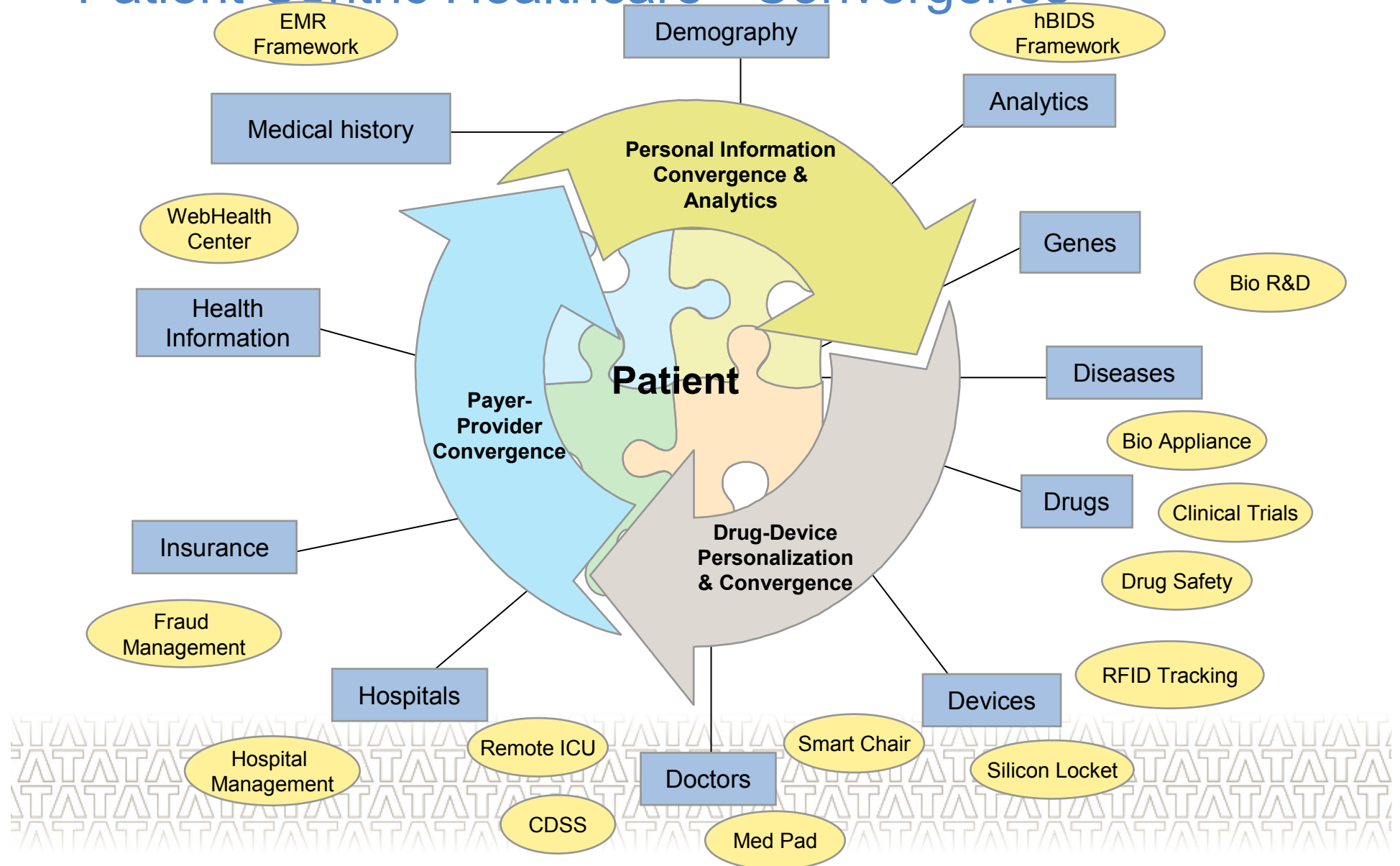
- *Member retention and growth are value drivers for a Plan*
- *Members will be drawn and glued to a plan if the plan actively participates in a members' health*



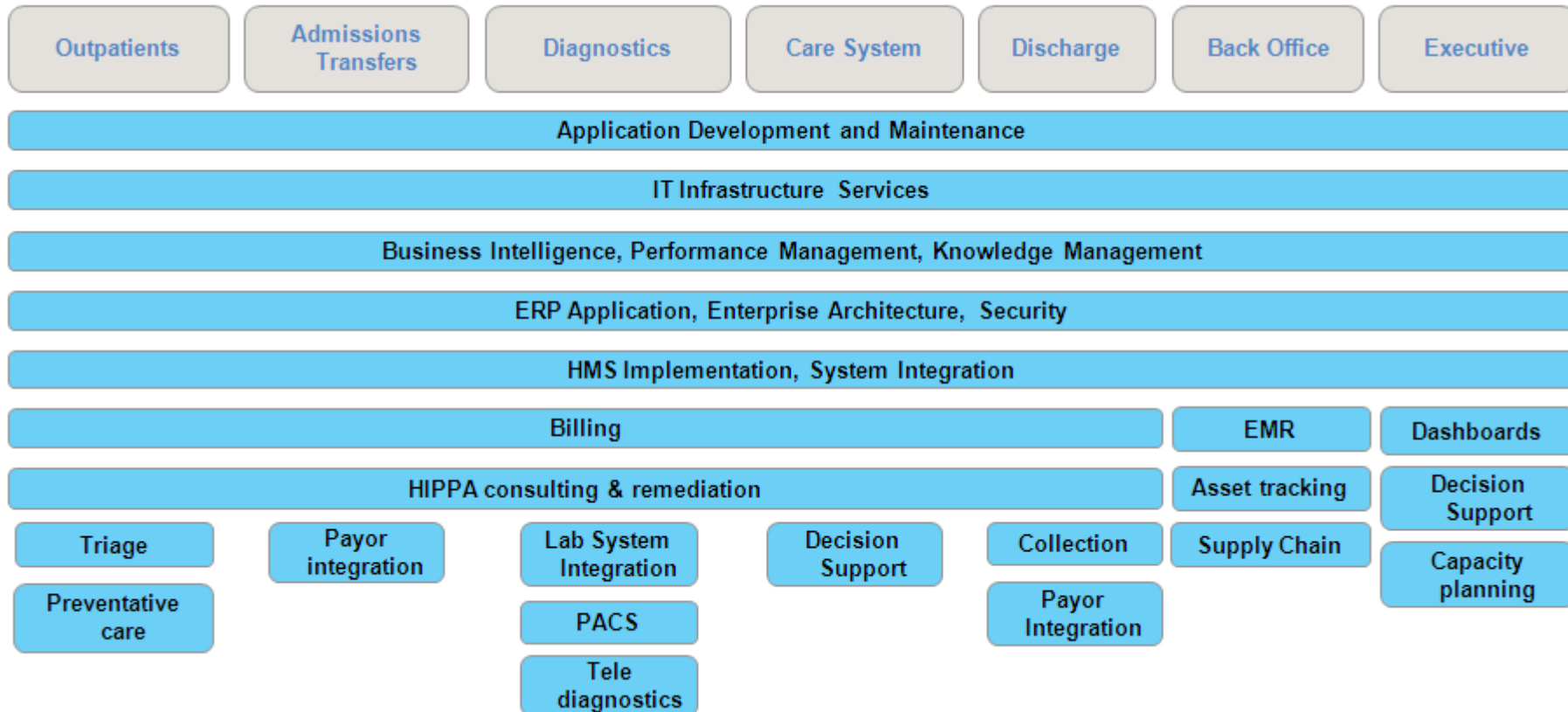
Healthcare Themes

- Wellness Management
 - Move customers for reactive to predictive care / disease management
 - Preventive spend vs. curative spend
- Operationalizing Policy & Strategy
 - Tools to Enable the Implementation of Policy and Strategy within The Healthcare Management Tier and Measuring its Effectiveness
 - Business Intelligence
 - Analytics
 - Decision Support
- Technology Enabled Care
 - Creative use of Smart Technologies to support the Patient Care Process and Improving Outcomes
- Cost Predictability
 - Predict and manage cost of care
 - Continuous Risk assessment and mitigation
 - Fraud and abuse prevention and management
 - Self-Service enabled customer directed health plans

Patient Centric Healthcare - Convergence



Healthcare Provider



LSHC Solutions Focus

- Increase access to care
- Decrease cost of care
- Improve outcomes by enhancing quality and optimizing services
- Decrease medical errors
- Make care provision patient friendly
- Empower patients

- Analytics, Data warehousing and BI
- Dashboards and portals
- EHR, HMS, CDSS, etc.
- Service orientation and quality processes implementation
- Fraud and abuse management
- Integrated HIS and inter-operability

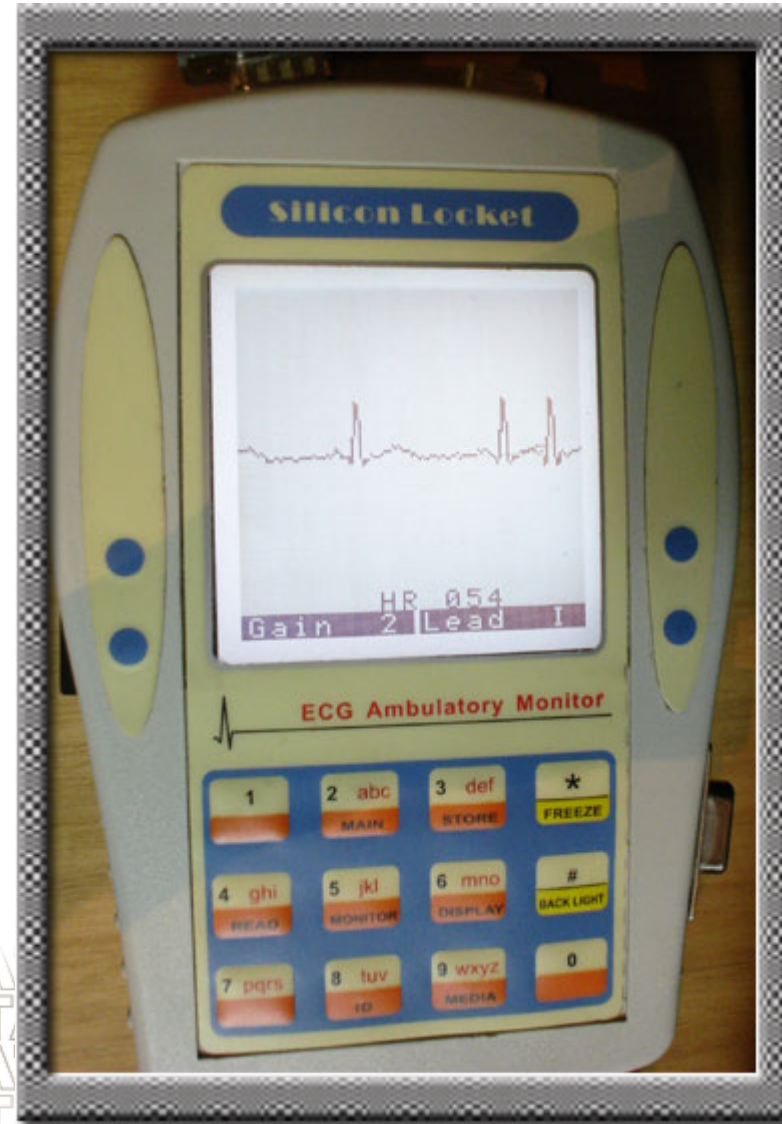
Enhancing *patient-centric* Healthcare is one of the top 10 outcomes oriented themes that TCS will focus on

Devices

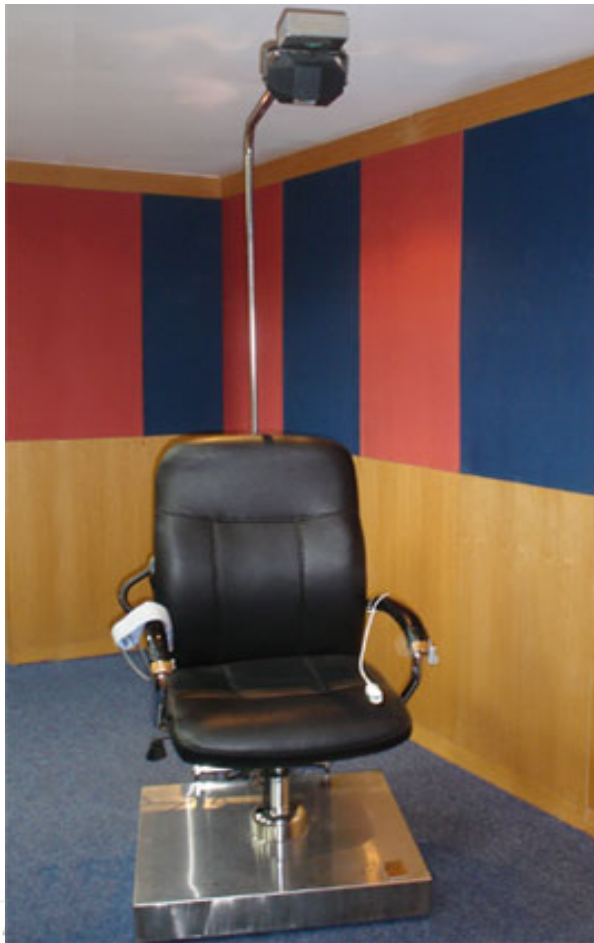
- Medical devices with remote monitoring capability
 - ECG (single, three and twelve lead)
 - Smart Chairs
 - Glucometers



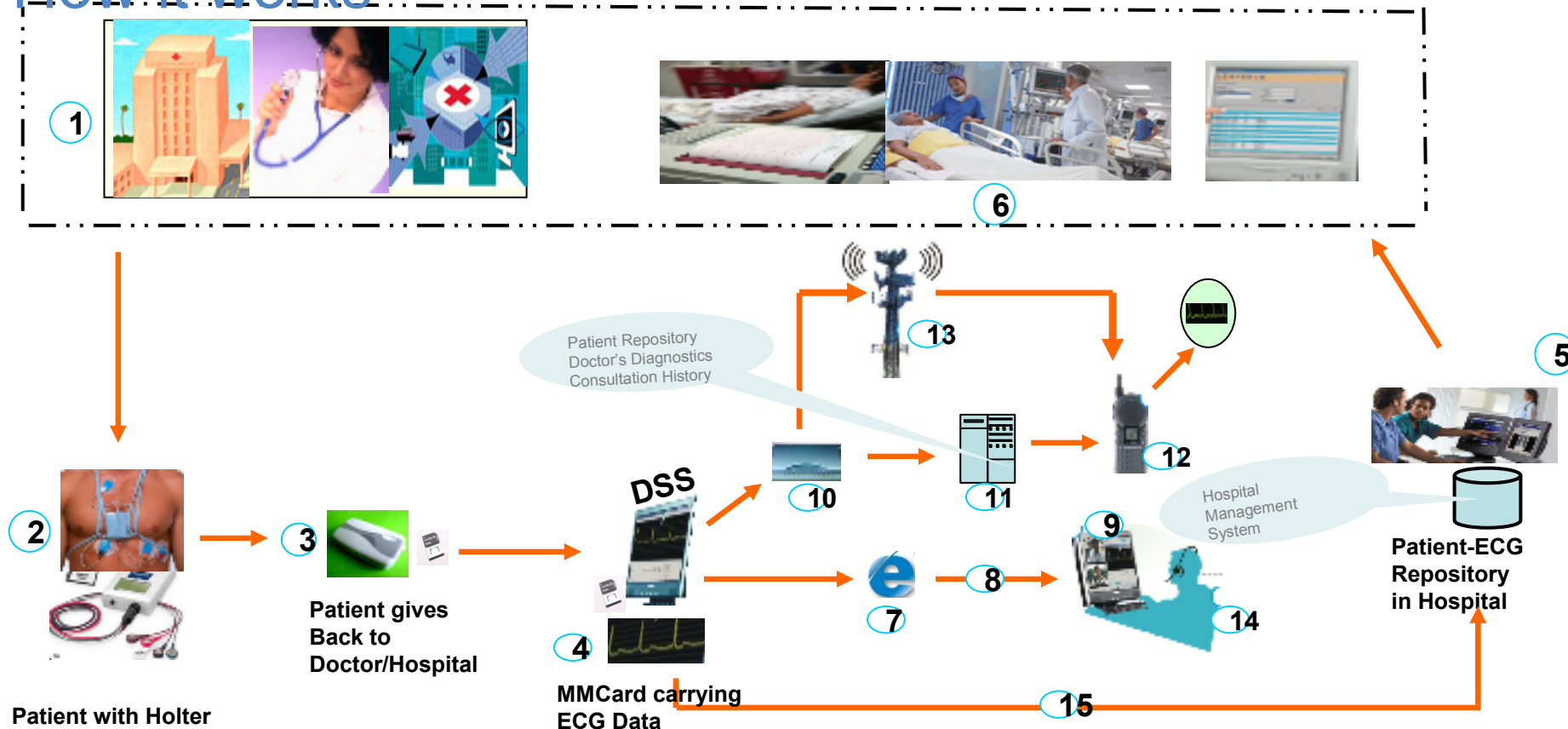
Ambulatory Patient Care Services – Silicon Locket



Ambulatory Patient Care Services - SmartChair



How it works



- | | | | |
|---------------------------------------------|-----------------------------|------------------------|-------------|
| 1 Hospital/Nursing Home/Doctor's | 5 Hospital Administrator | 10 GSM Modem | 15 Ethernet |
| 2 Holter given to Patient for ECG recording | 6 Diagnostic & Medication | 11 Consultation Server | |
| 3 ECG recording 24 hrs | 7 Internet | 12 Doctor's Mobile | |
| 4 ECG viewer s/w & DSS annotation | 8 Remote Video Consultation | 13 GSM Tower | |
| | 9 Doctor PC | 14 Doctor | |

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Performance to go

* Conditions apply

Health News

Long-Lasting Immunity
Fri, 10 Oct 2008 11:20:00 EDT

Larger Labs Report Kidney Function Routinely
Fri, 10 Oct 2008 16:20:00 EDT

Babies, Kids Need More Vitamin D
Mon, 13 Oct 2008 17:12:26 -0400

States Ask For Non-RPA in Baby Births

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WebHealthCentre

- Telemedicine(supported by Audio/Video Conferencing facility)
- Online consultation
- Clinic Online
- Health and Medical Record management
- Online Health Parameters tracking system
- DICOM Viewer and Converter for handling medical images
- Online Appointment scheduler
- Online Lab Reports viewer
- Student Center

The Site also offers elaborate information on

- Health topics like Alzheimer's disease, Alcoholism, Beauty disease, Diet & Nutrition, Eye care, First aid, Oral care, Insurance etc
- Acupuncture, Siddha Medicine, Homeopathy, Yoga, Ayurveda etc
- Health Directories, Appliances and Appliance Directories, Drug Information
- Blood Donation and stock management
- Health and Medical Calculators
- Health centres like Acidity, Allergy, Chicken pox, dengue etc
- AIDS, Cancer, Cardiac, Diabetes, Mental Health , Neurology etc

- Web site is India's first Multi -Speciality , Multi-Institution participation online consulting facility where doctors and patients can access some of the leading medical institutions in India for medical advise
- Site Launched on 1/25/2000
- Exceeds 3 million hits/month
 - 40,000 unique visitors each month.
 - Approximately 700,000 pages viewed per month
 - has completed more than 26,000 Tele consultations
 - currently stores more than 45,000 Medical records online.
- First Indian & Healthcare portal to be Microsoft passport based Authentication enabled.
- Global "Implementation"
 - Usage Data spans 16 countries
 - U.S., India, Canada, UK
- Key modules like Appointment scheduler and Lab tool functions in .Net environment

Internet Interface – Webhealthcenter.com

The screenshot displays the WebHealthCentre website interface. At the top, there is a search bar and navigation links for 'Home', 'Diseases & Conditions', 'Healthy Living', 'Health Corner', 'Tools & Resources', 'Community & Advice', 'Alternative Medicine', and 'Initiative'. The 'Health Corner' menu is currently selected. Below the navigation bar, the breadcrumb trail reads 'Home » Health Corners » Diabetes Corner'. The main content area is divided into two columns. The left column, titled 'Health Corners', lists various health topics with 'Diabetes Corner' highlighted. The right column, titled 'Diabetes Corner', contains a list of links (What is Diabetes?, What are the symptoms?, Who is at risk?), a section titled 'What is Diabetes?' with a detailed paragraph and a bulleted list of causes, a section titled 'The appropriate level of sugar in the blood' with a paragraph and a bulleted list of tests, and a section titled 'Fasting Sugar Test' with a paragraph. On the right side of the page, there is an advertisement for 'Be Smart when you search' featuring a 'Win Here' button. The footer of the page includes the TATA CONSULTANCY SERVICES logo on the left and the date '12 July 2014' on the right.

WebHealthCentre^{BETA}
Healthcare hub on the Web

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Home | Diseases & Conditions | Healthy Living | **Health Corner** | Tools & Resources | Community & Advice | Alternative Medicine | Initiative

Home » Health Corners » Diabetes Corner

Health Corners

- » AIDS Corner
- » Cancer Corner
- » Cardiac Corner
- » **Diabetes Corner**
 - » Diabetes Types
 - » Diabetes Organs
 - » Diabetic ketoacidosis
 - » Lifestyle Changes
 - » Treatment
 - » Diabetes Retinopathy
 - » Cardiac Care
 - » Nephropathy
 - » Foot Care
- » Mental Health Corner
- » Neuro Centre
- » Senior Citizen's Corner
- » Surgeon's Corner
- » Women's Corner

Diabetes Corner

- What is Diabetes?
- What are the symptoms?
- Who is at risk?

What is Diabetes?

Diabetes Mellitus is a metabolic disorder characterised by the body's inability to maintain blood sugar levels within the normal range. This could be due to:

- A deficiency in insulin secretion
- Biological ineffectiveness of the insulin secreted
- Both the above causes

Depending on the amount of insulin produced and other observations, diabetes is classified into Type I and Type II. If untreated, diabetes could lead to many complications.

However, we know that careful management of the condition will help those with diabetes lead a near normal life.

The appropriate level of sugar in the blood

How much of glucose is too much? If you want a rough idea, you can do a random check at a laboratory. If the lab report says that you have more than 180 milligrams of glucose for each deciliter of blood (180mg/dl) then there may be a problem. You have to go in for more accurate tests like the ones detailed below.

- Fasting Sugar Test
- Post Prandial
- Glucose Tolerance Test
- Glycosylated Haemoglobin Test

Fasting Sugar Test

Test your blood sugar level after fasting for at least eight hours. The best way to do this is to get your blood tested before you eat anything in the morning.

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Win Here

TATA CONSULTANCY SERVICES

12 July 2014

21

- Comprehensive tool that would provide support to the Medical professionals to make their Clinical Decisions more quickly, correctly and accurately.
- Knowledge base with a full set of diseases in a particular specialty with the associated symptoms, History, Physical Examination, investigations and medication
- A set of symptoms, history questions, Physical Examination findings, investigations reports and medications are mapped to one or more Diseases with a priority factor, which suggests the possibility of the disease for the defined set of parameters

• CHALLENGES

- No Universally accepted CDSS System in the Market
- Most Systems stop at Diagnosis stage
- Most systems do not allow the users to build rules
- Many are not self learning
- Not linked to Alert Engines

• COMPONENTS

- Administration
 - Rule Building , Master data management
- Consultation and Patient Management

• FEATURES

- Reporting services and Trend Analysis
- Allow users to build their own rules and view them against inferences
- Self Learning as Volume of the data in the Data store increases
- Encompasses the complete patient flow until outcome
- Linked to an Alert Engine and Trend Analyzer
- Supports Multi level Drill down
- Supports Linkage to Electronic Medical Records
- Web based Application – Anywhere / Anytime access
- Could be envisaged as a Knowledge Management tool
- Can be Configured to handle specific disease states
- Can be used as a diagnostic tool for screening Large Populations
- Can be used as a Trend Analyzer tool and a Net Doctor!!!

Clinical Decision Support System

Master Entries Rules Alerts Consultation Patient Management Trends Logout Welcome admin

Consultation Doctor Diagnosis

Consultation

Patient Name : Geetha Kumar (PT000691) Sex : Male Female Age : 55 Pulse Rate : Blood Pressure :

Add/Edit Details Visit Summary Previous Visits Doctor Diagnosis

Symptom History: Past Personal Family Medication

Physical Examination: General Cardio-Vascular Respiratory Central-Nervous Abdomen Provisional Diagnosis

Order Tests Test Results Final Diagnosis Drugs Procedures Surgeries OutCome

Symptom

- Abdominal pain
- Backpain
- Bleeding per rectum
- Blurring of Vision
- Burning Micturition
- Chest pain**
- Chills
- Constipation
- Cough
- Dianhoea
- Dysphagia
- Ear ache
- Ear Discharge

>>

Next
Previous
Clear Tray

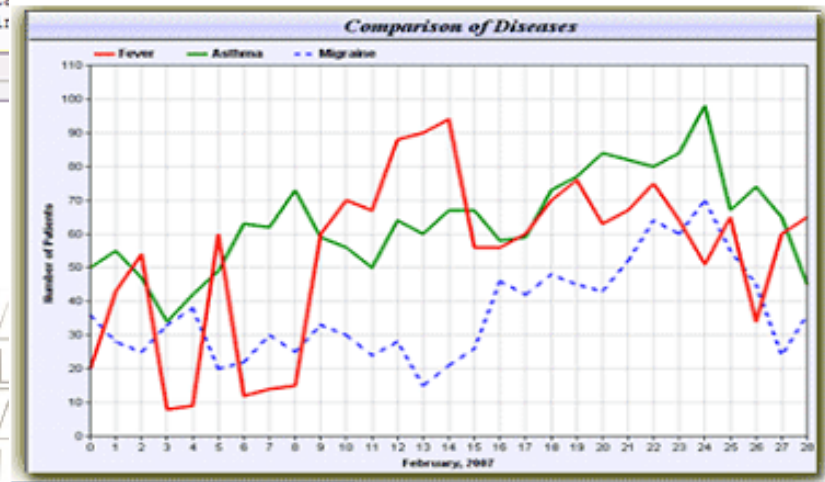
Follow Up Visit : End Encounter

Inferred Disease

- Gastritis/Acid Peptic Disease (3, 1)
- Myocardial Infarction (2, 1)
- Pneumothorax (2, 1)
- Pulmonary Embolism (2, 1)
- Stable Angina (1, 1)
- Pneumonia (1, 1)
- Musculoskeletal Pain (1, 1)

Tray

- Chest pain-Aggravating
- Factors:Deep inspiration/cough,Aggravating
- Factors:Running,Associated
- Symptoms:Bedridden state for long period,Duration:Days,Location:Behind the chest bone,Radiation:To left shoulder/neck,Relieving
- Factors:Anxiety,Tragedy of
- Pain:Prickling



Trend Analysis and Pattern Recognition

- The CDSS facilitates Disease Trend Analyses and also complex multi parameter correlation studies to be performed.
- CDSS enables the search for patterns among Clinical Data and this is an area that could substantially aid medical research in finding clues to the treatment for a multitude of conditions.



BI Solution Demo - Operational

River North Health

Operational

Performance



Operational

Royal Hospital
All Service Lines

December 2, 2008 9:45 AM ?

Metric Name	Current	Previous	MTD Actual	MTD Budgeted	Variance (%)
Inpatient Admissions	21	24	595	605	-1.65%
Outpatient Registrations	45	48	1075	1085	-0.92%
ED Visits	20	23	575	585	-1.71%
Total Surgeries	15	18	475	485	-2.06%
Revenue	3500	3400	48620	47620	2.10%
Midnight Census	35	38	799	809	-1.24%
Avg LOS	2.1	2.1	3	4	-24.39%

Facility

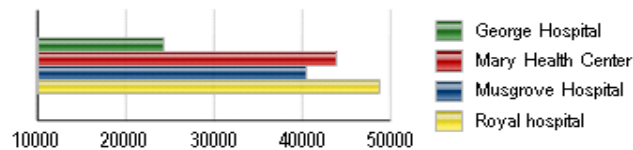
Royal Hospital

Service Line

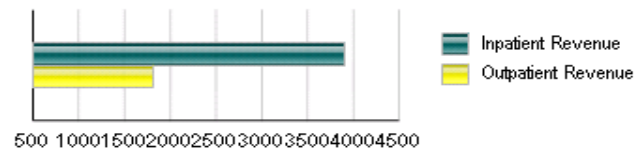
All Service Lines

All Service Lines

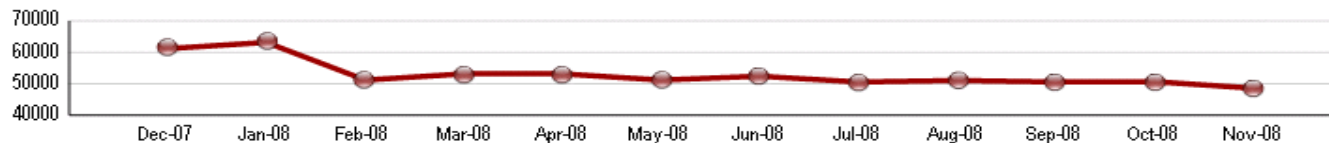
Peer Comparison (MTD)



Revenue: By Type



Trend: Last 12 Months



Revenue



hospital in bottom 5% of trusts - Western Morning News



'Tough going' ahead for AVH, but no fiscal crisis - Aspen Times

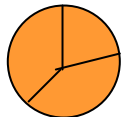
Nursing Analytics

MAIN Financials Staffing Quality

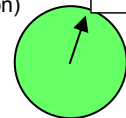


Budget Variance

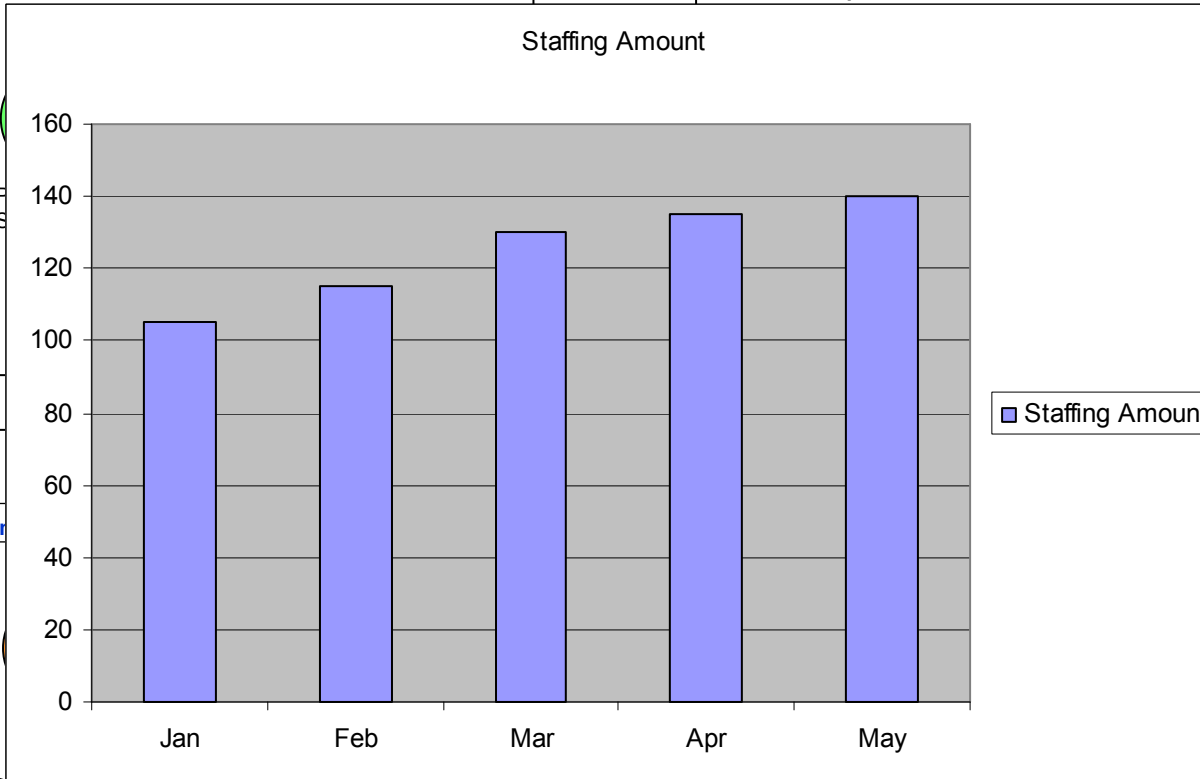
MAIN Financials



Employee Distribution (Qualification)



Employee Satisfaction

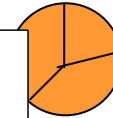


Staffing Amount

Nursing Analytics

MAIN Financials Staffing Quality

Total Expenditure



Expenditure Distribution



Line profitability

Quality


Infection Control

Waiting times (top 5)

- Wide variety of reports are available in the system which favor the authorities a speedy and accurate decision making process
- A full fledged GIS System provides information down to the Village Level and a concentration map gives an immediate idea on where the fresh cases are occurring from.
- The Dynamic Reporting Engine permits instant decision making and facilitates data analysis and mining to an extent not generally possible with simple MIS systems.
- Over 1100 Centers across the State of Tamil Nadu have been brought on to a unified platform at minimal cost and the results are an example of what is possible in E-Governance.
- The Internal Messaging system facilitates instantaneous communication between the various stake holders, mgmt (TANSACS) and other entities who are involved in this mission.
- The system is supplemented with an interactive feedback / grievance redressal system where in the stakeholders or users could escalate the issues pertaining to the data collection, collation, reporting and other general issues.
- Detailed Audit trail is being maintained by the system.


DISEASE SURVEILLANCE SYSTEM

Healthcare Solutions



Tamil Nadu State AIDS Control Society

Health & Family Welfare Department
Government of Tamil Nadu



Administrator : TANSACS admin Organization: TANSACS

Counseling STD Blood Bank NGO TI GFATM NGO ACSR NGO CS User Management Master Management Messages Reports Logout

Monthly Technical Report for Counseling and Testing Centers - Entry Screen

Name of the reporting unit: Tuticorin, Government Hospital, Vilathikkulam Unique ID: 556

Address of the unit: Vilathikkulam, Tuticorin Officer In-charge: Dr.Kannan

Reporting Period: Full Month | 5 | 2006 Phone: 04638-233179

Remarks: 34 ANC mothers counselled and tested in Vilathikkulam ANC Blood Test

Couns. Services	Positive Women details	Delivery/Follow-up/Testing	Age Distribution of Voluntary clients	Transmission modes	Discordant couples/Quality/Samples
Referral	NGO Referral	Material Management	Infection control/Equipments	Out reach activities/media	Positive People Mapping HIV-TB Co-Infection

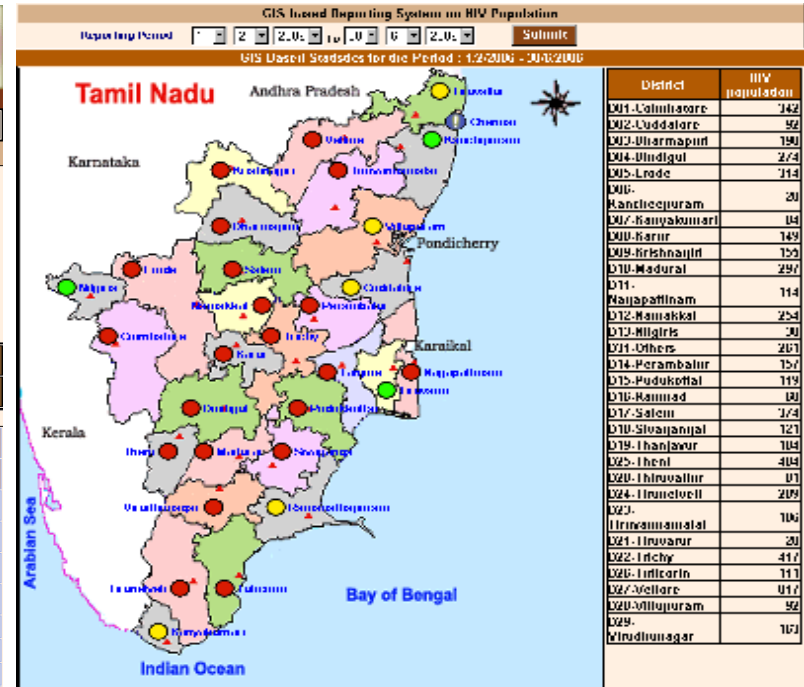
Clients	No. attended	No. counseled	No. accepted for testing	No. positive	Collected results		Post test counseling		Follow up counseling	
					Positive	Negative	Positive	Negative	Positive	Negative
Ante natal mothers (ANC)	34	34	34	0	0	34	0	34	0	20
Emergency mothers (Labor)	0	0	0	0	0	0	0	0	0	0
Spouses positive mother	0	0	0	0	0	0	0	0	0	0
Spouses negative mother	1	1	0	0	0	0	0	0	0	0
Walk-in male	0	0	0	0	0	0	0	0	0	0
Walk-in female	0	0	0	0	0	0	0	0	0	0
Referred male	2	2	0	0	0	0	0	0	0	0
Referred female	2	2	0	0	0	0	0	0	0	0
Other clients	0	0	0	0	0	0	0	0	0	0

Tamil Nadu AIDS Control Society Dynamic Reports - Parametewise

Period: 1/1/2006 To 31/5/2006 Report Taken By: TANSACS admin Date & Time: 7/13/2006 4:32:53 PM

Institution	Ante natal mothers (ANC)-No. attended	Blood bank refrigerator-Status
Chennai,Corporation Health Post,Puliyanthope	1058	
Chennai,Corporation Health Post,Vadapalani	265	
Chennai,CSI Rainy Multi Speciality Hospital,Tondiarpet	539	
Chennai,Corporation Health Post,Saidapet	1474	
Chennai,Government Siddha Medical College,Arumbakkam	0	
Chennai,Govt. Kasthuribai Gandhi Hospital For Women & Children,Triplicane	2464	WO
Chennai,Govt. Raja Sir Ramasamy Mudaliyar Lying In Hospital,	3923	
Chennai,Govt. Stanley Hospital,	0	WO
Chennai,Institute Of Obstetrics And Gynaecology & Govt. Hospital For Women & Children,	5468	
Chennai,Kilpauk Medical College Hospital,		WO

Print Cancel



Tamil Nadu AIDS Control Society NACO Report for Blood Banks

Period: 1/1/2006 To 31/1/2006 Report Taken By: TANSACS admin Date & Time: 7/13/2006 4:43:50 PM

Unique ID of Blood Bank: N/A

Monthly Input Format for Blood Banks

Name of Blood Bank	TamilNadu State AIDS Control Society		
Address of the Blood Bank	417, Pantheon Road, Egmore		
City	Chennai	Pin Code	600008
Reporting Period	Month	Year	2006
Name of Officer In Charge	N&E Section		

(i) Status of Availability of Equipment and Consumables

Availability & Functionality of:	Whether Functional and Available in Adequate Quantity(circular response) If, No List the ones not available in adequate quantity/not functional
Critical Equipment	N/A
Critical Consumables	N/A

(ii) Stock Position of Testing Kits and Blood Bags

Items	Balance at the beginning	Number Received	Number Used	Damaged/Wasted	Balance
HIV ELISA Kits	8331	9328	8799	15	8845
HIV Rapid Test Kits	11785	5645	5350	10	12070
Hepatitis B ELISA Test Kits	13185	5410	8139	13	10443
Hepatitis B Rapid Test Kits	20381	6235	5881	18	20719
Hepatitis C ELISA Test Kits	7606	7336	8365	6	6571
Rapid Hepatitis C Test Kits	16247	4010	5174	46	15047
VDRL Test Kits	14679	11168	11921	11	13895
Blood Bags	18404	11901	12544	146	17615
Others (specify)	255	102	45	0	312

Note: Mention the stock position for each of the items in terms of No. of tests that each kit can undertake, that is multiply number of tests that each kit can undertake with the numbers of kits available. For example; for HIV ELISA Kits, if a kit can undertake 96 tests and 10 such kits are available as opening balance in the beginning of the month then specify 96x10 = 960 as the balance in the beginning of the month. Follow this pattern for all the items in this table.

(iii) Status of Testing of Blood Units

Tests Conducted	Voluntary Collection Units		Replacement Collection Units		Total Units	
	Tested	Positive	Tested	Positive	Tested	Positive
HIV	13123	15	3179	5	16302	20
Hepatitis B	13122	110	2999	15	16121	125
Hepatitis C	13120	21	2999	5	16119	26
VDRL	13117	5	2999	1	16116	6
Malaria	13148	1	3027	0	16175	1

(iv) Details of Blood Units Collected and Voluntary Donation Camps Organized

Type of Donors	No. of Donors			Details
	Male Donors	Female Donors	Total Donors	
Voluntary Donors	11906	1353	13259	
Replacement Donors	2878	85	2963	
Total Donors	14784	1438	16222	

Summary

Technology has many of the answers.

The Healthcare Industry needs to start using the available Technology

Models need to be developed to make the use of patient friendly Technologies in Healthcare profitable.



Thank you !