

Information Technology As Business Strategy

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BASIC PREMISES

- INFORMATION TECHNOLOGY IS THE MAJOR CONDUIT OF OUR BUSINESS STRATEGY.
- INFORMATION TECHNOLOGY IS NOW A CORE BUSINESS OF HEALTH DELIVERY SYSTEMS.



SLHS USES OF IT AS BUSINESS STRATEGY

ALL STRATEGY IS BASED ON OUR SYSTEM-WIDE BALDRIGE MANAGEMENT PROCESS



IT AS BUSINESS STRATEGY WILL GROW BECAUSE OF:

- Transparency Requirements
- Improved Value Proposition
- Need to Demonstrate Quality
- Need to Demonstrate/Develop Greater Efficiencies
- Interoperable Electronic Health Records
- Drive for Innovation



IT USE IN DRIVING QUALITY

- BALDRIGE PROCESS ITSELF
- COMMON ORDER SETS ACROSS THE SYSTEM
- IV MEDICATION ADMINISTRATION
- ALGORITHMIC BASED ORDER SETS
- DATA-BASED QUALITY SEARCHES
- e-ICU



QUALITY GOAL

TOP DECILE PERFORMANCE IN
CMS AND IN-HOUSE QUALITY
MEASURES



IT USE IN DRIVING GROWTH IN PROFITABLE MARKET SHARE

- SAINT LUKE'S CARE
- FAMILY PRACTICE AFFILIATES



PROFITABLE MARKET SHARE GOAL

- ADD 150 ADDITIONAL PRIMARY CARE PHYSICIANS TO SAINT LUKE'S HEALTH SYSTEM



IT USE IN DRIVING CUSTOMER SATISFACTION

- CUSTOMER FOCUS AND MARKET DIFFERENTIATION
 - On-line Appointments
 - Lab Results
 - Communication with Customer's Physician
 - I-Phone Triage
 - e-Visits



IT USE IN DRIVING CUSTOMER SATISFACTION

- HCAHPS



CUSTOMER SATISFACTION GOAL

- TOP DECILE PERFORMANCE
- ACHIEVING GOAL (LAST FOUR QUARTERS)
 - ALL SUBURBAN LOCATIONS IN THE TOP TEN FOR MARKET
 - THREE HOSPITALS IN TOP 5% OF NATION



IT USE IN DRIVING HUMAN RESOURCE (PEOPLE)

- ON-LINE MEDICAL MANAGEMENT OF SLHS EMPLOYEES
- e-PHARMACY IMPACT ON HOSPITALS
- e-ICU IMPACT ON HOSPITALS
- ON-LINE RESOURCES FOR KNOWLEDGE MANGEMENT
- e-LINK “SOURCE OF TRUTH”



IT USE AS DRIVING HUMAN RESOURCE (PEOPLE)

- ON-LINE PMP (PERFORMANCE MANAGEMENT PROCESS)
- STAFFING AND LABOR COST MONITORING
- PERSONAL HEALTH MANAGEMENT
- PERSONAL MEDICAL RECORD



IT USE IN DRIVING FINANCIAL STRATEGY

- COMPLIANCE MANAGEMENT
- PREDICT MODEL
- PAC'S SYSTEM CONTROLLING IMAGING COSTS
- PURCHASING AND INVOICING
- ImageNow DOCUMENTATION
- PAYCARD AND DIRECT DEPOSIT



IT USE AS DRIVING FINANCIAL MANAGEMENT

- PROJECTIONS & MODELING
- REAL TIME BUDGETING
- BALANCE SCORECARD RESULTS
- EMPLOYEE CYCLE SOLUTION
- ELECTRONIC PAYMENT SOLUTION
- ELECTRONIC PHILANTHROPY
- RATING AGENCY MEASUREMENT
- TREASURY MANAGEMENT



FINANCIAL STRATEGY GOAL

- A RATING MAINTENANCE
- PROFITABILITY GOALS



IT USE IN DRIVING INOVATION

- PREDICT MODEL
- NURSING MODEL OF THE FUTURE
- ACO DEVELOPMENT
- BUNDLING PROJECT
- e-ICU
- TELE-MENTAL HEALTH
 - ED ASSESSMENTS
 - PRIMARY CARE

