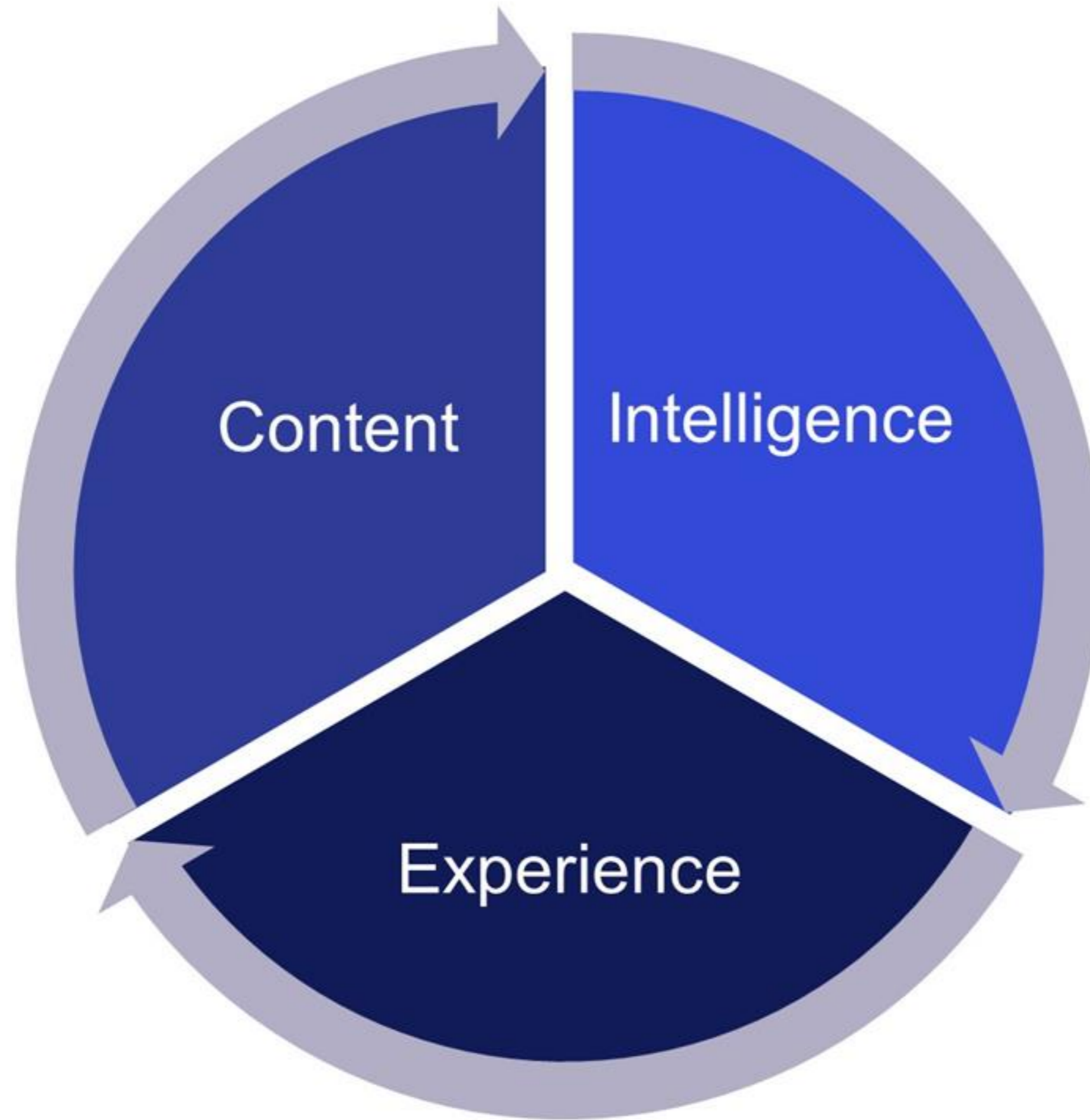


Health and Human Services Community:

- Implementing effective quality management systems to improve patient safety and quality of care

Brian Chidester | OpenText
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Healthcare Digital Transformation



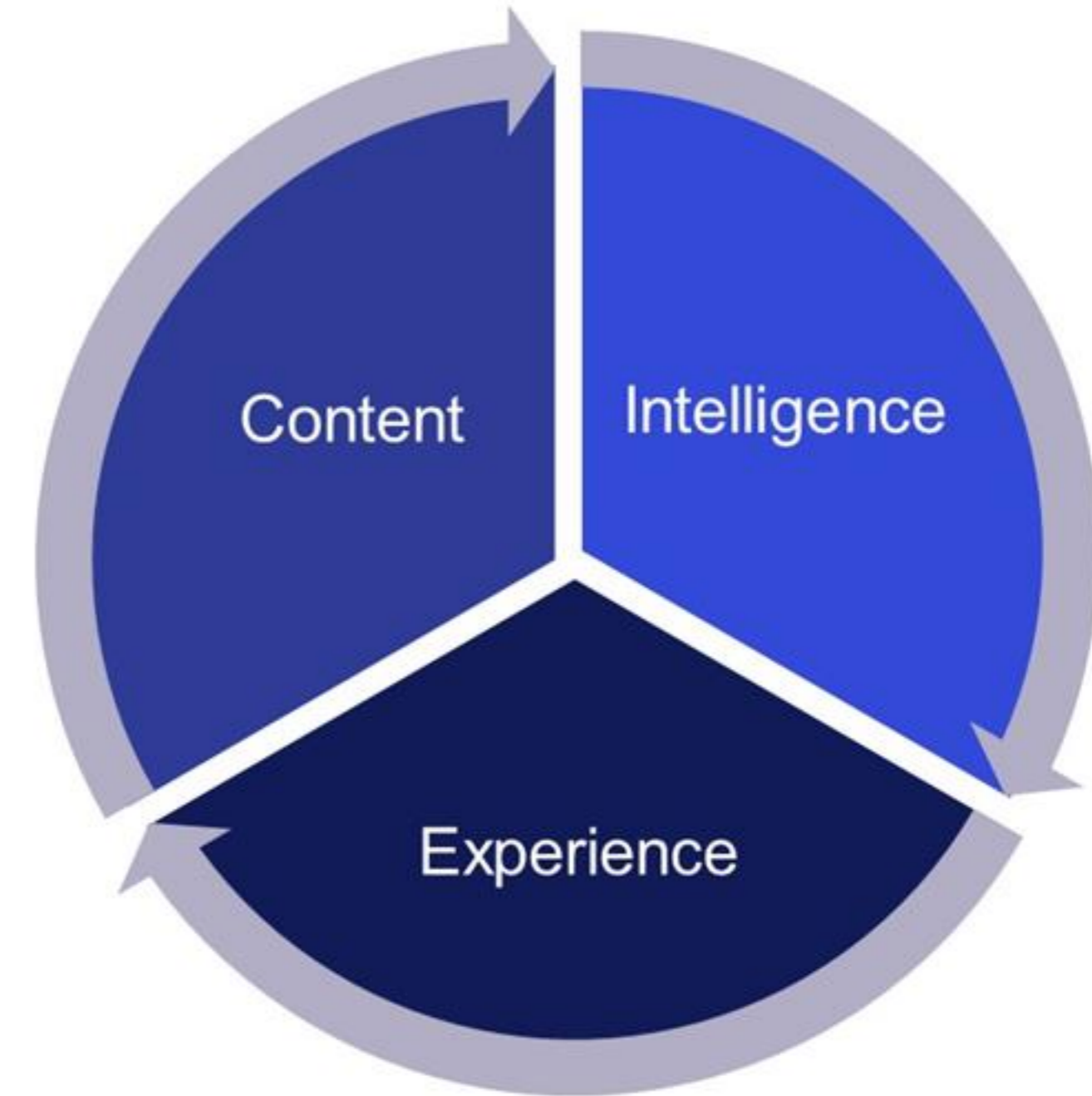
The journey from
content-rich to
data-driven

New sources of data

- Looking beyond the EMR
 - By augmenting EMRs with real-world data from patient-recorded outcomes, patient preferences and challenges, community and economic data, IoT-enabled wearables and remote sensors we can create a more complete view of the patient. This allows us to better engage, manage and support patients.
 - Clinical and operational improvements can be driven by new data sets captured through IoMT devices, telehealth, and portal interactions in addition to the patient medical record data. External data can be used to better guide engagement and optimize outcomes.

Opportunities for improvement – The Future is Intelligent

- Optimizing Engagement and communications
 - There is no empathy without intelligence
- Social Determinants of Health
- Gaps in Care
- Matching needs and programs
- Automating alerts and action
- Process quality management



Focus on continuous improvement and understanding

- What do we measure? What do we manage?
 - Embrace analytics everywhere
 - Establish KPI's and dashboards
 - Host an organization wide "Analytics Week"
 - Create a community to support departmental efforts
- Data driven insights take work
 - Data identification (sources, quality)
 - Intelligent capture (identification, metadata creation, curation)
 - PHI security and deidentification
 - Skills and tools



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Thank you



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