

## Healthcare system deploys health information exchange to connect physicians, hospitals, and patients\*

### Client's challenge

A healthcare system recognized an opportunity to use technology to connect its physicians, hospitals, and patients and ultimately improve the overall health of the community. To achieve this goal, the client would need a health information exchange (HIE) to link disparate sites and an electronic health records (EHR) system to integrate physician practice locations. The HIE would allow networked medical providers to share patients' health information securely and seamlessly.

The client sought a health information solution that would enable it to:

- Keep track of all patient health information in a digital format.
- Provide decision support, order management, electronic reporting, and administrative properties within the practice.
- Share information among disparate EHR systems while maintaining integrity and usability of data.
- Give individual patients secure access to their own health information.

The client set an aggressive timeline for implementation, making the involvement of an experienced, professional project management team essential to success.

### PricewaterhouseCoopers' Advisory solution

During a one-year engagement, PricewaterhouseCoopers facilitated project management for the HIE deployment by resolving issues, mitigating risks, and analyzing the implications of large inter-project dependencies. PricewaterhouseCoopers coordinated with EHR and HIE vendors and the client to develop customized timelines for deployment. The engagement team also assembled a toolkit of standardized methodologies for process improvement relating to the EHR and HIE systems across individual practices. Additionally, the team developed a business model for the HIE and identified stakeholder benefits.

The combination of the EHR and HIE systems created functionality for:

- Order entry
- Clinical, evidence-based decision support
- Aggregate patient data reports
- Patient visit and laboratory test schedules
- Coding and claims submission
- Billing management
- Patient information retrieval and updating from a central database
- Patient access to personal health records and related data over a secure portal

PricewaterhouseCoopers' flexible project solution provided the client with capability for incremental expansion to other practices both inside and outside the organization.

### Impact on the client's business

PricewaterhouseCoopers' work allowed the client to maintain its aggressive deployment schedule and use the automated toolkit methodologies to streamline operations related to implementation at practice sites.

The client deployed an HIE that allowed its practices to catalog and share patient information efficiently. This new system increased productivity by enabling the client to:

- Automate many tasks that had previously required manual administration.
- Reduce physician error through the use of decision-support features.
- Expedite patient visits, allowing physicians to see more patients.

The client's HIE improved patient safety by making available up-to-date, accurate, and comprehensive patient health information to all practices in the network. In addition, the HIE is expected to enhance overall patient satisfaction by making visits to the practices shorter and allowing patients to play an active role in their own healthcare.

### Contact

Scott Latimer  
267-330-2155  
scott.latimer@us.pwc.com

Robin Settle  
267-330-4006  
robin.m.settle@us.pwc.com