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## Analytics for health care The three-minute guide





# Why it matters now

## Lower costs or higher quality? The answer is both.

The U.S. health care system is the most expensive in the world. According to the Centers for Medicare and Medicaid Services, health care accounts for 17 percent of the gross national product—and that percentage is growing.<sup>1</sup>

Health care executives are charged with transforming this fundamentally unsustainable model by providing higher quality care at a lower price—care that improves the overall health, outcome, and experience of health care for the average individual.

This presents a quandary. Health care providers can no longer push out costs without paying attention to quality—and incremental improvements will not be enough.

To survive in this new world, many health care providers are adopting radical quality and process improvement as a core mission. They are focusing on what the Institute of Healthcare Improvement calls the Triple Aim: enhance the patient experience, improve the health of populations, and reduce the per capita cost of health care.<sup>2</sup>

1. *NHE Fact Sheet*. Centers for Medicare and Medicaid Services. Web. 13 Aug. 2014.

2. *IHI Triple Aim Initiative*. Institute for Healthcare Improvement. Web. 13 Aug. 2014.

# Why analytics for health care?

## Discover and connect islands of excellence

Increase patient satisfaction, lower costs, and improve health? Sounds like an impossible mission. And for many providers it could be, unless they are willing to make fundamental changes in the way they provide health care.

The good news is that these organizations have collected massive amounts of data that can lead to improved operational performance and outcomes. Unfortunately, those insights are often locked in silos across the system.

Analytics can be the bridge that links information throughout the health care system to uncover leading clinical practices, shrink research discovery time, and streamline administration.

By making the appropriate information available to clinicians, researchers, and administrators when and where it's needed, health care organizations can help align people's decisions and actions in ways that improve outcomes and add value.

# The benefits

## **Reduce costs**

Analytics can identify patterns and trends that provide insights into changes in workflows and clinical practices that can decrease costs.

## **Healthier, more satisfied populations**

Clinicians gain access to data about the real cost, quality, and performance of treatments, leading to more effective and timely health care.

## **Improve management**

Administrators gain the ability to measure the effectiveness of contracts and manage them more actively. Automated reporting of outcomes can reduce resource requirements and improve accuracy. And more.

## **Enhance decision-making**

Management can extract and compile information from across the system more quickly and easily to speed decision-making across the organization.

## **Shrink research time**

Health care providers can share clinical data with researchers without releasing protected health information (PHI) to speed discovery and learning time.

# What to do now

## **Focus on questions, not tools**

Health care analytics is about asking—and answering—smarter questions to get to higher quality outcomes while lowering costs. Which questions should you be answering to drive more value in your organization? What information will you need to answer these questions?

## **Begin with the end in mind**

The leaders who gain more value from analytics are the ones who start by reimagining business, clinical, research, and operational processes needed to shift to value-based, personalized health care.

## **Expand your data set**

While many insights can emerge from the mountain of information within your own system, consider which additional data from across the health care ecosystem could help you improve the overall health, outcome, and experience of health care for your population.

# Time's up



## Ready for a checkup?

Technology alone isn't enough to answer the complex challenges facing health care executives. This takes hands-on experience with your industry and your organization to create a comprehensive analytics plan that spans people, processes, and tools. That's where Deloitte can add more value.

If you find juggling cost and quality nearly impossible, it's worth giving health care systems analytics a closer look. To learn more about how to get your analytics initiative off to a smart start, please contact us.

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