

Information Builders' WebFOCUS business intelligence and iWay Software integration technologies provide an end-to-end information management strategy, combining performance management, data governance, business intelligence, and analytics to help organizations make smarter decisions.

Performance Management for Healthcare Organizations



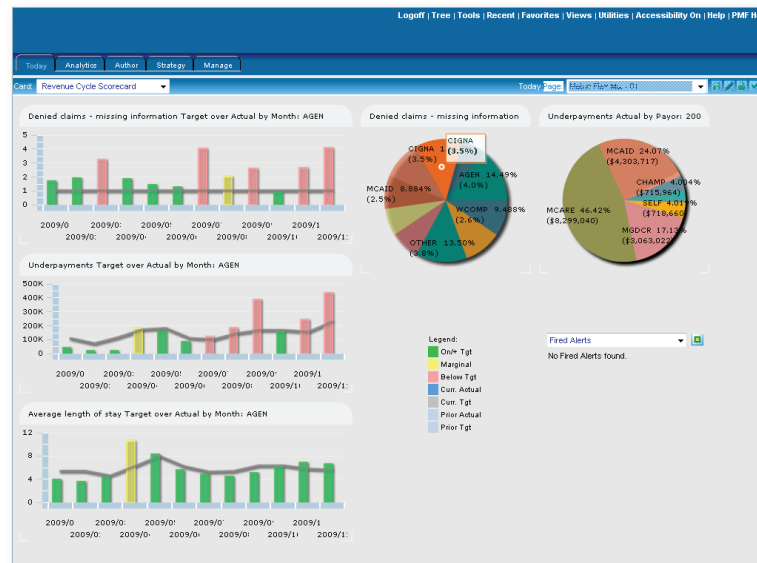
Today's healthcare organizations are plagued by rising costs as the expenses associated with delivering care continue to rise sharply. They also face declining revenue due to slowdowns in healthcare spending. This combination is forcing them to implement aggressive measures to boost efficiency and better manage funds while ensuring superior quality of care and patient satisfaction.

With a comprehensive performance management strategy and powerful tools to support it, hospitals and other healthcare organizations can begin to improve all facets of their operations – from budget management through patient admission, diagnosis, and treatment. Only with the right performance management solution can healthcare organizations tap into data from across the enterprise – as well as information maintained by third-party pharmacies, laboratories, and other partners – and leverage it to set critical objectives, communicate plans and goals, and measure and manage progress.

The WebFOCUS Performance Management Framework (PMF) from Information Builders provides a comprehensive, full-featured platform for enterprise-wide performance monitoring and enhancement. Everyone (hospital administrator, physicians, other clinicians, and even patients) is empowered with all the tools they need to actively participate in the performance management process.

Information Builders' performance management solutions give healthcare providers the insight they need to enhance their most critical operations.

Today's healthcare providers generate and store a tremendous amount of data. Clinical information management (CIM), patient information management (PIM), electronic medical records (EMR), financial management, and other systems contain vital intelligence about operational performance that is often left untapped. With a robust performance management solution in place, these organizations can create a culture of visibility and accountability across the entire patient journey. It allows them to increase productivity and cost-efficiency, while boosting the quality of care organization-wide.



Enhance Financial/Revenue Cycle Management

Many experts believe that the financial management processes at today's hospitals are disjointed and inefficient. A comprehensive performance management strategy can help healthcare facilities better track the effectiveness of their related activities, including budget management, purchasing, and collections, across the entire revenue cycle.

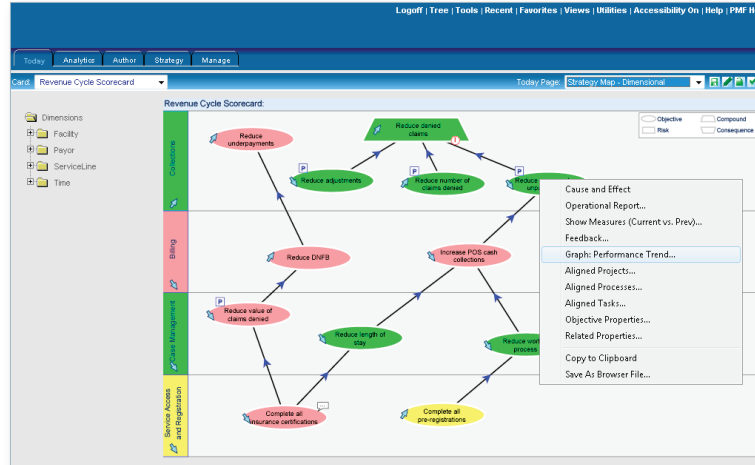
Improve Clinical Outcomes

Performance management can empower healthcare facilities to closely monitor mortality and recovery rates, and analyze the factors that contribute to them. By gaining greater insight into the success rates of diagnostic tests, medications, surgeries, and other therapies, they can improve patient outcomes by better understanding which treatments work and which do not.

Increase Administrative Efficiency

To ensure peak operational efficiency, hospitals must track critical metrics, such as admission trends, bed occupancy, staff productivity, length of stay, and nurse to patient ratios. These key

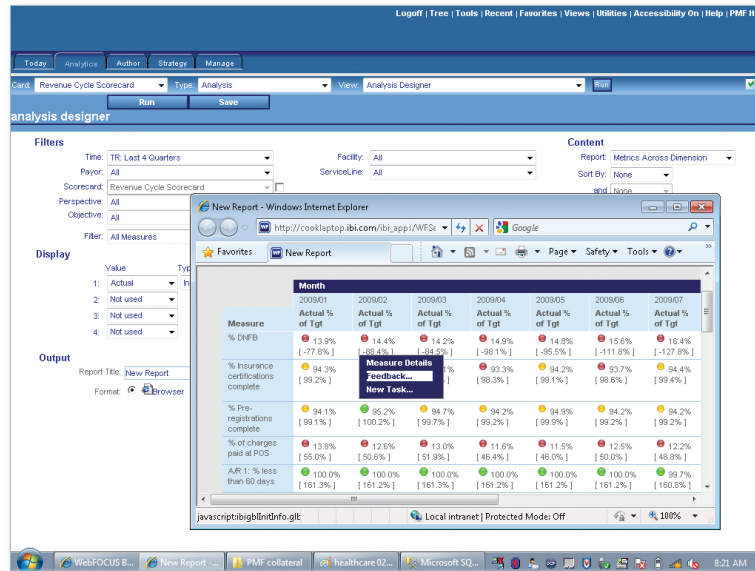
Healthcare providers can track important financial, clinical, and business metrics, so they can immediately uncover and correct problems – before they impact quality of care and profitability.



performance indicators (KPIs) will help improve essential functions across the facility – from resource allocation and staff scheduling to clinical management.

Maximize Patient Satisfaction

As the healthcare industry becomes more competitive, hospitals must ensure that patients are satisfied with the care they receive. Therefore, they must monitor metrics, such as patient satisfaction, physician loyalty (i.e. the probability that physicians will recommend the facility to patients), rate of medical errors, and patient safety to accurately assess the quality of care – as viewed by patients – and implement appropriate steps to maximize satisfaction.



Find Out More

To find out how our solutions can help your company succeed, talk to an Information Builders representative today. Contact your local Information Builders office, visit us at **informationbuilders.com**, or in the U.S. and Canada, call **(800) 969-4636**.

WebFOCUS Performance Management Framework

WebFOCUS PMF is a complete, cutting-edge, best-of-breed platform that enables holistic and pervasive operational performance management across an entire business. A comprehensive, fully integrated, out-of-the-box solution, PMF offers a host of powerful tools, including:

- Personalized end-user dashboards
- Metric blogging
- Print-quality publishing
- Mobile alerts
- In-depth analytical capabilities

PMF empowers healthcare providers to create a true culture of visibility, accountability, and performance enhancement.

PMF is flexible and designed to support any existing performance management methodology, such as Six Sigma, Total Quality Management (TQM), or balanced scorecard (BSC). It comes complete with all the functionality and tools healthcare facilities need to efficiently and effectively set strategies, communicate those plans throughout the organization, define related metrics, and involve all stakeholders in monitoring and measurement – all from a single, intuitive, easy-to-access, browser-based environment.