SAP Solution Brief
SAP for Healthcare

SAP Collaborative E-Care Management

Enabling Member Engagement and Compliance in Personal Health Management

Quick Facts

Summary

The SAP® Collaborative E-Care Management application is a payer engagement and compliance solution that enables members to better manage personal health and wellness outside traditional healthcare settings while reducing costs and improving satisfaction and care quality. Fully enable wellness, care, and disease management programs with our enterprise foundation that captures and exposes personal data, connects providers and supporters, and enables collaboration in an online community.

Business Challenges

- Engage members and providers in value-based care decisions
- Reduce medical spend and administrative costs
- Improve patient safety and outcomes
- Retain customers
- Expand in the retail consumer growth markets

Key Features

- **Care planning and coordination** – Deliver coordinated and managed care via online communities and mobile devices and enable collaborative problem solving
- **Personalized e-learning** – Provide personalized, tailored educational resources for patients and supporters
- **Event monitoring and alerting** – Collect patient data via wireless devices and send alerts when patient status exceeds thresholds
- **Social networking** – Expand care communities and connect care providers and supporters with patients and securely publish patient data
- **Rewards and fulfillment** – Track individual progress and measure effectiveness of rewards
- **Performance analytics** – Monitor patient and population costs and healthcare outcomes

Business Benefits

- **Retain current customers and expand in growth markets** through an engagement and compliance solution that delivers a competitive advantage
- **Reduce administrative costs** through automation that boosts efficiency and scalability
- **"Bend the cost curve"** by driving compliance and reducing utilization and medical spend
- **Enable provider payment reform** with innovative population management tools

For More Information

For more information, contact your SAP representative or visit www.sap.com/industries/healthcare.

Government mandates, the economic environment, and payment reform are fundamentally changing the way healthcare will be managed. The industry is moving to a model that aligns stakeholder incentives to be proactive and wellness focused instead of reactive and illness based. An industry that historically has been fragmented and conflicted is now exploring ways to collaborate and coordinate care efforts to reduce costs and improve patient safety and healthcare outcomes.

Employers are facilitating this change by shifting more of the rising healthcare costs to their employees by offering high-deductible insurance plans and reduced coverage. In addition, they are making significant investments in wellness programs and incentives to engage employees in their health and well-being. They know it's more cost-effective to keep people healthy than provide care when they are sick. At the same time, payers are reengineering their traditional business model to compete effectively in the growing consumer market. They are also playing a critical role in changing provider payment to a proactive, performance-based reimbursement model.

In the midst of these changes, individuals are being held accountable for making their own wellness and healthcare decisions in an emerging world of consumer-directed, prevention-oriented healthcare. And as care is managed at home and in the office – outside traditional delivery settings – these "consumers" bring retail expectations for simplicity, personalization, convenience, and value. Failure to meet these expectations will drive down people's level of engagement, compliance, and change, which will in turn impact costs.

For payers, the key to success will be in engaging directly with members and facilitating their compliance with healthcare protocols and lifestyle changes. SAP has stepped up to this challenge with the SAP® Collaborative E-Care Management application. This payer engagement and compliance solution enables members to better manage personal health and wellness outside traditional healthcare settings. Now members can receive coordinated healthcare anywhere, enabled by secure online communities. The solution leverages the motivations for individuals to change their behavior – convenience, customer centricity, compassion, and competition – and as a result, helps bridge the gap in personal engagement and compliance.

ENABLING CUSTOMER ENGAGEMENT IN PERSONAL HEALTH AND WELLNESS

SAP Collaborative E-Care Management enables wellness, care, and disease management programs through an enterprise foundation that captures and exposes personalized information, connects care providers and supporters, and facilitates collaboration in a secure, online community. By leveraging proven points of engagement, such as mobile devices and social media, with personalized profiling, incentives, and treatment planning information, the software enables you to engage consumers in cost-efficient, safe, and quality-based healthcare. For example, you can use the software to offer:

- Care planning and coordination
- Personalized e-learning
- Event monitoring and alerting
- Rewards and fulfillment
- Personalized profiling
- Social networking and expanded care communities
- Collaboration through mobile devices

To simplify management, payers also gain access to performance analytics, which allows them to, for example, analyze how huge patient populations participate in care plans and monitor and report on the outcomes of prevention programs. The software also gives you an enhanced healthcare data model that provides patient-centric data structures for normalizing healthcare data from multiple facilities and sources. This enables multidimensional outcome measurement and multilevel analytic reporting for actionable insight and more effective management.

Proactively Managing Health Outside the Traditional Settings

SAP Collaborative E-Care Management connects members, their families, and care providers across all settings through mobile devices and secure online communities. This helps everyone communicate and proactively monitor and manage health and wellness. For example, as an individual's health status changes, it can be securely published to selected people via text messages, e-mails, work lists, or automated phone calls.

To make data actionable, the software analyzes it and notifies care providers only when their attention is required, improving efficiency and the meaningful use of data. Receiving a clinically relevant notification about an individual enables care providers

to address problems before they worsen or require costly emergency care. They can then monitor and manage the person's progress through a secure online community and mobile applications.

Mobilize Support Networks

In order for integrated chronic condition management, wellness, and prevention programs to work, members need to know how to manage their health and take greater responsibility for compliance and healthcare outcomes. Evidence shows that people comply with their treatment more when the family and physician are engaged with the treatment plan.

That's why SAP Collaborative E-Care Management enables payers to mobilize support groups around individuals. Members work through a simple online user interface to engage with information, experts, and supporters – which may include friends and family – in ways that reinforce their goals and treatment plans. These interactions allows care to be coordinated so that treatment can be reinforced. And notifications provided in mutually agreed-upon situations help ensure that the right people are in the right place taking the right actions at the right time.

Plan Care, Solve Problems Early, and Track Progress

SAP Collaborative E-Care Management facilitates collaboration between a member and his or her care team to help them mutually establish an individualized plan. They can establish health goals, view the care plan, find educational resources, share information, and track progress. Healthcare teams can also perform collective problem solving – for example, by brainstorming options, polling the team, and documenting decisions and outcomes to support learning and repeat success.

Healthcare professionals can also analyze data and collectively work with members to make optimal care decisions. Personalized dashboards show progress against goals and the effectiveness of rewards in helping an individual meet goals. Professional dashboards help identify which members are on track to meet their health goals, which are at risk for complications, and which need immediate intervention. It's also possible to manage a set of target patients for changes and trends in the quality of care in a patient-centered medical home or accountable care environment.

Improve Healthcare Outcomes for the Chronically Ill

SAP Collaborative E-Care Management is designed to operate independently or on top of health information exchange (HIE) networks, patient portals, and personal health records (PHRs). This allows you to integrate postacute care, chronic-condition management, wellness programs, and patient self-monitoring into patient plans. The software collects, filters, aggregates, and reports on healthcare data in a contextual way for use in improving healthcare outcomes.

For example, members can connect with providers through in-home devices, such as blood pressure monitors, that transmit clinical data automatically to their doctor. If blood pressure is outside a given range, the doctor receives an alert. And if it is not checked for a certain period of time, reminders are sent to the member and his or her supporters, if appropriate.

Proactively Manage Population Health

The software helps payers and self-insuring companies identify and stratify various populations to target those with the greatest need or potential for health improvement. Population-based surveillance can identify members who have or are at risk for certain conditions, such as diabetes, or who have certain lifestyle behaviors, such as tobacco use. Physicians participating in insurance plans can generate a list of their patients with specific conditions or parameters, such as those due for screenings. Notifications promote the optimal use of services and reduce future expenditures through education, prevention, early detection, and lifestyle interventions.

Implement with Confidence

SAP Collaborative E-Care Management runs on the SAP NetWeaver® technology platform, the technical foundation for all SAP applications. You can be confident that the software meets state-of-the-art security standards such as HTTPS and provides secure communications between patients, care providers, and support-team members. Equally important, it supports scalable, high-performance processes that meet the needs of even the largest payer organization or self-insuring employer.

This payer engagement and compliance solution enables members to better manage personal health and wellness outside traditional healthcare settings.

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TAKE THE NEXT STEP

Are you ready to close the gap between customer engagement and compliance in personal health and wellness management? Now you can set your business apart by using SAP Collaborative E-Care Management to reduce administrative costs, lower medical spend, and drive customer compliance with health and wellness programs. Contact your SAP representative today to learn more or visit us online at www.sap.com/industries/healthcare.