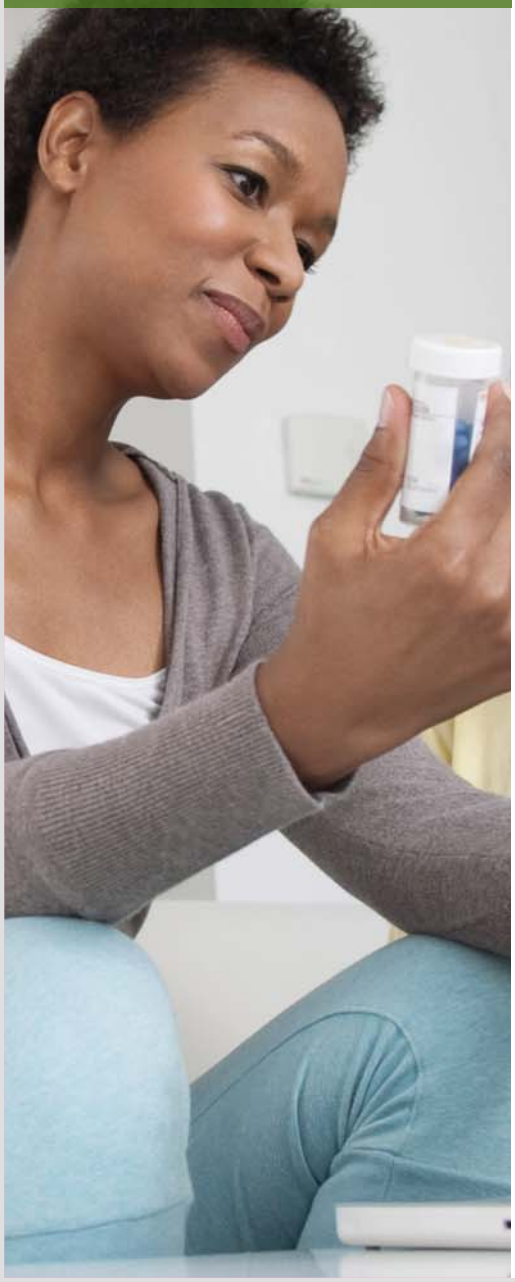
SAP Solution Brief
SAP for Healthcare

SAP Collaborative
E-Care Management

COLLABORATIVE CARE WHEREVER YOU ARE

LIVE BETTER WITH PROACTIVE MANAGEMENT OF HEALTHCARE

The SAP® Collaborative E-Care Management application leverages mobile applications to better manage patients' health wherever they are and wherever they go. Improved collaboration and coordination of care activities outside the hospital provide higher quality of care, while also managing healthcare costs.



As populations age and increasingly require management of chronic conditions, new solutions are needed to provide continuity and high-quality care outside the traditional healthcare setting. As people become more involved in managing their own health, reliable and proactive ways to collaborate with their providers are necessary to support changes in healthcare delivery.

The expanding adoption of health information technology provides a growing source of data that can be shared through health information exchanges (HIEs). However, such applications are aimed at sharing data between healthcare providers when the patient is "inside" the healthcare system. These technologies can't enable collaboration with patients and their self-reported data while they are outside the healthcare system and active in the community. If healthcare providers had access to patient-collected data such as from home monitoring devices, this could provide early indicators of health status changes and impending health problems, particularly if it facilitates proactive interactions between providers and patients.

The SAP® Collaborative E-Care Management application assists patients and their care teams to manage and monitor health by sharing information, collaborating, and coordinating care across all settings. The software also helps to improve and promote population health through the use of "in-community" care plans, online learning, population surveillance, and facilitation of preventive care. It offers community-wide, patient-centered, and event-based support that providers need to care for patients more proactively and effectively and that patients need to better manage their own health and wellness.

Making Care Proactive

The existing deficiencies in proactive communication between healthcare encounters are a major driver for non-routine physician office visits, emergency care, and unscheduled hospitalizations. A big challenge for providers caring for patients outside a hospital setting is having a mechanism to interact in a user-friendly way, providing "high touch" healthcare support while at the same time not creating an "information overload" with volumes of useless data.

SAP Collaborative E-Care Management connects patients, their families, and care providers by leveraging mobile devices and social networks. The integration with telecommunication functionality facilitates notifications of patient status changes via text messages, e-mails, work lists, or automated telephone calls, which can be customized to individual roles, preferences, and urgency. Just because data is available does not mean it is actionable, so this technology filters and analyzes data and notifies providers only when their attention is required, improving efficiency and use of data in a meaningful way.

When clinically relevant notifications are received, health-related issues can be quickly addressed before they worsen or require emergency care. Following hospital discharge, there is a high risk for readmission due to lack of knowledge, new medications or diets, and availability of caregiver support.

SAP Collaborative E-Care Management sharpens the focus and timeliness of communications and interventions, helping to bridge the gap across care settings and care transitions. Reminders about prevention and wellness activities promote healthy behaviors and support the mission of improving the value of care. Patients are empowered to be proactively involved in their own health, through use of cutting-edge communications and collaborative technologies that connect encounter-based healthcare with care that follows patients wherever they go.

Mobilizing Supportive Networks

At the heart of integrating chronic condition management, wellness, or prevention programs is the notion that by teaching patients how to manage their health status, patients will take greater responsibility for their health and improve their ability to avoid potential problems. This responsibility must be driven by better collaboration with their healthcare providers and the support of social networks. SAP Collaborative E-Care Management works through a simple online format so that patients engage with information, experts and social networks in ways that reinforce their goals and treatment plans. Evidence shows that patients comply with their treatment more when the family and physician are engaged with the treatment plan. This type of interactive system allows care to be coordinated so treatment can be reinforced and notifications provided in mutually agreed-upon situations. It helps ensure the right people are in the right place taking the right actions at the right time. With SAP Collaborative E-Care Management available on a mobile device, it's much easier to help patients with chronic conditions get on with living their lives.

Planning Care and Tracking Progress

SAP Collaborative E-Care Management facilitates collaboration between a patient and the care team to establish an individualized plan of care. The patient and the provider can each access the application to establish health goals, view the plan of care, find educational resources, share information, and track progress. Dashboards show progress against goals, and the integration of loyalty program features enable "rewards" for meeting goals. Dashboards help identify which patients are on track to meet their health goals, which are at risk for complications, and which need immediate intervention. It's also possible to generate a list of patients to track changes and trends in the quality of care.

Making the Most of Collaborative Technology

The simultaneous growth in participatory healthcare and mobile technologies is dramatically changing the healthcare landscape. SAP Collaborative E-Care Management is designed to operate independently or "on top" of HIE networks, patient portals and personal health records (PHRs) to integrate post–acute care, chronic condition management, wellness programs, and patient self-monitoring. It facilitates the collecting, filtering, aggregating, and reporting of healthcare data in a consistent, contextual way in an open and comprehensive framework across servers, locations, and organizations.

The SAP Collaborative E-Care Management application provides essential functionality for integrating multiple care environments and fostering timely communications.

The software helps patients connect with providers through in-home devices that transmit clinical data automatically. Patients with hypertension may have home blood pressure cuffs that send readings to their doctor. Normal results are simply recorded in patient records, while data outside the range prompts an alert. If a blood pressure is not taken for a period of time, reminders are sent to take readings or determine why data was not transmitted.

Key Features for Improving Patient Outcomes

Plan of care: Development of an "in-community" plan of care in collaboration with patients and care providers promotes engagement, involvement, and participation. Individualized goals, activities, and tracking tools facilitate collaboration with the care team and support from social networks.

Communication and collaboration: SAP Collaborative E-Care Management uses on-demand interconnectivity from mobile technology, Internet portals, and other devices. By connecting patients with multiple healthcare providers and selected members of their social networks, and helping them share relevant information in real time, the application enables proactive collaboration and effective patient care.

Device data: Telehealth applications have proven that many health conditions can be monitored remotely. Direct capture of blood glucose, vital signs, or other measures from in-home devices can be tightly connected via Bluetooth devices and cellular networks from any patient location. Patients can now accurately convey measurements of their condition from wherever they are to their care planners, enabling proactive healthcare management.

Notifications: Real-time, actionable out-of-range notifications or health trend information can be selectively delivered to the patient, care team and family members according to their individual preferences. Driven by evidence-based medicine, the notifications can be based on the presence or absence of information as well as on a single event or a combination of events.

E-learning: The software provides access to education and resources tailored to individual patients and health team preferences. E-learning programs such as for smoking cessation or hypertension offer a targeted approach to improving health behaviors and are an integral component of the "in-community" care plan.

Real-time analytics: Dashboards help measure and evaluate outcomes and provide meaningful insights to improve care. Relevant data can be automatically pulled for various reporting needs. These powerful analytic and reporting tools are increasingly important in demonstrating accountability. The analytics can be used to aggregate and standardize data from back-end systems and populate a prebuilt data model specifically designed for healthcare environments.

Population health management: The software helps identify and stratify various populations to target those with the greatest need or potential for health improvement. Population-based surveillance can identify patients who have or are at risk for certain conditions, such as diabetes, or who have certain lifestyle behaviors, such as tobacco use. To improve outcomes, physicians 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.

Consolidation of health data: Integration of PHRs and HIEs provides the ability to push and pull continuum of care record (CCR) documents for access when and where needed. People with chronic conditions often see multiple doctors, leading to fragmentation and a lack of coordinated care. With SAP Collaborative E-Care Management, patients can share their health records from multiple sources with other healthcare providers as desired. Access to such cross-encounter and self-reported health information improves efficiency and satisfaction while reducing duplication, frustration, fragmentation, and errors.

Social networking: The software integrates smoothly with social networking sites and mobile devices to share information. Friends and family can be involved in supporting lifestyle changes and improving participation in care plans. For patients, connecting with others living with the same condition can provide much-needed support and inspiration.

Reward management: SAP Collaborative E-Care Management integrates with a loyalty management program offering benefits or "points" for participation in care plan activities.

Learn More

Contact your SAP representative or visit www.sap.com/industries/healthcare.

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Summary

The SAP® Collaborative E-Care Management application uses new technology to integrate patients and community-based health programs with healthcare providers and health information. Functions for managing and sharing information more efficiently can improve decision making, foster cooperation, improve patient outcomes, and reduce costs.

Business Challenges

- Reduce avoidable hospital admissions and healthcare costs
- Encourage timely and effective interventions
- Drive positive changes in patient behavior

Key Features

- **Tools for collaborative communication** – Leverage mobile technology, Internet portals, social networks, and other on-demand connectivity to link patients with multiple healthcare stakeholders and help these stakeholders share information with each other
- **Patient-specific rules and notifications** – Set target ranges based on single events or combinations of events and trigger messages by the presence or absence of data to improve timeliness of interventions
- **Ready access to medication information** – Consolidated information leveraging electronic records, medication information, and care plan activities
- **Enhanced data management** – Aggregate and standardize data to populate a prebuilt data model, identify risks proactively, and understand root causes
- **Powerful analytic and reporting tools** – Use dashboards that provide real-time knowledge about individual patients as well as population

Business Benefits

- **Proactive healthcare** enabled by real-time information
- **Enhanced decision making** with more accurate and available information
- **Lower healthcare costs** through earlier identification of problems, accelerating response times, decreasing errors, enhancing efficiency, and preventing avoidable hospital admissions
- **Better targeting of health programs**, identifying where to get the maximum benefit for investment
- **Better use of healthcare providers' existing resources**, even with an aging population

For More Information

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

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