



Information Mobility at Hospitals Drives Accountable and Quality Care

An IDC InfoBrief, commissioned by Ricoh | November 2015

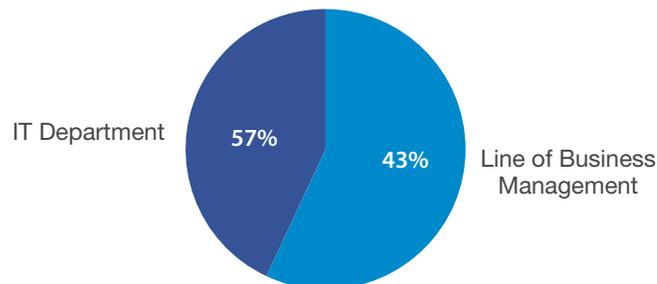
Study Methodology

IDC conducted a global survey of 100 director-level and above executives from IT and lines of business in US hospitals with 500 or more employees. This was backed up by 12 in-depth interviews with line of business and IT executives from companies with a high level of information mobility.

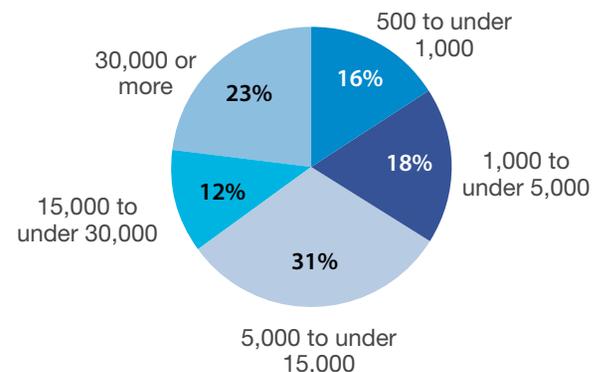
The goals: understand the business benefits of information mobility and the current state of information mobility across hospitals; learn what sets the most information-mobility mature hospitals apart from other hospitals.

Survey Participant Profile

Department



Employee Count



What is Information Mobility?

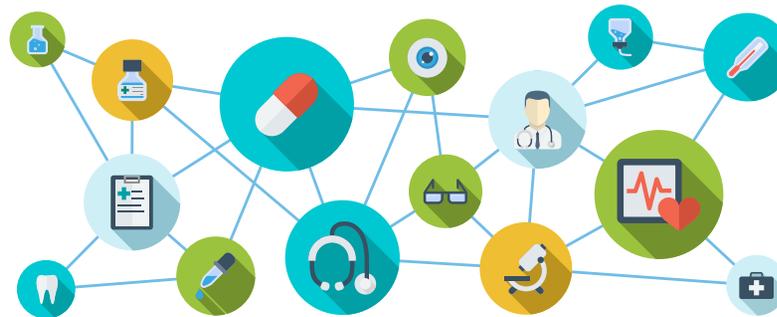
Information Mobility is the ability to:



Seamlessly move information between paper, digital, and legacy formats (e.g., mainframe, microfilm), and from any IT platform to another...



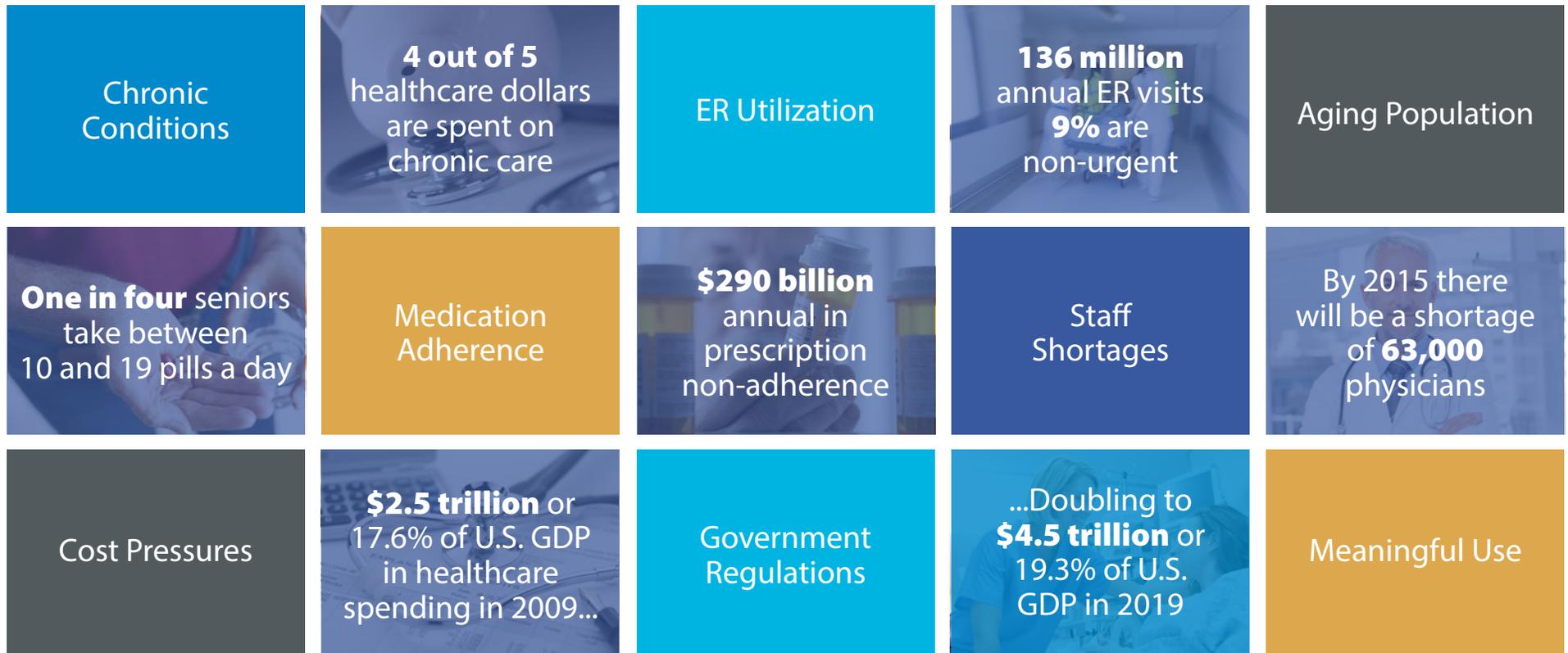
find and integrate information within and across repositories whether on-premise or cloud, and...



... as a result, drive better business outcomes



Hospitals Challenged By Mega Healthcare Trends



Healthcare Information Technology Must Address Meaningful Use and Accountable Care Requirements

2000s - 2008

- » Early EMR and HIE Adopters

2009

- » ARRA Signed
- » EHRs Deployed

2010

Connecting Healthcare

- » Pull – consolidated view of patient record across the continuum
- » Physician portal
- » Patient portal
- » Push – workflow oriented
- » Data aggregation
- » Single sign on
- » Clinical messaging
- » Syntactic interoperability

2011 - 2021

Meaningful Use

- » eRx and CPOE
- » Exchange key clinical data among providers
- » Exchange summary care record
- » Quality measures reporting
- » Patient engagement
- » Clinical decision support
- » Integration with EMRs and other clinical applications
- » Population health management
- » Semantic interoperability

2012 and Beyond

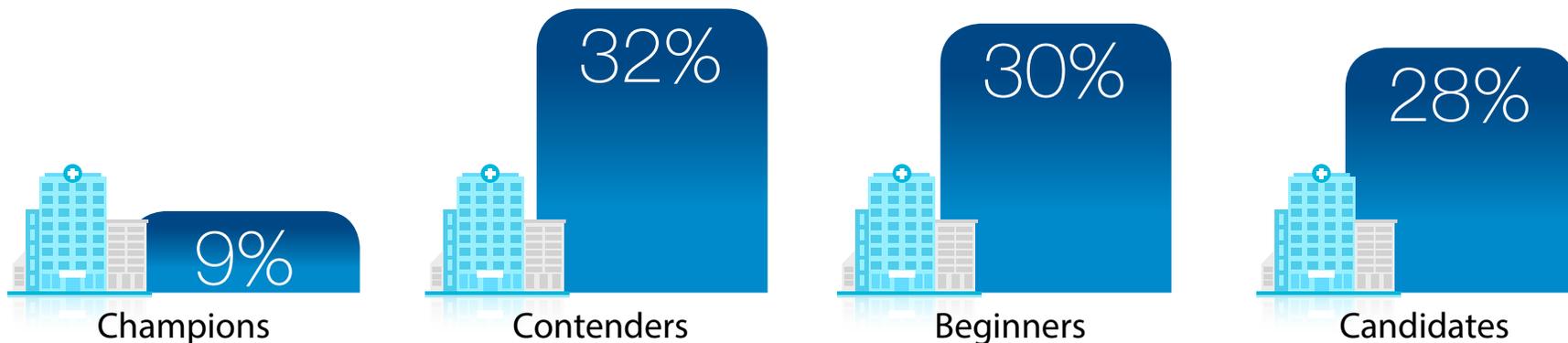
Accountable Care

- » Discrete data elements
- » Semantic interoperability
- » Analytics
- » Business Intelligence
- » Population health management
- » Care team collaboration
- » Care coordination and management
- » Remote patient monitoring connectivity
- » Patient engagement
- » Clinical mobility (mobile devices, tablets)

Hospital Information Mobility Maturity – Significant Opportunity To Improve

Historically, hospitals have invested less in technology than other industries with much of that investment occurring for administrative back-end functions. Clinical systems investment has increased in the past 5 years as a result of ARRA and the mandate to deploy EHRs.

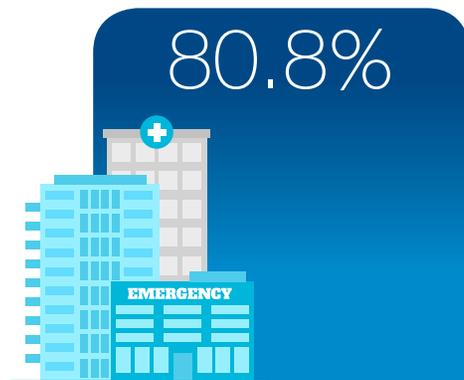
Information Mobility Maturity



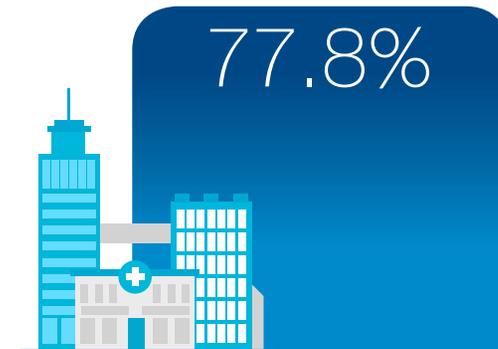
To characterize the gaps in information mobility, IDC categorized the level of information mobility maturity in hospitals. Only 9% of the hospitals in our study were classified as Champions, the level with the highest degree of information mobility. The remaining 91% are at risk of falling further behind, particularly as the industry makes the shift to the 3rd platform and with it the impact on the way IT can bring value to these organizations. The four categories range from Candidates, those with the lowest use of tools like information search, social networking and intelligent capture, and the lowest levels of senior management support for such initiatives, through to Champions, who have the broadest use of tools and greatest levels of management support.

Hospitals Have High Need for Remote Access to Applications and for Finding/Integrating Information from Different Platforms

Important to employees and to the organization



Access and use of your organizations' core enterprise software applications and information repositories from any office or home location, excluding email.

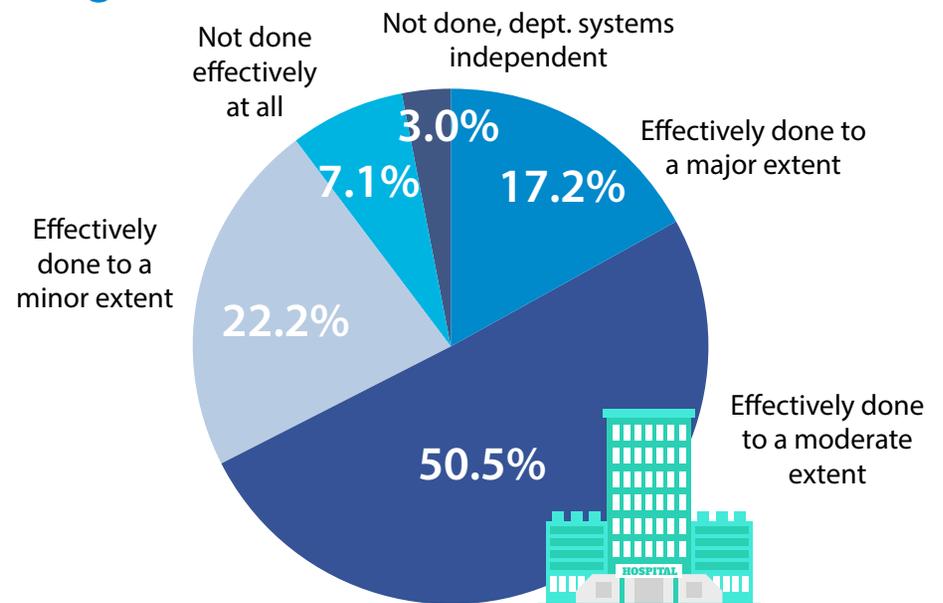


Finding and integrating information from different repository platforms for insights, answers, or predicting business outcomes.

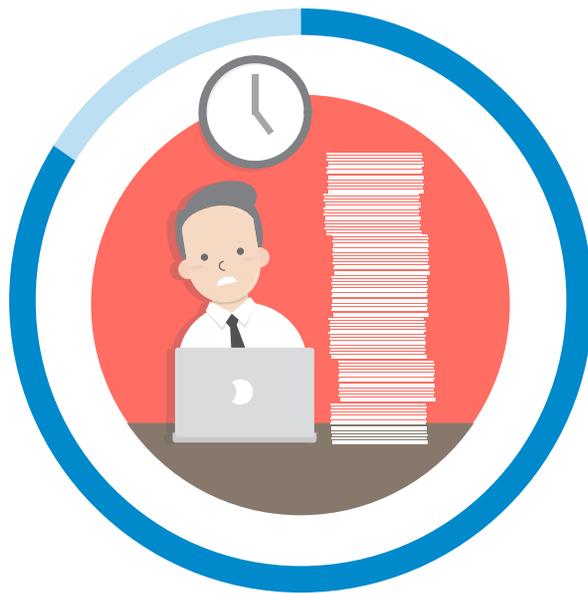
Hospitals Are Not Effectively Integrating Business Process Workflows Across Departments

The extent to which business process workflows are seamlessly integrated across departments for an automated and effective workflow across the organization

Integrating workflows across departments represents a significant opportunity for hospitals, especially those participating in an accountable care organization or other forms of risk management contracts (e.g., population health management).



Hospitals Very Likely to Have Departments with Unmet Needs for Optimizing Document Workflows



84.7%

% having departments with unmet need

Hospitals' Need for Image Data Is as Critical as Paper Documents

% critical to the business

Hospitals' need to extract data from electronic and paper documents is critical.



57.6%

Data extracted from electronic documents

51.5%

Data extracted from paper documents

50.5%

Images (electronic)

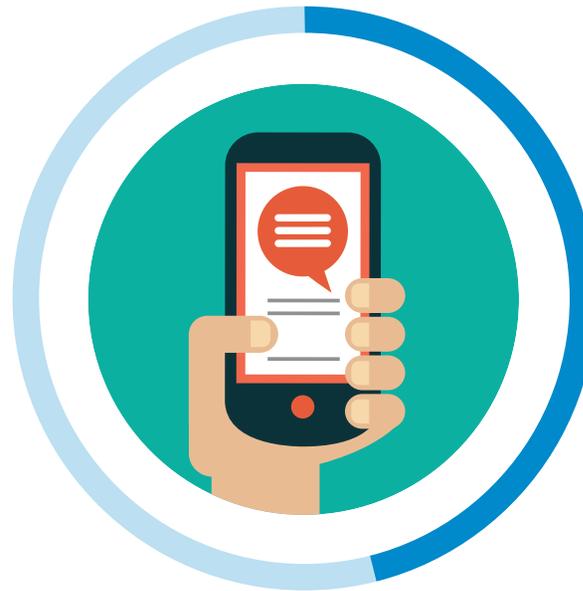
18.2%

Video

Hospital use of image data is as critical as paper documents. Hospital need reflects the core use of medical imaging.

Hospitals BYOD Access to their Enterprise Applications Is Very Limited

Hospitals are in early stages of deploying mobile technology, with most use cases around consuming information in read-only mode. Healthcare IT is wary of personal devices introducing viruses and malware.

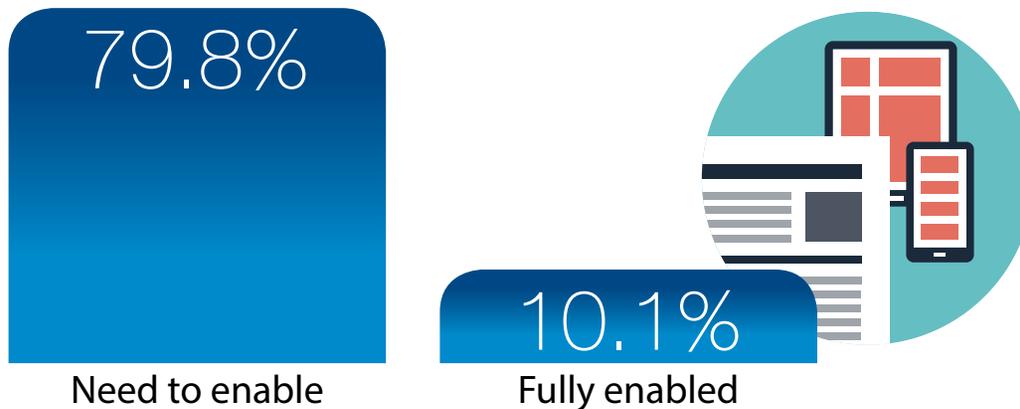


47.5%
Those believing BYOD access to enterprise apps is about the same as company-owned devices

80% of Hospitals Believe They Need to Enable Document Capture on Mobile Devices, but Very Unlikely to Have Fully Enabled It (10% vs. 19%)

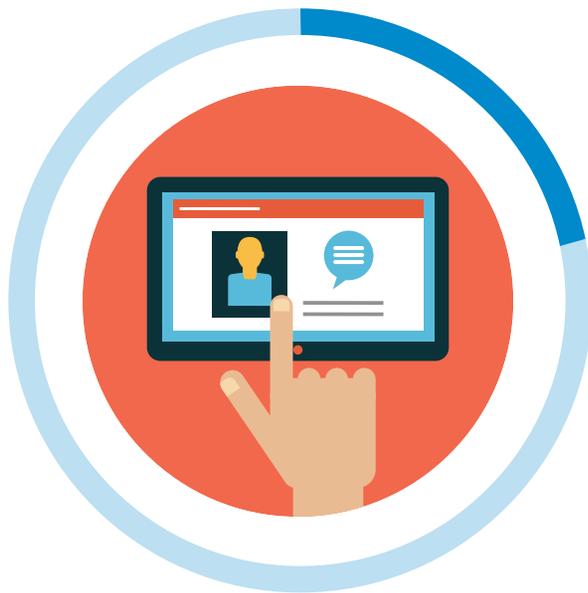
Hospitals are in the early stages of deploying mobile technology. Most use cases are centered around consuming information in read-only mode.

Organizations that enable capture of documents using cameras on smartphones and tablets



Hospitals Very Unlikely to Be Able to Print Most/All Core Apps/Information from their Smartphones/Tablets

Core legacy healthcare applications are only just becoming mobile-enabled.

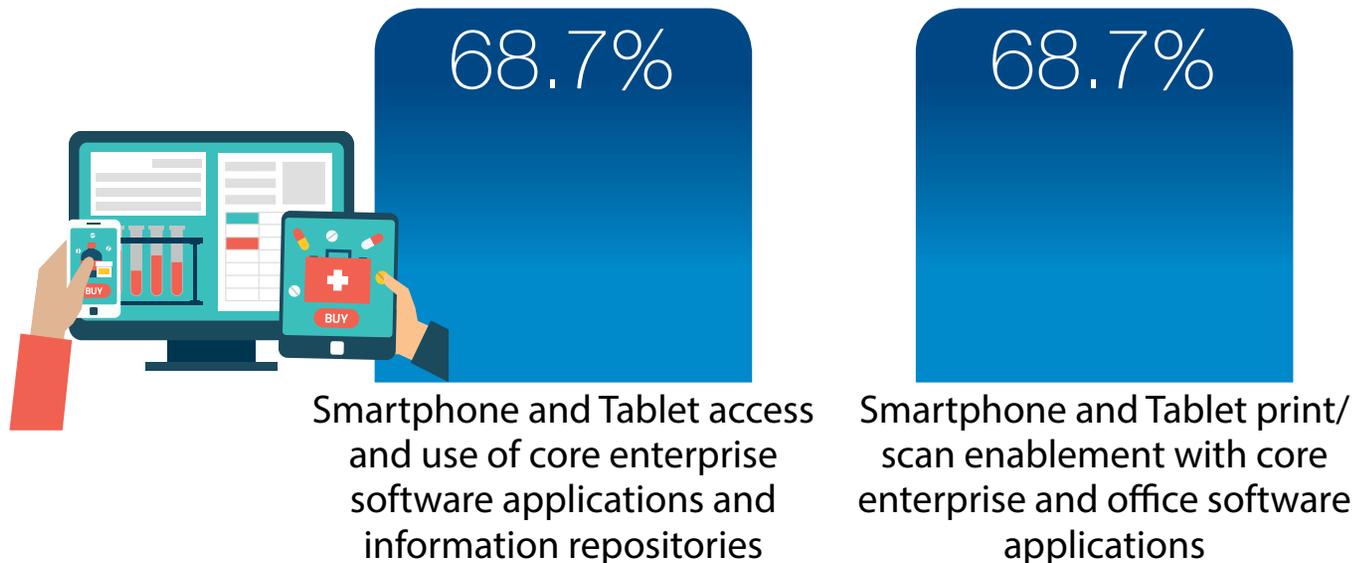


19.2%

Those believing smartphones and tablets used by employees for work can print from most/all applications the employee uses

Hospital Employees' Satisfaction with Phone/Tablet Access to Applications and Print/Scan Enablement Is Lacking

% Citing high satisfaction with phone/tablet access to applications and print/scan enablement



Hospitals Achieve Workflow Efficiency and Revenue Gains from Information Mobility

Better clinical information flow leads to improved outcomes. While healthcare organizations have a harder time quantifying process improvements in terms of revenue gains, this will need to change under the new business models.

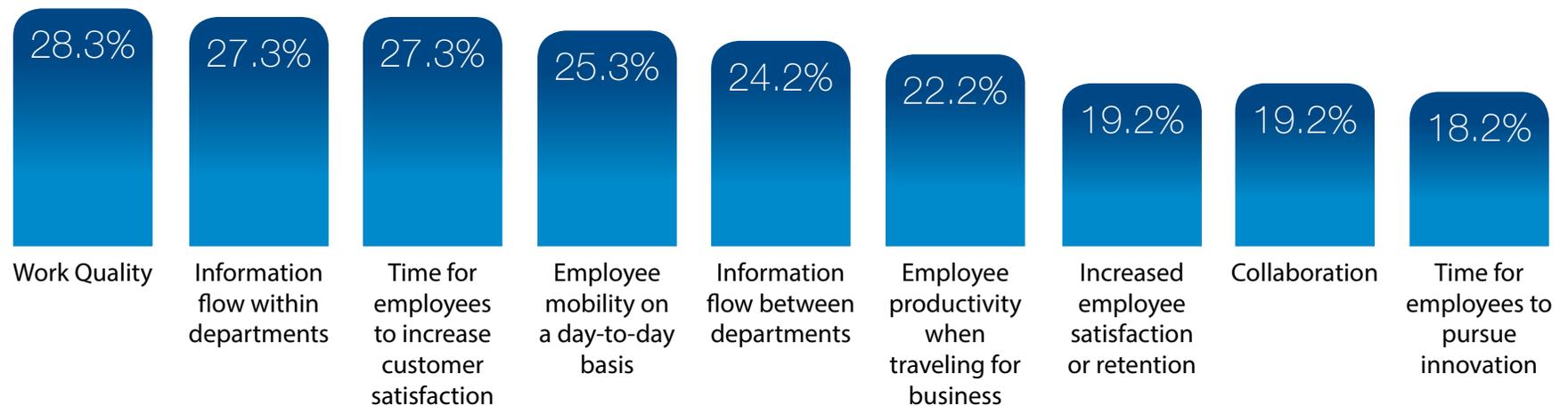
Those that believe their organization's use of information mobility technologies and practices had a positive impact



Hospitals' Highest Information Mobility Improvements Are in Work Quality, Information Flow w/in Departments, and Time for Employees to Increase Customer Satisfaction

Hospital reimbursement influenced by HCAHPS scores, so improving patient care (work quality) and satisfaction are important contributors.

How much respondents believe information mobility technology and practices have an improving effect on their U.S. organization



Takeaways For Hospital Executives

Information Mobility Drives Meaningful Use (MU) and Accountable Care (AC)

- New outcome-focused business models require hospitals to improve care coordination / clinical processes across departments.

Information Mobility Benefits Dovetail with MU and AC

- Hospitals' highest IM Improvements are in Work Quality, Information Flow w/in Departments, and Time for Employees to Increase Customer (Patient) Satisfaction.
 - Hospital reimbursement is influenced by HCAHPS scores, so improving patient care (work quality) and satisfaction will resonate with hospital executives.

Driving Information Mobility Maturity Requires Technologies That Enable Collaboration and Workflows Within and Across Departments

- Web conferencing access for employees
- Automated/optimized document workflows within and across departments
- Search across core information repositories
- Intelligent scanning
- Phone/tablet access to applications and printing (and drives employee satisfaction)
- Cloud application use (secure) and cloud printing that is as easy as on-premise