

4 Steps to Launching a Successful Clinical Optimization Program

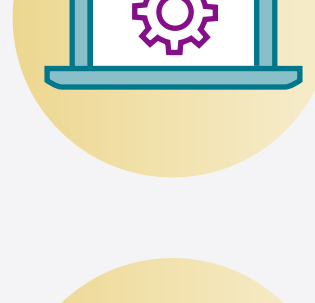
Streamline access to data • Build better workflows
Increase clinician collaboration • Improve outcomes



The Challenge

Despite hospitals' and health systems' large investment in implementing EHR systems, many have not seen expected results like improved efficiency or reduced cost of care.

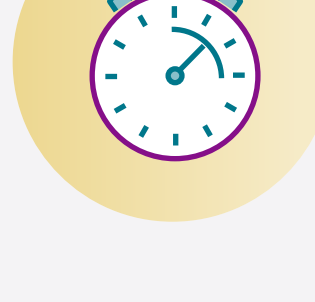
Various causes for this include:



Usability issues such as suboptimal configuration



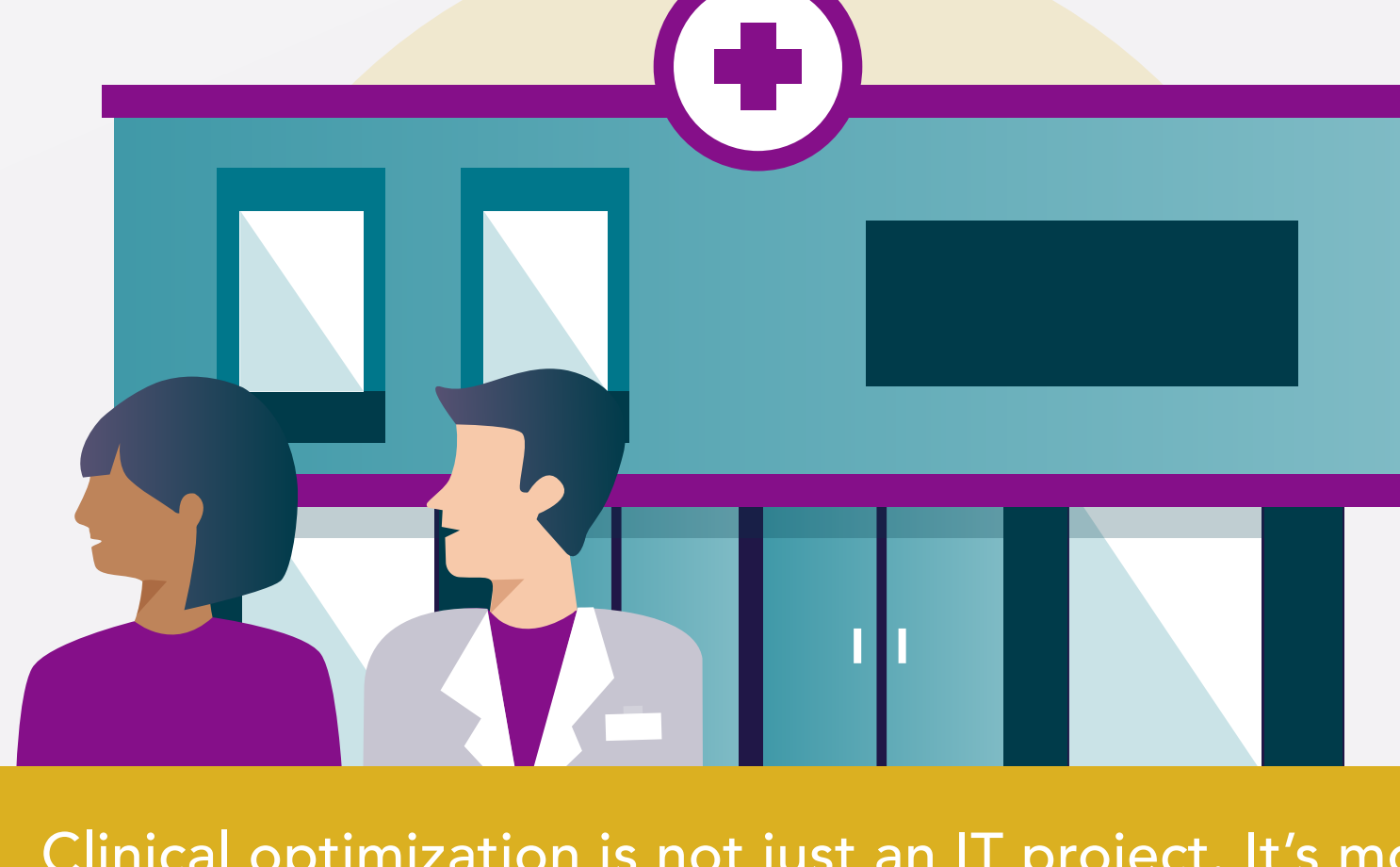
Poor end-user adoption



Inefficient workflows from remaining manual processes



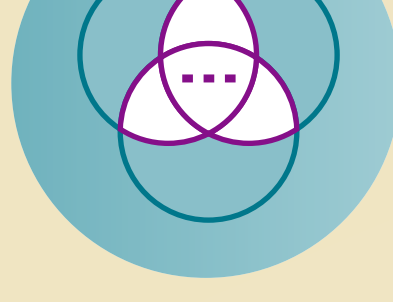
Unidentified issues that existed prior to the new system



Clinical optimization is not just an IT project. It's more than tweaking the EHR for improvement. It should encompass a broader approach — an overall organizational transformation with:



Strong management; people to lead the transformation



Ability to implement changes in existing processes

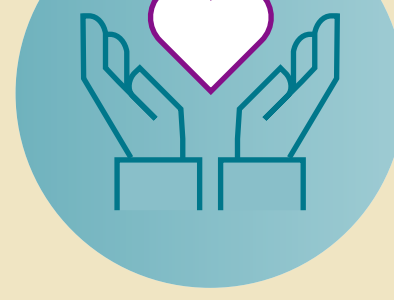


Creating workflow improvements

And striving to make an organization more effective and efficient:



Creating clinical value



Improving patient care

The Leidos Solution

Our four steps to help organizations develop a successful clinical optimization program:

1

Identify the Who, What, Where, and Why with a Current State Assessment



Assemble a complete picture of systems, people, policies, and procedures used for each clinical process through workshops, interviews, and observations.

2

Create an Optimization Governance Structure



Create a single governing body of key stakeholders from various areas to ensure efforts are aligned to the mission, have decision-making power, and are communicated clearly.

3

Define the Optimized Future State



Use inputs from stakeholder workshops, insights gathered from the current state assessment, and a review of current technology to inform optimized future state workflows and areas for improvement.

4

Execute a Roadmap for Success



Develop a process to fine-tune system issues, identify technology needed, workflows to refine or eliminate, systems to decommission, and additional training needed.

Benefits

Successful clinical optimization provides return on the significant EHR investment, including improvements in:



User adoption



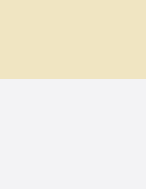
Workflow efficiency



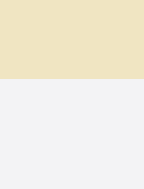
Physician satisfaction



Care coordination



Clinician collaboration



Clinical outcomes

At a leading hospital system in California, the Leidos team...



- Identified 22 different workflows and over a dozen systems were being used to do the same process
- Helped eliminate workflow redundancy, identify the best system to use, and decommission unnecessary systems, dramatically shortening their discharge processes and ultimately reducing their operational spend

Expected quantitative results:



Reduced readmission rates



Decreased length of stay



Decreased ER visits



Improved quality scores



Reduced cost of clinical services



Improved clinical documentation and reporting



Increased preventive care screening rates

Leidos' clinicians and EHR experts know how to navigate the challenges of clinical optimization to transform your organization's performance.

Contact Leidos today to learn how our strategic approach can turn your good technology investment into great outcomes.

leidos.com/health

