SAP FOR HEALTHCARE

HEALTHCARE PROVIDERS: INDUSTRY OVERVIEW

THE BEST-RUN BUSINESSES RUN SAP™

YOUR CHALLENGES ARE GROWING.

"Our different applications and environments were incompatible with the institute's aim of transforming its organizational model into an integrated and flexible one. We needed a system that would allow us to securely face the challenge inherent in the constantly changing healthcare sector."

Luis Oller Ortiz, General Manager, Instituto de Religiosas de San José de Gerona

SAP FOR HEALTHCARE RELIEVES THE PRESSURE

SAP for Healthcare is a portfolio of state-of-the-art software solutions tailored to the specific standards, processes, and challenges of the healthcare industry. They are built to fit the way you operate. And they comprise the industry's leading and most comprehensive set of solutions, helping healthcare organizations gain enterprise-wide visibility for better decision making in critical areas. SAP for Healthcare solutions can help your organization improve its operational efficiency, mitigate risk, and control costs, while enabling innovative business models and patient services.

Supported by the SAP NetWeaver® platform, a powerful integration and application platform, these solutions deliver rich functionality and efficiency-enhancing tools throughout your organization. And they help you adopt the best practices SAP has developed in over 15 years of working with major healthcare providers and industry leaders from around the world.

You can minimize risk and increase the reliability of your solutions because SAP for Healthcare provides the content, tools, and methodologies you need to design, measure, analyze, improve, and control your organization. And because it offers easy integration and virtually unlimited scalability, SAP for Healthcare is an investment you can't outgrow.

THE CURE FOR WHAT AILS HEALTHCARE PROVIDERS

Today's healthcare providers are facing a feverish mix of ever-growing business challenges involving financial, legal, and patient-care issues. Constrained financial resources are forcing providers to manage budget caps and work with budget cuts. Legal and regulatory requirements, such as the U.S. Health Insurance Portability and Accountability Act (HIPAA) and use of standard diagnosis-related groups (DRGs) for patient billing, necessitate external reporting as well as the ability to quickly and flexibly change the information provided as regulations evolve. Increasing patient expectations – the result of healthcare consumers demanding more information and quality care – are requiring that providers become first responders to the call for affordable, efficient, high-quality patient care.

Together, these challenges put enormous pressure on hospitals, multihospital organizations, national and regional healthcare networks, primary care providers, and outpatient clinics alike. However, organizations do have options for increasing the competitive health of their business operations. By embracing technologies that link patient management, administrative operations, and clinical processes into one efficient, manageable solution that supports collaborative processes

with other players in the healthcare network, providers can reduce costs, enhance patient satisfaction, and strengthen their position in the healthcare marketplace – cost-effectively and efficiently.

SAP for Healthcare seamlessly brings clinical processes, patient service, and back-office operations together with a portfolio of integrated solutions. Built on SAP NetWeaver, a comprehensive integration and application platform, SAP for Healthcare helps you reduce the need for costly system interfaces, thus slashing total cost of ownership. Recognizing the healthcare market's intense competition and increasing consolidation, SAP NetWeaver delivers an enterprise service-oriented architecture blueprint that supports interoperability – tying disparate systems and processes together and enabling faster time to market through rapid integration capabilities. As the technical foundation that powers SAP® and partner solutions as well as custom-built applications, SAP NetWeaver allows provider organizations to integrate their existing IT infrastructure, thereby protecting existing and future investments.

Implemented at more than 1,000 healthcare provider organizations around the world, the SAP for Healthcare solution portfolio allows hospitals to enhance efficiency through seamless process and information flows – efficiency that reduces costs and increases the amount of time spent on patient care.

“SAP has been a very powerful enabler in helping us reduce costs while maintaining product quality and availability. That’s good news for us, for our healthcare system, and for the patients whose health depends on how well we do our job.”

Simon Fournier, Vice President of Information Technology, Héma-Québec

NEW EFFICIENCY AND CONTROL TO MAXIMIZE VALUE

SAP for Healthcare offers patient-centric solutions designed specifically to meet the challenges of hospitals and healthcare providers. The solutions support collaborative activities – enabling clinicians to share information and make accurate, rapid decisions, and allowing hospital administrators to work cooperatively with payers, suppliers, other healthcare providers, and public authorities. Streamlined processes enhance the efficiency of fundamental operations, such as patient admission and scheduling, ordering of medical products and pharmaceuticals, staffing, financial and cost accounting, as well as data recording and sharing. These integrated solutions help providers integrate end-to-end processes across the entire organization, simplifying and coordinating everything from admission planning to analytics. The solutions deliver maximum value, helping you to realize the following benefits.

Reduce Costs, Create Savings

Understanding the origin and drivers of your costs is the best starting point for reducing expenditures. The business intelligence, reporting, and analytical functionalities embedded in the SAP for Healthcare solutions spotlight this information and help you identify additional revenue opportunities. Budget planning and simulation features allow you to efficiently deal with limited budgets and proactively identify potential budget problems.

Automated, fully integrated end-to-end processes directly and significantly reduce your process costs. For example, logistics functionalities, such as decentralized replenishment, integrated with central inventory management and procurement allow you to optimize ordering and inventory management of medical and nonmedical products. In financial accounting, your staff benefits from the integration between the clinical and administrative sides of your organization, because information required to create invoices is available automatically, eliminating the need to gather and enter data manually. This ensures that all services provided during a treatment are charged and posted correctly to the corresponding accounts.

Optimize Resource Utilization

SAP for Healthcare lets hospitals optimize the occupancy of available beds and more efficiently use other resources – including personnel, machines, and materials – through more informed and effective planning. Business intelligence functionalities allow you to identify, understand, and predict patient trends, equipment usage patterns, and resource requirements. In addition, enhanced employee productivity allows providers to do more with less; for example, more efficient workflows allow hospitals to increase the number of admissions significantly while maintaining existing staff levels. Workstations designed to meet the needs of different user groups help clinicians execute tasks and record information quickly and efficiently.

Because the solutions' functionalities are enabled to run on mobile devices, clinicians can use handheld devices to access patient information and enter data wherever the patient's condition is assessed and data is collected. For example, doctors can save time by entering assessment data immediately instead of returning to a central workstation.

Increase Quality of Care and Patient Satisfaction

Healthcare providers need to increase the quality of care and improve the patient experience. Streamlined, automated processes help clinicians quickly find and enter data – giving them more time to care for patients. For example, the solutions allow doctors to access

"Now we have complete patient information that all departments can use without having to rekey it. SAP solutions save us time, and information is more accurate. Plus, with integration, you have centralized data to make better administrative decisions as well as make physicians more effective when treating patients."

Ernesto Dieck Assad,
CEO, Hospital San José Tec de Monterrey

patient information from anywhere, at any time. With immediate access, medical personnel can enter data where it originates, enhancing data accuracy and increasing staff efficiency. By providing clinicians with the information they need, SAP for Healthcare helps them make the right decisions and reduce medical errors – enhancing patients' comfort and confidence in their course of treatment.

SAP for Healthcare integrates information from various data sources within your healthcare organization and from external organizations. Results can be shared quickly and easily, eliminating the need for repeated treatments or tests.

Scheduling and waiting list functionalities reduce patient waiting times. The integration of patient relationship management with patient administration provides call-center workers with controlled access to patient data, enabling them to quickly answer routine patient questions.

SAP for Healthcare solutions enable you to offer numerous information and communication channels to your patients, which enhances their satisfaction. For example, you can offer patients access to their treatment schedule or the option to communicate with their physician through a portal. You can use short message service (SMS) or e-mail to remind patients of upcoming appointments or procedures they need to follow before coming in for a test or treatment.

Improve Transparency

SAP for Healthcare solutions deliver transparency even across organizational and system boundaries. Providers need a clear view of patient- and case-related information – all data, including patient vital statistics, information on the illness to be treated, past history and treatments, and drugs administered. When physicians and nurses can retrieve all this information, which usually originates in various sources, from one centralized access point, they can make safer, more informed patient care decisions.

From an administrative perspective, the transparency provided by SAP for Healthcare allows providers to operate more efficiently and respond to market trends. For example, an aging worldwide population puts pressure on healthcare providers to expand services while holding the line on costs. Keeping your costs down requires a clear picture of your financial situation. SAP for Healthcare solutions provide controllers with immediate access to up-to-date information on costs and revenues for each case, freeing them from burdensome administrative tasks and enabling them to focus on strategic controlling and planning.

Moreover, providers must conduct entitlement verifications and fulfill reporting requirements to multiple government agencies involved in a country's healthcare system. The SAP solution portfolio delivers comprehensive reports that can be easily and quickly generated by authorized users. These reports enable decision makers to understand and act on trends and patterns, correct errors before they become critical, and utilize resources in ways that can maximize a hospital's return on investment. Business intelligence, reporting, and analytical functionalities help providers to accurately track costs, revenues, profitability, and cash flow; further enabling hospitals to identify opportunities to refine processes for enhanced management efficiency.

THE BUSINESS OF HEALTHCARE

SAP for Healthcare provides the comprehensive set of solutions that hospitals and other providers need to operate competitively in today's healthcare environment. The solutions provide the following functionalities to healthcare providers:

- **Strategic service offering** – These features enable you to perform healthcare-specific analyses, manage reporting and budgets, and optimize partner relationships.
- **Resource and supply chain planning** – The solutions support staff management, logistics operations, and case costing, enabling you to create highly efficient supply chains, reduce costs, and make better strategic decisions.
- **Collaborative care support** – These functionalities provide a foundation for activities that support coordinated patient care, regardless of where treatment occurs. You can capture medical documentation and activities; coordinate diagnostic and treatment activities; and carry out prevention, care, and aftercare planning.
- **Patient management** – These features support the business activities of dealing with patients, including coding and pricing controlling, invoicing and payment handling, patient administration and services, and resource planning and scheduling.
- **Enterprise management and support** – With functionalities that address organizational management processes, the solution portfolio enables you to perform analytics, manage financials, support human capital management, deliver corporate services, and execute operations.

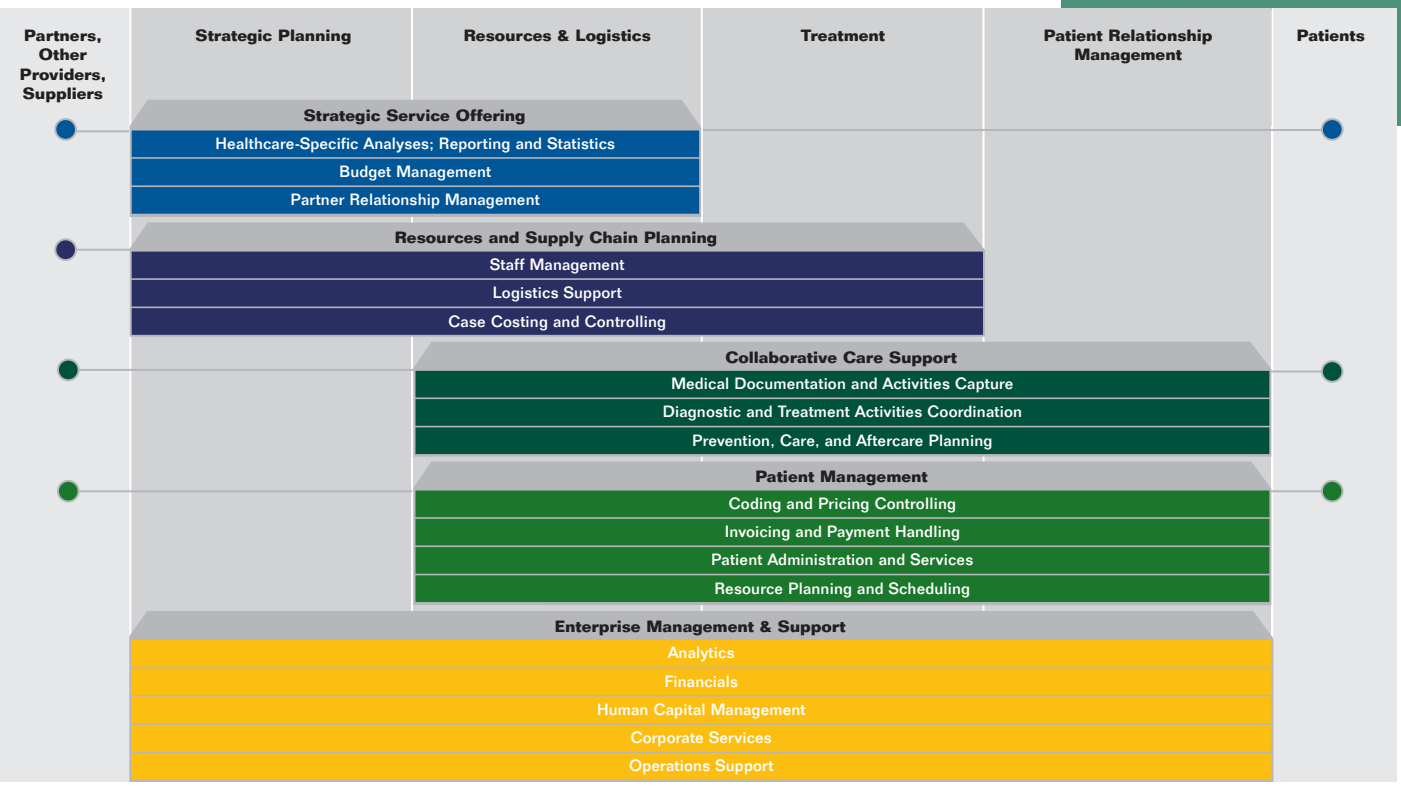
SAP DELIVERS VALUE TO HEALTHCARE ORGANIZATIONS

SAP supports the most important processes in any healthcare organization and provides tools to help you manage these processes for greater efficiency and effectiveness. The solution map shown below gives you a clear overview of the processes relevant to the healthcare sector.

Built using input from customers and industry analysts, plus the technical expertise SAP has acquired through extensive experience and research, solution maps are multilevel blueprints of processes defined for a particular industry. They help you visualize, plan, and implement a coherent, integrated, and comprehensive information technology solution. They also show how various processes are covered, including the processes that SAP and its partners support. With solution maps, you quickly understand software solutions and the value they can bring. The solution map for the healthcare industry is available at www.sap.com/healthcare/businessmaps.epx.

"We've been live with SAP software for five years, and the functionality has continued to meet our changing business needs. All of our business processes are handled effectively by SAP solutions."

Cynthia Hubbard, Director of Project Management Services, Baylor College of Medicine



OPTIMAL HEALING ENVIRONMENT, HEALTHY BOTTOM LINE

The solutions in the SAP for Healthcare solution portfolio are carefully designed to help hospitals and other healthcare providers fulfill their mission of providing superior healthcare – with a low total cost of ownership that frees resources needed to create innovative processes. The solutions offer a flexible, easy-to-use interface that enables employees to work efficiently, with a very short learning curve. Role-based and personalized access means that users can quickly and easily gain access to the information they need to do their jobs effectively.

SAP for Healthcare is a highly configurable set of solutions that incorporates global best practices that have been proven over time at organizations in more than 40 countries around the world. With a high degree of integration, SAP for Healthcare significantly reduces the number of software interfaces that must be maintained.

Based on the SAP NetWeaver platform, SAP for Healthcare supports all processes within one provider organization or among several healthcare organizations. SAP for Healthcare helps you deliver optimum service with a better bottom line in two important ways: by supplying sophisticated patient management solutions that enable hospital staff to enhance patient care and satisfaction; and by providing a comprehensive suite of the back-office applications you need to run your organization, including financials, human resources, procurement, and logistics.

"The SAP for Healthcare portfolio offers a hospital information system that is equipped to meet the demands of the healthcare industry's complex laws and regulations. We wanted to buy proven technology that could meet our immediate and future needs. SAP not only had the options we needed for integrating our departments and processes, but also offered the best functionalities for the individual departments as well."

Ger Lengowski,
Information Manager,
ORBIS Zorgconcern

CHECK OUT THE ADVANTAGES, AND YOU'LL CHOOSE SAP FOR HEALTHCARE

Activity	Advantage
Resource planning and scheduling	Optimized utilization of outpatient clinics and inpatient areas by coordinating patient appointments, handling waiting lists, and allocating beds
Patient administration and services	Simplified registration and maintenance of patient demographic and visit information, aiding patient identification and issue coordination; streamlined coordination of communication and processes inside provider organization as well as with other healthcare providers or with patients
Medical documentation and activities capture	More efficient and accurate entry of diagnoses, activities, and services rendered to ensure a reliable basis for all internal costing as well as the correctness of invoices and related revenues
Prevention, care, and aftercare planning	Broader support for all care concepts around the inpatient stay, including prevention and additional cross-organizational care, enabling providers to connect patients with care services upon discharge
Coding and pricing controlling	Increased transparency and accountability through improved quality and accuracy of coding for basic medical service data, thereby ensuring regulatory compliance with regard to coding verification control and price calculations
Case costing and controlling	Enhanced identification and focus on profitable areas through direct assignment of actual costs to cases (case-based orders), enabling comparison of planned and actual costs and providing support for preliminary costing for case-based orders
Invoicing and payment handling	Improved accounting processes, decreased communication expenses, and reduced service and transaction costs through integrated contract management, billing, communication with payers, and automatic claims handling and dunning
Budget management	Enhanced operational control through easy-to-understand summary data and budget simulations for planning purposes
Staff management	Enhanced resource optimization and greater employee satisfaction through intelligent shift planning and easier access to comprehensive employee information, which supports resource decisions for daily and long-term planning and budgeting
Logistics support	Reduced process costs, increased transparency into requirements and consumption, and lower warehousing and procurement costs with support and integration of replenishment processes at care unit and central level
Healthcare-specific analyses; reporting and statistics	Greater ability to meet compliance requirements and drive service strategies through information provided by cost and revenue analyses as well as analyses based on preconfigured medical-clinical content
Partner relationship management	Optimized relationships with key partners, including patients, payers, and providers, through harmonized service offerings
Enterprise management and support	Increased enterprise control and efficiency through fully integrated analytics, financials, human capital management, corporate services, and operations support

Let the power of SAP for Healthcare increase your financial strength and enhance patient service. New operational efficiencies help you cut costs and improve your bottom line. Sophisticated technologies and best practices help you enhance patient care and satisfaction. To find out more about how SAP for Healthcare can help your organization succeed, go to www.sap.com/healthcare.

www.sap.com/contactsap

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