

AWD[®] Increasing Healthcare Efficiency Through Process Optimization

A proven idea is here for healthcare.

It is the concept of improving the patient experience by improving *end-to-end processes* across the enterprise.

Past initiatives to improve the quality of patient care and maximize revenues have often failed in part because they have focused on improving activities at the department level.

The results: Fragmented information flow.

Now, studies predict that inpatient visits could *more than double* over the next ten years. Healthcare consumerism, staffing shortages and limited capital add even more complexity to delivering quality care.

A plan is needed.

An enterprise-wide process improvement approach is required to frame the healthcare challenges of the immediate future. Addressing these challenges by using an approach proven in other industries may be the key.

AWD[®] (Automated Work Distributor[™]) from DST Technologies addresses these problems—head-on. AWD can be used to improve healthcare processes in areas including:

- Patient Access tasks
- Denial Management workflows
- Supply Chain Management linkages
- Revenue Management handoffs
- Provider/Payer interfaces

In use since 1990, AWD has enabled many Fortune 500 companies to improve how their businesses operate, which has led to improved efficiency and an improved bottom line.

Why Is “Process” So Important?

Process tasks often begin and end at department doorways. Communications between and within departments are subject to bottlenecks, blockages and manual handoffs.

Interoperability between computer systems used by different departments suffers due to lack of standard interfaces, incompatibility and “turf wars” between system vendors.

Symptoms of sub-optimized processes: duplicate paperwork, miscommunications, low productivity and missed Key Performance Indicators (KPI’s).

Our Enterprise View

To improve information flow that goes beyond departments, computer systems and even physical facilities, a holistic, enterprise-wide view is required.

This is the essence of the DST methodology.

The interlocking nature of healthcare facilities, procedures, systems, people and suppliers means that these unique functions are dependent on each other for maximum efficiency.

So, to achieve maximum efficiency, we start by examining *all* of the events that transpire in the course of healthcare operational processes.

How?

The first step: Helping care delivery organizations map current information flows between departments.

We map out processes, business rules, computer systems and human touchpoints. The focus is on the flow of patient information, from scheduling to zero balance.



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To illustrate this, we create a “Process Map” that highlights interconnected processes. This Map illuminates areas for improvement, whether in clinical or business operations.

The Map can then be used to simulate new ideas and service models, without having to physically move systems or people.

The result: A new, “optimized” Map that clearly illustrates the improved processes.

Next, the Map can be used as an input to our process automation software. This will enforce the new processes and rules. It will also measure results.

This step-by-step formula helps achieve your ultimate objectives:

- Improved patient information flow
- Better handoffs between departments
- Less dependency on paper
- Revenue optimization

One of AWD’s most powerful benefits is that our solution is designed to **integrate with current systems and can actually improve their effectiveness.**

In addition to examining the work performed by people, our Process Maps also focus on how existing computer systems can be **maximized, not replaced.**

The Total Package

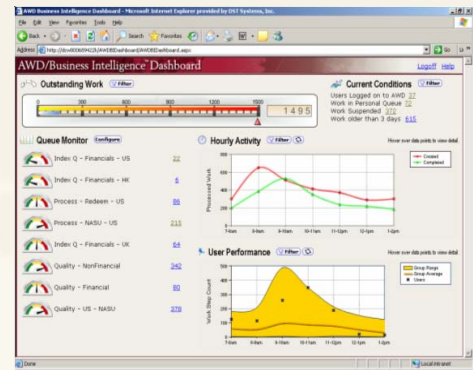
Unlike many companies who provide either the concept or the technology, We provide crucial aspects of what is required to fully “optimize” a healthcare organization:

- The methodology
- The Process Maps
- The process management software
- The implementation expertise

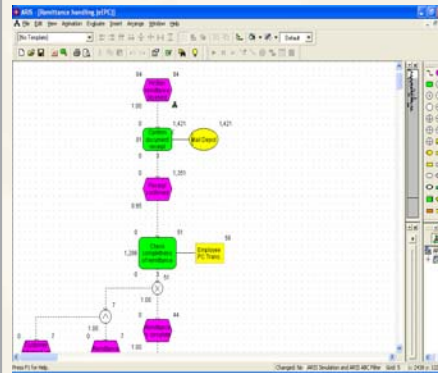
Flexible software services, plus outsourcing options, provide the foundation to get the right projects started the right way—on time and on target.

Our Professional Services team, support center and development staffs work in concert, to provide continuous support.

This “One Stop Shop” approach means DST’s services are comprehensive, yet delivered from a single source of contact.



AWD/Business Intelligence Dashboard



ARIS Business Process Model by IDS Scheer

Proven Expertise

For more than a decade, AWD® (Automated Work Distributor™) has been improving processes in industries including healthcare, banking, brokerage, insurance, cable, mortgage and mutual funds. Many of the largest companies in these industries trust our software for the day-to-day operations of their businesses.

AWD is a suite of products and services provided by the DST Technologies subsidiary of DST Systems, Inc. In business since 1969, DST Systems was ranked as one of “America’s Most Admired Companies” by *Fortune* magazine for 2006.

DST originally designed AWD to improve efficiency and quality in our own mission-critical operations. The more than 10,000 AWD users within our own company and affiliates provide us with a unique perspective. We continually enhance this solution based not only on market trends and customer feedback, but also from our own experience. AWD is currently licensed by more than 400 companies worldwide.

To learn more about AWD and Process Optimization, contact us at (816) 843-8200, email awdinfo@awdbpm.com, or visit our Web site at www.awdbpm.com/healthcare.