



## Clinical Process and Technology Solutions

Critics of the current healthcare delivery system contend that the value of patient care is diminished due to ongoing cost escalations, which can exceed general inflation by a substantial margin. There are also claims that service quality is flat or declining, and that technical quality is highly variable and undependable. In such an environment, hospital executives must strike a challenging and delicate balance between rising healthcare costs and the constant need to improve patient safety and the quality of care. In order to operate successfully on a day-to-day basis and lay the groundwork for future success, physicians, clinicians, nurses, and a wide array of hospital employees must adopt cost-effective methods to collect, analyze, access, and use reliable patient and care-related data to help ensure both safety and quality.

### Value-Driven Approach

Dell has worked with some of the healthcare industry's largest and most well-respected health systems, and we have seen first hand that information technology can provide the tools and resources needed to enable better care coordination and delivery. We've also learned that true clinical transformation is driven by the processes that are developed with your staff, clinical needs, and business objectives in mind. Dell harnesses the power of processes and technology alike to drive and manage change throughout your organization.

Based on more than 20 years of real-world experience and our success with hundreds of hospitals, Dell has assembled a dedicated Clinical Transformation Group that is comprised of doctors and nurses, as well as business and technology specialists with specific expertise in healthcare change management and clinical implementations. These talented professionals stand ready to work side-by-side with you and members of your staff to map out a clinical vision that dramatically optimizes the care process across your entire organization — allowing for the cost-effective delivery of the right care at the right time to the right patient.

The Dell Services approach to clinical transformation hinges on your staff's involvement in improving the care delivery process. This helps ensure that the processes and technology that are put in place:

- Save time
- Are easy to learn and use
- Consider the unique aspects of your organization's culture
- Blend well with your users' workflow
- Allow timely access to the right information
- Increase the time your healthcare professionals can spend with patients

The planning, implementation, and management of your clinical transformation initiative are guided by Dell Services Clinical PERerspective™ framework for clinical operational excellence and quality service delivery. The Clinical PERerspective framework consists of a compilation of methodologies, tools, processes, and best practices that have been collected and fine-tuned by Dell Services to help make sure that your strategic objectives and clinical needs are met. Input from physicians, clinicians, and your hospital staff, and consideration of the best possible workflow are also central components to any change in your organization, no matter how large or small. The measurement of your success and satisfaction takes place throughout the entire process, and is tied to the four key ways in which clinical transformation adds value to your organization:

- Increase the quality of your technology
- Incorporate your staff and corporate values
- Create economic impact and improvement
- Better position your hospital for the future

To achieve true clinical transformation, your organization must put innovative technology solutions and processes in place that can deliver results. By joining forces with Dell Services, you can tap into the expertise of seasoned professionals, who are former healthcare executives, clinicians, and administrators. The powerful combination of these experienced professionals, proven processes, and a successful track record in spearheading intricate clinical projects can translate into measurable business benefits and results, which may include:

- Effective deployment of electronic health records
- Implementation of computerized physician order entry
- Eventual elimination of paper records
- Reduction in overall paperwork
- More quality time with patients
- Revenue cycle improvements
- Integration of new and legacy systems
- Implementation of practice management tools
- Use of electronic prescription management
- Claims processing improvements
- Real-time access to:
  - » Hospital records
  - » Radiology images
  - » Vital signs
  - » Lab results
  - » Clinical information
- Online and bedside use of nursing documentation
- Secure access to patient records

For more information about any of our service offerings, please contact your Dell representative or visit [dell.com/services](http://dell.com/services).

Our comprehensive, ongoing approach to improving care delivery orchestrates the people, processes, and technology that can help your organization engage in effective clinical transformation, and:

- Improve profitability
- Lower costs
- Reduce medical errors
- Improve clinical decision making
- Accelerate improvement across your organization
- Improve compliance
- Create efficiencies
- Enhance patient safety, health, and satisfaction