



The EDS 360-Degree Healthcare Continuum Defined

- To accomplish change in the healthcare system, stakeholders must consider multiple points of impact and influence.
- To maximize impact, stakeholders should use their positions as change facilitators by harnessing interconnecting stakeholder and cross-agency relationships throughout the supply chain or healthcare delivery continuum.
- The Continuum provides a framework for how solutions and assets can be connected and organized to drive change through the healthcare system and address critical healthcare goals of lower costs, improved care and greater efficiency.
- By working to address the five priorities of the 360-Degree Healthcare Continuum, stakeholders can lead the way in transforming U.S. healthcare to a value-driven, integrated enterprise.

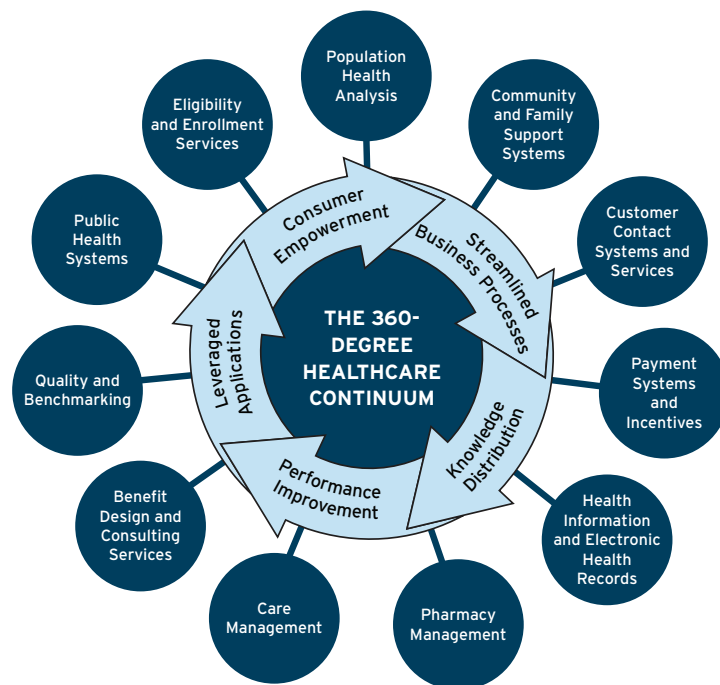
THE EDS 360-DEGREE HEALTHCARE CONTINUUM

Healthcare reform has been at the forefront of the American agenda for decades, as the nation’s policymakers, payers and providers work to expand insurance choice and coverage, and improve care access and delivery. Within the industry, there is a growing recognition of the need to alter the conversation among stakeholders to align incentives and practices in a different way. It’s clear that the U.S. healthcare system needs to make extensive changes to improve care and control costs. What’s required is a move from the focus on transactions to a focus on effectively managing and exchanging information to improve care and patient outcomes and reduce costs.

Achieving transformation

EDS, an HP company, believes the potential for innovation, impact and breakthrough ROI in healthcare transformation is greatest when systemwide progress is achieved through five interconnected priorities: consumer empowerment, streamlined business processes, knowledge distribution, performance improvement and leveraging applications.

The EDS 360-Degree Healthcare Continuum





FIVE PRIORITIES

CONSUMER EMPOWERMENT -

Giving patients and their families the knowledge and ability to make choices about their coverage and care

STREAMLINED BUSINESS PROCESSES -

Improving how healthcare entities do business to reduce administrative costs and effort, and promote efficiency

KNOWLEDGE

DISTRIBUTION - Turning data into information and information into knowledge for payers, consumers and providers

PERFORMANCE

IMPROVEMENT - Working in collaboration with patients and providers to promote healthcare delivery safety, quality and value

LEVERAGING

APPLICATIONS - Using IT investments in technology to support reuse, reducing costs and maximizing value

EDS, an HP company
 5400 Legacy Drive
 Plano, Texas 75024

phone: 1 800 566 9337
 visit: eds.com
 e-mail: info@eds.com

360-Degree Healthcare Continuum Service Sets

Service Set	What It Is	Why It Matters
Eligibility and Enrollment Services	Intake, screening and qualification systems to efficiently and accurately determine applicants' eligibility for public programs and facilitate enrollment	Establishes eligibility before program enrollment, eases the process, supports outreach efforts, provides methods to quickly verify information and automates procedures to alleviate burden on caseworkers and applicants
Community & Family Support Systems	Government and nongovernment financial and social support to families, children, persons with disabilities and others in need	Social service programs compose the critical safety net for our most vulnerable citizens and have direct impact on beneficiaries' physical, social and mental well-being.
Population Health Analysis	An inductive analytic approach that aggregates consumer healthcare experiences into meaningful data sets that are examined for trends and patterns	Reveals best practices and improvement opportunities by identifying disparities across population groups to illuminate emerging public health issues, uncover program vulnerability and identify pathways for change
Customer Contact Systems and Services	Systems and solutions to enable organizations to communicate and work with their constituents anywhere along the customer continuum	Quick, effective customer communication with relevant, solution-oriented responses is key to increasing customer satisfaction, promoting care options and compliance, and achieving adoption rates and effective performance.
Payment Systems and Incentives	Systems and services that support the accurate, timely administration of complex financial policies	Flexible payment systems support pay for performance, healthy behaviors incentives, health savings accounts, premium support programs, and transaction and coding changes. Aligning financial relationships between stakeholders ensures payment and financial process integrity and mitigates risks due to fraud, waste and abuse.
Health Information Exchange (HIE) and Electronic Health Records (EHR)	HIEs collect and exchange clinical, demographic and administrative patient data and make it securely accessible at point of care. EHRs present data from multiple sources to authorized stakeholders, allowing for interpretation, alert and reporting functionality.	Access to complete medical history guides accurate clinical and economic decisions. Consumers benefit from convenient access to comprehensive health data as healthcare costs are reduced and outcomes improved.
Pharmacy Management	Coherent set of solutions that enable delivery of quality, cost-effective drug coverage to beneficiaries to improve health	Drug therapy is the most accessible - and fastest-growing - aspect of healthcare outside of personal behavioral changes. If administered poorly, it leads to added cost in hospitalizations and further clinician intervention.
Care Management	Continuum of services that reshape healthcare demand and optimize value by promoting and facilitating adherence to evidence-based preventive and condition-specific care plans	Reduces consumer and provider delay in adopting health best practices, reducing costly overuse, under-use and misuse of services; promotes healthy habits
Benefit Design and Consulting Services	Collaborative services to aid in constructing new programs, redesigning benefits and administrative processes, promoting innovation and adopting best practices	Helps organizations sort through choices about how to promote value, access and quality, and develop concrete plans to implement improvements and manage change
Quality and Benchmarking	Services to measure and compare healthcare performance to established ideals, best practices, goals or standards to document quality and evaluate structure, processes and outcomes	Provides metrics that healthcare organizations charged with delivering health value need to manage their performance and to demonstrate capabilities to others
Public Health Systems	Programs to provide access to health services, promote health improvements, protect individuals from communicable diseases, and identify and respond to public health threats	Critical contributor to individuals' health and well-being, providing leadership, programs and interventions necessary to address communitywide threats and opportunities

EDS services and solutions

EDS combines global health and human services experience with market-leading integration, infrastructure, applications and CRM capabilities to support the 360-Degree Healthcare Continuum. We offer an array of world-class industry solutions along the Continuum, including our interChange MMIS application, Atlantes care management solution, medical informatics, eligibility services, pharmacy management, immunization registry and e-health solutions. EDS brings its experience in project and change management to optimize the value clients receive, and we work collaboratively with other vendors to ensure our clients can leverage the best capabilities and products available.