NTT DaTa

NTT DATA welcomed Dell Services into the family in 2016. Together, we offer one of the industry's most comprehensive services portfolios designed to modernize business and technology to deliver the outcomes that matter most to our clients.

Create Accountability and Agility for Your Enterprise Imaging Strategy With Intelligent Operational Dashboards

Operational Business Intelligence by NTT DATA

NTT DATA Services
formerly Dell Services

Agility is key to effectively managing imaging services across your enterprise. To meet the daily challenges with compliance, cost targets, satisfaction benchmarking and clinical quality, you and your team need a comprehensive, real-time view of your operations, not just retrospective reports. In today's competitive landscape, success is dependent on the team and their empowerment to collectively coordinate and operate toward goals.

Operational Business Intelligence by NTT DATA empowers each team member with data at their fingertips to proactively manage their responsibilities, solve problems and meet organizational objectives. The dashboard tools automatically collect and integrate data into a single database from across your enterprise. Using a standards-based application programming interface based on HL7 FHIR, visualization tools can then continuously analyze and present meaningful indicators of operational performance.

It takes a team to drive home quality and value

In a competitive environment, each imaging specialty team must have the tools to appropriately answer technical and financial questions including: Are our services in compliance? How long are patients waiting? What's the turnaround time for reports? Where are the bottlenecks? Are radiation doses being exceeded? Is my technology working as expected? Are referrals from your physicians steady, increasing or decreasing? Is our payer mix changing? What is a patient's loyalty worth in terms of care revenue? Are clinical findings and recommendations for care being followed or are there gaps in care? Are ordered procedures leaking to outside organizations?

While individual systems within your enterprise provide unique tools for analysis and alerts, the Operational Business Intelligence dashboard solution seamlessly brings all the data together to a single portal, with a common presentation and systemic workflow notifications associated with each monitored activity. Your team members are empowered with data for the appropriate location, provider and service, with the ability

Key benefits:

- Make accurate, business-driven decisions faster with real-time resource use reports, logistical trends and financial forecasts.
- Improve care delivery with actionable insights into patient outcomes and the patient experience.
- Increase end- user satisfaction with role-based access and the ability to build ad hoc dashboards to meet their needs.
- Increase operational efficiency by removing silos and proactively correcting negative trends
- Maximize IT investments by expanding information analysis across existing departmental and enterprise systems

to drill down to the details that matter, yet keeping the information private. This enables administration to compare key performance indicators while respecting the autonomy of each organization or service.

Role-based access and user-customized displays

With role-based access, authorized users can build their own views of standard elements by simply dragging and dropping elements to visualize exactly the data they need for real-time decision making. Teams can be defined with standard presentations to help focus on key objectives. With the right data at the right time, teams at the point of care delivery can provide greater value to patients and clinicians — addressing time to results, costs of care and quality of service to drive higher customer satisfaction.

The Operational Business Intelligence dashboard is an intuitive, web-based application with a library of resources and tools to help users quickly adapt the system to their own needs. Clinical data and events — including metadata, operational data and clinical records — are seamlessly captured and indexed in a vendor-neutral format that supports an extendable and secure application programming interface that can be integrated with other communication tools and applications.

Each data set that is visualized can be accompanied by automated workflow that can include rules for escalation and notification. As a result, data points are transformed into actionable information.

A managed service with ongoing support

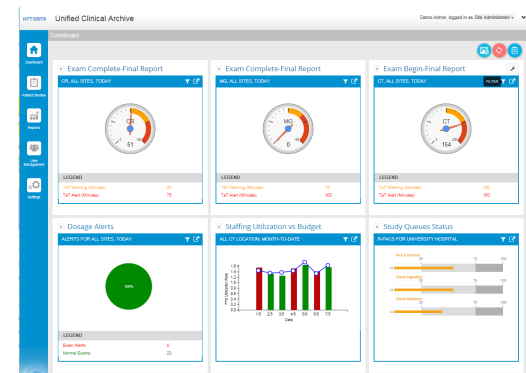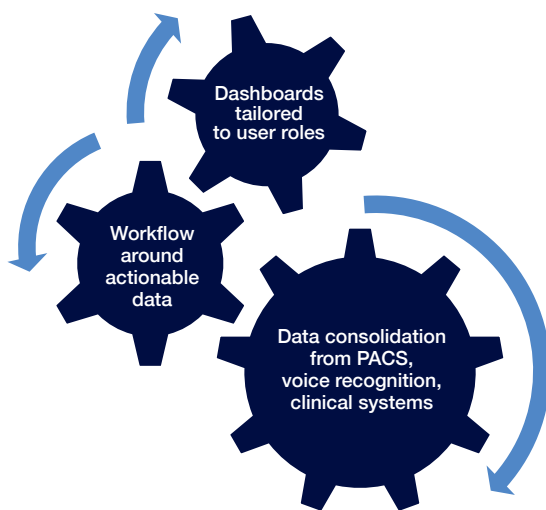To implement the Operational Business Intelligence solution, we will meet with your team to identify key objectives and model roles and data access that align with your key strategy. We utilize our ADOPTS Clinical Transformation methodology to provide your organization with a comprehensive, ongoing approach to operational and care delivery excellence. ADOPTS, which stands for assess, design, optimize, prepare, transform and sustain, delivers value by measurably improving quality, enhancing service and reducing costs through the effective alignment of people, process and technology.

You'll also have access to best practices and lessons learned from other users across our client base. We support a community-wide effort to increase the efficiency and quality of imaging services.

Return on your investment

You'll realize savings almost immediately. With automated data visualization and reporting, your team will free up hours of time. Plus, the operational insights from the Operational Business Intelligence solution will help you improve efficiency, reduce expenses, retain and increase referrals, and build more satisfying relationships with customers and patients.

Real-time access to key data supports data-driven improvements and cost reductions, which are critical to value-based imaging services.

Contact us for a consultation

Want to know more about the Operational Business Intelligence solution? Contact an NTT DATA Services expert for a no-obligation consultation and demonstration.

Visit **nttdataservices.com** to learn more.