

CRIM Forum on Enterprise eHealth Strategy

eHealth applications can transform health care. They haven't, yet. These applications, by using the internet to deliver health care products and services, can improve quality, reduce costs, and minimize errors. They can provide information, automate interactions, and streamline transactions. Yet today, when there is a pressing need to transform health care, there is an enormous gap between the advanced state-of-the-art and the primitive state-of-the practice of eHealth applications. How can we bridge this gap?

CRIM would like to invite you to a forum of a select, diverse group of stakeholders in health care to discuss the critical issues in enterprise eHealth strategy. The objectives of this forum will be five-fold:

- To help employers contribute to the top-line and the bottom-line through their enterprise eHealth strategy;
- To help health care providers improve quality, reduce cost, and minimize errors through their enterprise eHealth strategy;
- To help eHealth application vendors design their deliverables to meet the needs of the employers' and providers' eHealth strategy;
- To help insurers tailor their plans to promote effective use of eHealth applications; and
- To help researchers analyze the critical issues in developing and implementing enterprise eHealth strategies.

The forum will produce a white paper and cases which will answer the following five key health care questions based on the collective knowledge of the forum members, their experience, and our research on best practices:

- What eHealth applications to adopt?
- Why adopt them?
- Where to adopt them?
- When to adopt them?
- What are the critical success factors?

The forum will start in September 2004 and end in January 2005; the final white paper will be published in February 2005. The members will meet in person five times – once a month for half a day. Details of the five sessions are listed in the attached. Online discussions will continue through out. The final white paper will summarize the findings of the forum and integrate it with the currently available research and best practices. This white paper will be free to the forum members and available to others for a fee.

The forum members will be executives from major employers, providers, insurers, and vendors. **Dr. Arkalgud Ramaprasad** (Professor of Information and Decision Sciences) and **Ms. Joy Keeler** (Associate Vice Chancellor for Health Affairs) from the University of Illinois at Chicago will facilitate the discussion which will be vendor-neutral and customer-neutral. Graduate students will assist the forum with research on state-of-the-art and state-of-the-practice.

We invite you to participate in the forum. Please contact Dr. Arkalgud Ramaprasad (Ram) at the address listed below.

Dr. Arkalgud Ramaprasad
Director, Center for Research in Information
Management
College of Business Administration
University of Illinois at Chicago
Ph.: +1 (312) 996-9260 E-mail: prasad@uic.edu

Session Topics

CRIM Forum on Enterprise eHealth Strategy

All sessions will be on a Thursday, 8:00 a.m. to 1:00 p.m. (including a working breakfast and lunch) on the University of Illinois at Chicago Campus. An online forum will be facilitated throughout the period. Current literature on the state-of-the-art and state-of-the-practice will be posted for the forum members. Expert speakers, from among the forum participants and outside, will be invited to help frame the key issues.

Session 1: eHealth Strategy (Thursday, October 7, 2004)

- | | |
|---|---|
| 1. Critical Goals for Health Care Enterprises <ul style="list-style-type: none">1.1. Improving patient outcomes1.2. Reducing health care costs1.3. Reducing medical errors1.4. Increasing quality of care1.5. Increasing patient satisfaction1.6. Ensuring privacy and security of patient data | 2. Critical IT Strategies for Health Care Enterprises <ul style="list-style-type: none">2.1. Real time clinical information retrieval and display2.2. Clinical Decision Support2.3. Patient Decision Support2.4. Clinician to Clinician communication2.5. Administrative Support2.6. Implementing an eHealth Strategy |
|---|---|
-

Session 2: Integrating Point of Care Technologies into a eHealth Strategy (Thursday, November 4, 2004)

- | | |
|---|---|
| 1. Impact on Quality of Care <ul style="list-style-type: none">1.1. Ambulatory care1.2. In-patient care1.3. Critical care1.4. Emergency care 2. Impact on Patient Safety <ul style="list-style-type: none">2.1. Positive patient ID2.2. Medication management2.3. Medical error management | 3. Point of Care technologies <ul style="list-style-type: none">3.1. Computerized Physician Order Entry (CPOE)3.2. Electronic Medical Administration Record (eMAR)3.3. ePrescription3.4. Wired and wireless systems |
|---|---|
-

Session 3: Integrating Data Management Technologies into a eHealth Strategy (Thursday, December 2, 2004)

- | | |
|--|--|
| 1. Electronic health records <ul style="list-style-type: none">1.1. Real-time retrieval and display1.2. Patient synchronization1.3. Enterprise-wide integration1.4. Clinician adoption1.5. Clinician on-line documentation 2. Personal health records
3. Document management
4. Data repository, data warehousing, and data mining | 5. Data privacy, data security, and data access <ul style="list-style-type: none">5.1. HIPAA5.2. Enterprise user authentication5.3. Patient identifier cross-referencing 6. Local, regional, and national health information infrastructure
7. Digital libraries <ul style="list-style-type: none">7.1. Physician reference7.2. Patient education |
|--|--|
-

Session 4: Integrating Remote Service Technologies into a eHealth Strategy (Thursday, January 13, 2004)

- 1. Telemedicine**
 - 1.1. Clinical applications
 - 1.2. Radiology - PACS
 - 1.3. Intensive and critical care
 - 2. Web-based Chronic Disease Management**
 - 2.1. Diabetes management
 - 2.2. Weight management
 - 2.3. Congestive Heart Failure (CHF)
 - 3. Home health care systems**
 - 4. Web-, e-mail-, telephone-based physician consultation systems**
 - 5. Web-based physician reference systems**
 - 6. Web-based patient education systems**
 - 7. Web-based procurement systems**
 - 8. Web-based scheduling**
-

Session 5: Integrating Tracking and Monitoring Technologies into a eHealth Strategy (Thursday, February 17, 2005)

- 1. Bar-coding**
 - 1.1. Point of care applications
 - 1.2. Laboratory and clinical applications
 - 1.3. Supply chain applications
 - 1.4. Document management applications
 - 2. RFID**
 - 2.1. Point of care applications
 - 2.2. Laboratory and clinical applications
 - 2.3. Supply chain applications
 - 2.4. Document management applications
 - 3. Web-based patient monitoring systems**
 - 4. Wireless patient monitoring system**
-