

CareRx Quality Care Solutions
Coordinated Care



Ensuring a seamless patient care experience

The complexity of today's healthcare system is staggering. For any given medical encounter, a patient's journey may involve visits to multiple care areas requiring appropriate, timely, and coordinated care. This becomes the business case to drive change using quality, cost, and service indicators to align with organizational, strategic and operational goals.

Challenge:

Streamlining the flow of patients, resources, and information across multiple settings

Given the multiplicity of providers, departments and care settings involved in patient care today, the potential for errors, poor communication, and safety gaps are significant. And getting your arms around these complex and intersecting processes can be challenging.

What if you had an experienced partner with a proven methodology based on the principles of Lean/Six Sigma to help you cut through the complexity? A resource to help you identify and resolve bottlenecks in patient flow. Improve communication protocols and patient hand-offs between departments, facilities and providers? Utilize clinical personnel more productively? Reduce risks to patient safety?

CareRx Quality Care Solution:
Coordinated Care

At AmerisourceBergen®, we understand the critical importance of ensuring quality care delivery, patient satisfaction and productivity across your organization. We offer a solution that will enhance your bottom line performance and increase patient, physician, and employee satisfaction.

Our consulting services and technology solutions are applied to your health system based on the principles of Lean/Six Sigma to help you coordinate the processes and information involved in patient flow through the hospital and ambulatory care settings.

During our three day Lean workshop, complex problems are addressed using statistical analysis tools and methodologies to create a problem analysis designed to assist organizations with:

- Assessing and streamlining complex systems and processes
- Identifying clinical, operational, and financial performance improvement opportunities
- Pinpointing sources of errors and design interventions to eliminate them (error-proofing)
- Aligning strategic goals and operational deployment of resources
- Focusing on the customer relationships integral to health care service delivery
- Designing and implementing a transition plan to achieve performance excellence.

Your organization will have the tools and processes in place to reduce variability in care delivery, improve patient safety, and control operational costs.

A proven methodology for change

Our four step approach will help you realize significant, sustainable improvements:

Assess

The process begins with a Technical and Cultural Assessment of your current system to identify waste and non-value added activities and their root causes. We determine areas of opportunity, calculate key metrics, and evaluate your organization's capacity for change.

Design

Next, we work with your staff to develop a Road Map that includes a future state map with facility layout, workflow charts, and decision charts, as well as customized training and communication plans.

Implement

During this phase, AmerisourceBergen helps you execute strategic and tactical improvements for your staff, physicians, patients, and entire organization. We partner with you to enhance your quality monitoring, and provide training for your clinical staff.

Sustain

Our Visual Management Tools and Continuous Monitoring Methodologies are designed to create sustainable performance improvements and drive additional success in the future.

A quality transformation with bottom-line benefits

AmerisourceBergen's Coordinated Care services can help you:

Improve efficiency by:

- Enhancing the utilization of people and capital
- Eliminating non-value-added activities
- Improving patient throughput time
- Reducing inventory levels

Improve patient outcomes by:

- Improving patient safety
- Reducing adverse drug events
- Improving quality of patient care
- Reducing medication lead time

Increase patient and staff satisfaction by:

- Improving patient care
- Reducing patient wait times
- Eliminating unnecessary work for staff
- Improving coordination across departments

After performing a Lean assessment to reduce workflow variability, work-arounds and inefficient waiting times at the medication cabinet, one hospital achieved the following results:

- Overall nurse utilization improved by up to 45%
- A 42% reduction in medication lead time
- Pharmacist time spent on drug therapy interventions averaged an 80% increase
- Order entry transcription defects averaged a 50% decrease
- Pharmacist-generated medication reconciliation defects went as low as 2%

For more information, contact AmerisourceBergen at 877-892-1254.



The Best Medicine for Healthcare™

AmerisourceBergen Corporation
P.O. Box 959
Valley Forge, PA 19482
877-892-1254
www.amerisourcebergen.com

©AmerisourceBergen is a registered trademark, and The Best Medicine for Healthcare™ is a trademark of AmeriSource Heritage Corporation in the United States and/or other countries.