HEALTHCARE

Improving operational efficiency through integrated
business solutions

Microsoft Dynamics™

Delivering high-quality care may be the number one priority for healthcare providers, but finding ways to reduce costs has become the number one imperative. The key lies in finding ways to streamline processes, eliminate inefficiency, increase productivity, and improve decision-making. The ultimate goal: enable physicians, nurses, and administrators to work together in integrated, collaborative teams focused on delivering appropriate, safe, and affordable care.

The problem is that the way data is created, stored, and shared in the healthcare industry inhibits the ability of healthcare professionals to access information and work together to improve patient management and care. The reason? Today, a typical hospital has more than 200 different information systems for everything from clinical diagnoses to billing and human resources. Many are built on proprietary platforms and applications that restrict information sharing across multiple systems. In addition, an estimated 70 percent of all healthcare transactions are still paper based, adding cost and inefficiency at every stage of the healthcare process.

Around the world, expanding the use of information technology is a powerful way to improve access to patient and organizational information and support more cost-effective operations. An affordable computing infrastructure makes it easy to share the patient information needed to make clinical decisions and the financial data required to drive business decisions. Equally important, today's technologies enable physicians, nurses, and administrators to work as a single integrated team. This is true for hospitals and clinics that need to transform the way they record, track, and access critical business information and for integrated healthcare delivery systems that need to find a more cost-effective way to exchange financial information between entities.
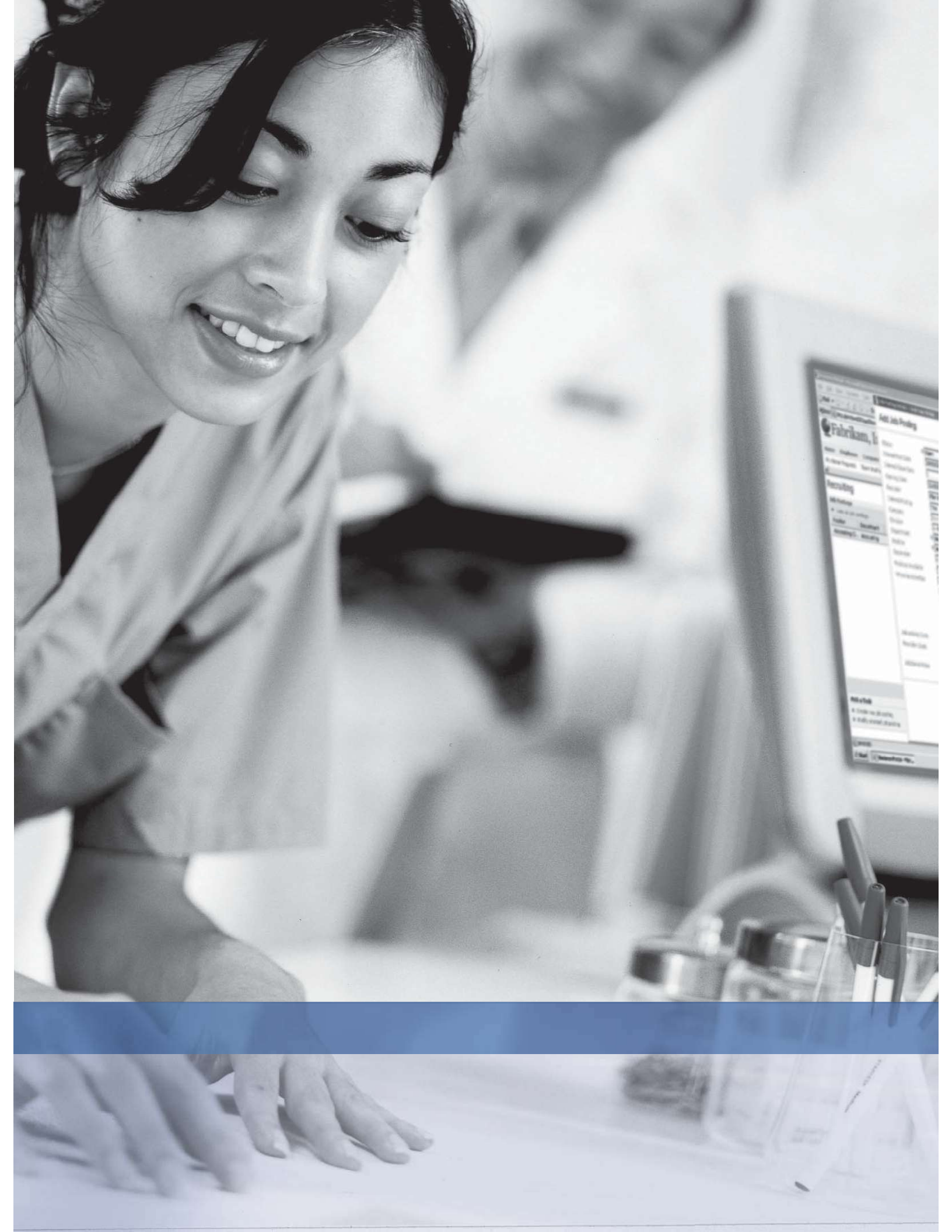
Collaborative Healthcare

To help healthcare organizations around the globe respond to the challenges they face—including rising costs, declining profitability, increasing regulatory mandates, and pressure to improve quality, safety, and access—Microsoft has launched the Collaborative Healthcare initiative. The Microsoft® Collaborative Healthcare program recognizes that new technology can be a powerful catalyst for helping healthcare organizations reduce costs and inefficiency, and improve the quality and affordability of healthcare. And it provides a framework for implementing IT solutions that help enable healthcare organizations to transcend the limits of disconnected systems and paper-based processes so that physicians, nurses, and administrators can access the information they need.

Collaborative Healthcare solutions from Microsoft and its partners are already transforming the way healthcare is delivered at hospitals, clinics, and integrated healthcare systems around the globe. Built on familiar technology, these solutions are enabling healthcare organizations to replace manual, paper-based transactions with automated processes that help streamline information entry and provide healthcare professionals with seamless access to information whether they are in their office or at a patient's bedside.

Optimal performance with Microsoft Dynamics

Improving information access and collaboration for physicians and nurses is vital, but it's only part of the answer. To begin to control costs, healthcare organizations must find more effective ways to record, track, and access critical business information, automate transactions, and standardize the exchange of financial information internally and with health plans and other partners. In addition, because healthcare personnel and supplies account for a significant percentage of overall healthcare expenditures, improving human resources management and materials management is a vital step that healthcare organizations need to take. Finding cost-effective ways to streamline regulatory compliance is also critical.

Microsoft Dynamics™ offers a set of powerful applications that deliver a compelling suite of technologies for healthcare organizations. Built on integrated tools, Microsoft Dynamics solutions are used by companies around the world, including a fast-growing number of hospitals, clinics, and long-term care facilities, where they are delivering critical capabilities that are helping to improve financial and business processes, and deliver more cost-effective healthcare.

The Microsoft Dynamics technology platform enables healthcare organizations to assemble a complete, integrated set of leading-edge business applications. These applications can be deployed quickly and inexpensively, without complicated customization and drawn-out implementation projects. Working with healthcare industry technology partners, Microsoft Dynamics offers functionality that is tailored to the specific needs of a wide range of healthcare organizations.

Improving financials and streamlining human resources management

Microsoft Dynamics delivers the comprehensive financial management features and tools that healthcare providers need to run the business end of their operations with the greatest possible efficiency and business insight. With Microsoft Dynamics, healthcare organizations will have the strong financial controls they need to manage financial processes, drill down into summary information, and track non-financial statistical data. Powerful budgeting and forecasting tools can help healthcare providers shorten the budget cycle and generate more accurate financial forecasts.

Microsoft Dynamics also provides features that help enable healthcare providers to track and analyze extensive vendor information, process payables efficiently, and make the most of vendor discounts while maximizing cash flow. And fixed asset management capabilities provide features for recording, tracking, and reporting on capital assets.

Because healthcare organizations are highly dependant on the skills and experience of physicians, clinicians, nurses, and other professionals, and organized to meet the around-the-clock needs of patients, healthcare providers have extremely complex requirements when it comes to payroll and human resources management. Microsoft Dynamics can help streamline the tasks associated with human resources management. Payroll tools deliver the features, control, and security needed to manage sensitive payroll information. Human resources self-service applications empower managers and employees to take care of many common human resources tasks themselves, reducing administrative costs. Other tools help healthcare organizations attract and retain talented, motivated employees through tools that streamline tracking of information about applicants and employees.

Materials management and regulatory compliance

Because access to the right supplies when and where they are needed is essential to safe, high-quality healthcare, Microsoft Dynamics provides tools that enable healthcare organizations to efficiently manage their entire chain of supply with distributed requisitions management and approval, firm control over purchasing and vendor management, and comprehensive inventory tracking and control. In addition, expiration dates, serial and lot management, and multi-bin and multi-location management ensure that supplies are on-hand where needed.

And in an age of ever-increasing regulatory oversight, healthcare organizations around the globe face a heavy burden in their efforts to achieve compliance with a growing number of regulatory mandates and reforms. Microsoft Dynamics, in combination with other Microsoft technologies, provides the framework for connecting systems and implementing financial practices that are the foundation for regulatory compliance initiatives. With Microsoft Dynamics, healthcare organizations can store, categorize, and search compliance documents, track document modifications, and ensure that financial managers have the necessary alerts, information, and routing materials to maintain compliance.

Equally important, Microsoft technologies provide the infrastructure that is essential to automate the flow of data across financial systems, while providing a security framework for achieving regulatory compliance. Coupled with solutions from industry technology partners, Microsoft Dynamics can help healthcare organizations achieve compliance with a broad range of regulatory requirements, such as the Health Information Portability and Accountability Act (HIPAA) in North America. Microsoft Dynamics also provides the tools healthcare organizations need to implement intelligent Health Level Seven (HL7) messaging, the international set of open standards created to facilitate efficient sharing of patient financial information internally and with health plans and other healthcare partners.

Partners with industry expertise

Microsoft understands that deep industry expertise is required to address the complex and rapidly changing needs of healthcare organizations. That's why we work closely with partner companies from around the world to deliver outstanding software applications combined with the world-class capabilities needed to meet specific business needs.

COLLABORATION

Plan for growth

Based on advanced, security-enhanced Internet technologies that extend traditional ERP systems, Microsoft Dynamics solutions deliver the flexibility and easy access to information that healthcare organizations need to support new and demanding business processes. Through an ongoing commitment to enhancing current solutions and the continued integration of well known and easy-to-use Microsoft software, Microsoft Dynamics will provide a solid growth path for years to come.

Get in front of the curve

Affordable and easy to use, Microsoft Dynamics provides healthcare professionals with the tools they need to help automate date entry and access, streamline business processes, and improve financial management and oversight. The results can help any healthcare organization reduce costs, improve productivity, and deliver safer, high-quality healthcare.

Microsoft Dynamics offers an exceptional portfolio of enterprise-wide solutions combined with world-class financial resources and the technical expertise to improve those systems over time. Microsoft Dynamics also delivers an outstanding and cost-effective implementation channel to deliver solutions to hospitals, clinics, and long-term care facilities.

To learn more about Microsoft Dynamics integrated solutions that can help healthcare organizations succeed, visit www.microsoft.com/dynamics/healthcare

Microsoft

Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like familiar Microsoft software such as Microsoft Office, which means less of a learning curve for your people, so they can get up and running quickly and focus on what's most important. Built to work with Microsoft technologies, it works easily with the systems your company already has implemented. By automating and streamlining financial, customer relationship, and supply chain processes, Microsoft Dynamics brings together people, processes, and technologies, helping increase the productivity and effectiveness of your business, and helping you drive business success.

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