Winning in a **quality-centric** world

Unlocking Next-Generation Performance through the Enterprise Clinical Data Management (eCDM™) Platform

> Clinical quality is the heart of today's health system. As health systems transition from facilities to clinical enterprises, now, more than ever, the delivery of high-quality care will distinguish the good from the great and likely determine the winners in any given market. Yet despite substantial time, resources and focus dedicated to quality improvement, many health systems have not realized substantial gains.

At Q-Centrix, we believe the best way to improve clinical quality is to view a hospital system as an interconnected web. Leveraging a dedicated team of experts and best-in-class technology and analytics, the Q-Centrix Enterprise Clinical Data Management (eCDMTM) platform enables health systems to drive collaboration across departments, gain system-wide visibility, standardize internal data, and share benchmarks. This ultimately unlocks next-generation performance, allows for quicker process improvement, and leads to higher-level quality and operational improvements.

The Challenge

As today's health system rapidly evolves toward a true clinical enterprise, there is no strategic imperative more important than providing the best quality care—a key determinant of whether a health system is built to last. A health system's quality performance determines every metric that matters—from sustainable revenue growth and physician recruitment & retention to customer satisfaction—and is the primary driver of competition among health systems. Despite its importance, many healthcare leaders express frustration in their ability to meaningfully inflect quality. These leaders frequently point to two common challenges in healthcare—capturing insight from data and cultural alignment—as the primary roadblocks to success.

Common Roadblocks for improving Clinical Data ❯

Insight from Data

- Lack of data governance infrastructure

- Inconsistent quality & timeliness of data

- Data to information to action not realized

Cultural Alignment

- Lack of strategic clinical quality direction

- Siloed, departmental decision-making

- Physician enfranchisement in stemming inappropriate clinical variation

Defining Success

Key Characteristics

- Health system prioritizes quality improvement as critical to achieving most important goals
- Views quality data as competitive advantage
- Thoroughly vetted inventory of all quality data efforts tied to the system's strategic imperatives
- Central quality data governance function
- Clearly identified stakeholders (esp. clinical)

Key Outcomes

- Market share expansion through physician engagement, satisfaction
- Sustainable revenue growth through Center of Excellence strategy
- Consumer reputation management
- Lower cost through scale, efficiency
- Data fidelity, transparency & high reliability

The Opportunity

Based on our experience helping more than 700 US hospital partners manage their quality and performing millions of quality data transactions, we know there is a better way. We use a comprehensive approach called Enterprise Clinical Data Management (eCDM™). First, a "Blueprint for Quality Culture" encompasses the strategy behind improving quality. Next, quality data management becomes a requisite building block supporting a hospital's or system's strategic imperatives, and this incredibly valuable data is managed in a consistent, measurable and high-quality manner. And finally, the organization hardwires the "data to information to action" loop by leveraging industry-wide best practices and tools.

Enterprise Clinical Data Management

Blueprint for Quality Culture

- Establish clear priorities
- Centralized governance
- Elevate quality dialogue

Data & Analytics as Core

- Enterprise data abstraction
- Consistent, high data quality
- Timely data for physician buy-in

Performance Improvement Focus

- Align to broader data strategy
- Leverage quality "community" for best practice
- Clear accountability for goals

Moving Forward

Q-Centrix has partnered with a select number of health systems to embark on this quality journey. Our team has worked hand-in-hand with the health system's quality leaders and broader leadership team to deploy an enterprise-quality data management platform that is purpose-built to transform clinical quality. By leveraging our market-leading technology & analytics and clinical experts, we partner with health systems to build a differentiated quality culture, capture clinical quality data, and drive best-in-class performance.

Partnering with 9 of the 10 largest health systems in the country
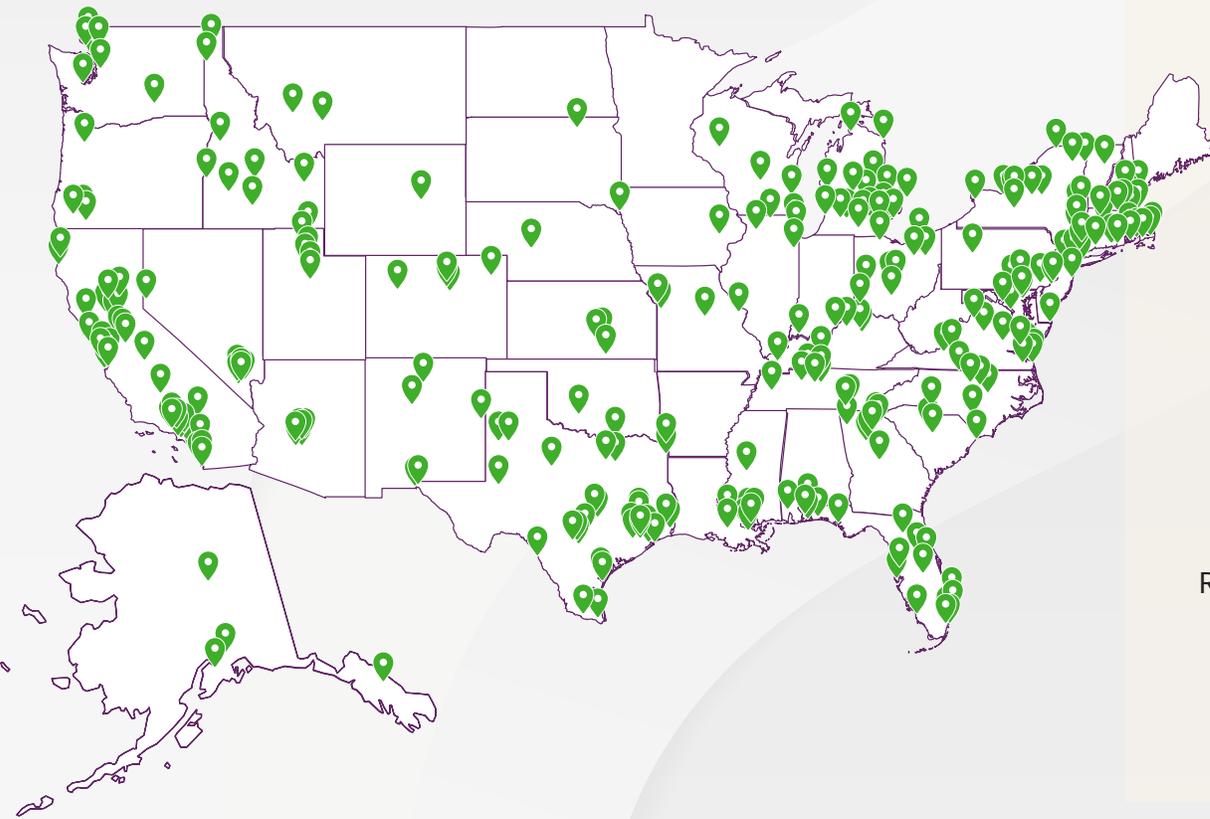
1000+
Hospital Partners

1000+
Abstractors Employed

50+
Programmers & Data Scientists

50+
Industry Experts

~300
Registries Supported

2M+
Cases Abstracted Each Year

Key Services ❯

Quality Data Management

Data Abstraction

Custom Analytics/Data Integration

Registry Management Software

Professional Services

Culture Assessment

Quality Strategy Review

Clinical Data Validation

Best Practice Support

Detailed Case Studies

Partner Community

Executive Roundtables

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