

Sticking together

Perot's Healthcare Solutions Model collaborates with diverse groups to service Integrated Health Networks

By LAURA STADLER Correspondent
ALLAS — Perot Systems Healthcare Group has developed an array of Internet-accessible health care services to help general practitioners, hospitals, employers and payers work together to stay competitive and gain the patient loyalty they need to stay in business.



Perot's Healthcare Solutions Model

Introduced this spring, the Healthcare Solutions Model, Perot Systems' collection of health care offerings, encompasses a diverse group of vendor companies, information systems providers, and business partners to service Integrated Healthcare Networks.

The solutions model will help health care companies better position themselves and succeed in a highly complex and competitive environment, said Joe Boyd, general

manager of Perot Systems Healthcare Industry Group.

"The model essentially provides tools that allow all entities of the health care industry to work together rather than separately and, in effect, have the opportunity to reduce operating and administrative costs, while increasing patient and member satisfaction," Boyd said.

To date, Perot Systems has collaborated with companies including Physicians' OnLine Inc., S2 Systems Inc., Medic Computer Systems and AMISYS Managed Care Systems.

Each company will play a role in providing the connectivity, information translation, information access, security and application processing needed for accessing information from participating companies' enterprise systems, Boyd said.

Perot Systems has divided its Healthcare Solutions Model into four categories: connector, advisor, manager and director — each designed to offer technology solutions that streamline electronic transactions, reduce variation in medical delivery, bring together care and information service organizations, and allow health care organizations to optimize patient care, he said.

Risks and rewards

Each partner in the model, and those under evaluation by Perot Systems for inclusion, are "best-of-breed" companies who share a risk/reward program that mutually benefits partners and leverages capital investments. The risk/reward philosophy is based on business unit pricing on a per member, per encounter and per transaction basis.

To date, Perot Systems has already issued model modules to 122 physician clinics with more than 900 users in less one year. The company currently supports more

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than 100 hospitals and provides services to managed care clients with memberships exceeding more than 30 million covered lives, Boyd said.

Perot Systems business offerings are based on specific health care information systems requirements and challenges faced by physicians, health care directors, clinical practices, employers, managed care organizations and health care consumers.

Most significant is the use of Internet technologies and intranets as the vehicle for electronic data interchange functions.

Boyd said the Healthcare Solutions Model puts Perot Systems in a position to become an outsourcing technology partner, data center/service bureau, value-added network or simply a systems integrator, and is designed to navigate health care companies through technological changes.

More than a web site

Although the health care industry still lags behind most other industries in its use of Internet technologies, according to a study conducted by Ernst & Young L.L.P., Internet-based solutions have been proven to provide immediate tangible value to organizations applying it proactively.

The study reveals that 90% of the participants cited security as the major reason they have not embraced the Internet.

The Perot Systems' model exemplifies how Internet technologies, intranets and the World Wide Web can all be used as proactive, operationally interactive entities that offer more than just a web site for consumers to gather health care information, Boyd said.

"We focus on the clients' overall business direction, their market challenges and competitive opportunities rather than simply looking at information technology," he said. "We have experts who can design, implement, integrate, deploy and maintain our recommended solutions. Our over-arching objective is to maintain a long-term competitive advantage for our clients."

Stadler is a free-lance writer based in Dallas and can be reached via E-mail at stadler@airmail.net.