CASE STUDY

HEALTHCARE SYSTEM PLANS FOR IOT OPTIMIZATION

ABOUT SIRIUS

Sirius has deep expertise in planning, implementing, optimizing and managing IoT environments for enterprise organization across all markets, and a dedicated Healthcare Solutions practice to serve the industry's unique needs.

THE CLIENT

A growing healthcare system comprising six hospitals, six specialty centers and 24 clinics, as well as pharmacy, hospice and home care divisions, across three states. This Sirius client has medical training partnerships, a medical residency program, and more than 130 active research studies.

THE CHALLENGE

In step with its commitment to "the future of medicine," the healthcare system reached out to Sirius to identify opportunities for system-wide improvements that would leverage the successful investments it had already made in Internet of Things (IoT) technologies.

The IoT refers to network connectivity and computing capability extended to devices not normally considered computers, allowing them to generate, exchange and consume data.

THE SOLUTION

The client assembled 15 employees to take part in a day-long Sirius IoT Workshop, which was followed by an assessment of infrastructure impacts and tiered deployment models on the use cases uncovered. Ranking technology gaps, predicting return on investment (ROI) and prioritizing IoT use cases were all captured in a Sirius IoT Strategy Report, along with frameworks for next steps such as integration and management of proposed IoT solutions.

"If we are really going to effect change, transparency is key. We get there with data, the language of transparency. While our people are the driving force of improvement, we view the IoT as a tool for us to capture and harness our data for the betterment of our processes, and the experiences of our patients and employees."

Client's Chief Information Officer & Chief Medical Information Officer

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THE RESULTS

- Sixty IoT use cases were identified and prioritized for improvements not only to processes and bottom-line revenue, but also to employee and patient experiences.
- An IoT report prepared by Sirius detailed next steps, taking into consideration ROI as well as feasibility and existing infrastructure.
- While an intangible benefit, the most valuable aspect of the exercise was the "relationship element" that was forged—an exciting, proactive approach to addressing challenges, change and improvements.

THE PATH TO A SUCCESSFUL DATA STRATEGY

In April 2019, a longtime Sirius client set out to explore how it could further leverage IoT technologies. The process began with team-building discussions with operational leaders, with an eye toward identifying a mix of forward-thinking experts for the day-long brainstorm—including people with hands-on knowledge of process-level issues. A group of 15 technical and operational experts was assembled. The goal was simple, according to the hospital system's CIO and CMIO: "We wanted to look at the challenges our people were up against and how IoT could potentially solve them."

The Sirius IoT workshop uncovered an astonishing 60 use cases that would provide benefits such as operational and treatment cost reductions, improved patient satisfaction and safety, improved employee satisfaction, enhanced quality of service, and new revenue streams. "We set out to discover how we can use data and our own creative ingenuity to solve problems before us right now. At…[our organization], we know that data doesn't solve problems, people solve problems."

Another exciting outcome of the exercise was the shift to proactive problem-solving. In the past, operational leaders felt that the burden of proposing solutions (including those that employ technology) was on their shoulders. "They know the operational side, but they were also being asked to be technical experts on their challenges," said the CIO & CMIO. The workshop showed them a successful new proactive approach, one that forged a "foundational relationship of technical and operational teams, with amazing things coming out of this collaboration among people with differing perspectives," she said.

THE BENEFITS

Among the client's use cases were solutions in these IoT categories:

- Monitoring of physical and human assets with LIDAR and other real-time location services (RTLS) technologies

- Opportunities for information-sharing between patients and providers

- Positive impacts on patient behaviors to improve health

- Real-time inventory opportunities

The Sirius IoT workshop included a technology gap analysis and a complexity index that accounted for systems integration, emerging technologies, human resources gaps and process redesign, as well examination of the data value chain. The group explored the existence of sensor data and the impacts the IoT initiatives would have on their current infrastructure. The work and analysis resulted in a roadmap for the vast healthcare system to become more agile by integrating operational technology (OT) with information technology (IT) to create more efficient and effective processes. Learn more by reading the Sirius white paper, Four Key Strategies to Kickstart Your IoT Revolution and call us at 800-460-1237 to schedule a discussion of your needs.

SIRIUS HEATLHCARE

Sirius' dedicated Healthcare Solutions practice provides an agnostic approach to addressing the unique challenges facing clients in the healthcare industry such as:
- Business Intelligence and Insights
- Digital Customer Experience
- Technology Platform Infrastructures
- IT Infrastructure Optimization and Managed Services
- Line of Business Solutions
- Security Strategies and Solutions

At every step of the healthcare continuum, and throughout the entire technology life cycle, Sirius provides best-of-breed multi-vendor technology solutions that help healthcare organizations improve quality of care, control costs, enhance security, comply with regulations and extend reach to communities.