

Truven Health Analytics

Consulting and Services

Creating a road map for the changing healthcare economy.

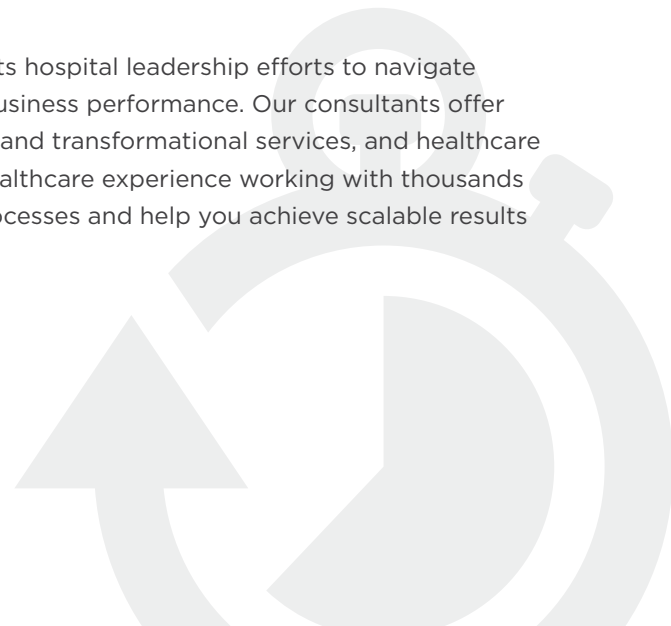
You are here. Right in the middle of the changing healthcare landscape. Challenges to direct coordinated, high-quality, low-cost care and engage both providers and patients pull you in every direction. So, where do you go next?

With 40 years of experience navigating the healthcare continuum, Truven Health Analytics™ is here to help you find your way. We offer practical solutions that address urgent issues today — and accelerate organizational readiness to meet new challenges tomorrow.



Where the Rubber Meets the Road

Truven Health Consulting and Services supports hospital leadership efforts to navigate the intersection of quality improvement and business performance. Our consultants offer expertise in the domains of advisory, planning and transformational services, and healthcare operations and management. We apply our healthcare experience working with thousands of hospital clients to evaluate your existing processes and help you achieve scalable results and meaningful change.





Hospital Performance Optimization:
Paving the road to performance.

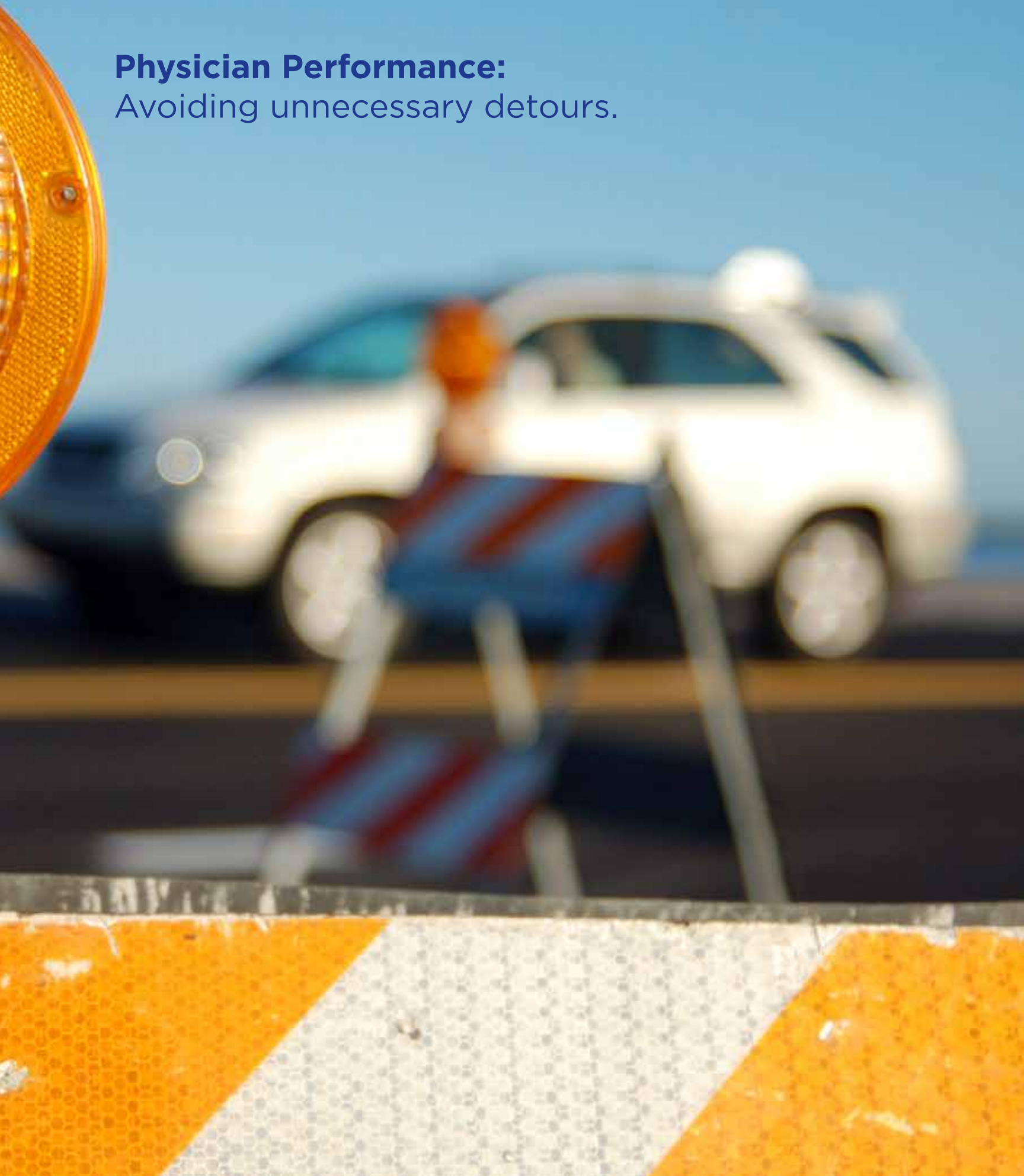
Now more than ever, operational efficiencies and improved quality are intertwined. The customized clinical and operational consulting solutions from Truven Health help you benchmark your performance relative to other hospitals. But more than that, we give you insight into your patient populations and operations to show you how to meet specific objectives. We provide solutions to improve clinical performance, productivity, and labor or supply chain costs, particularly in high-cost areas such as medication management — then we stay on board to help you implement them.

During each step of the process, our team will help you make sound business decisions and stay focused on clinical performance and operational transformation. For more than 20 years, the 100 Top Hospitals® program has guided us in helping organizations improve quality, service, and operations.

We put programs like these to work for you:

- Balanced scorecards, based on 100 Top Hospitals research and methodologies
- Custom performance improvement action plans
- Formulary audits, reviews, and maintenance for cost, efficiency, and risk mediation
- Labor productivity improvement
- Supply cost reduction
- Physician variability reduction

Physician Performance:
Avoiding unnecessary detours.



Physicians are often the drivers of significant improvement, especially if they have a proper understanding of hospital goals and align their practices accordingly. We help you provide the data and insights needed to include physicians in meaningful conversations that keep them engaged in the hospital's or health system's success.

Using validated data and analytics, we engage physicians in discussions about hospital objectives (like complications or length of stay) and referral patterns. We work side by side with your doctors to design strategies that address shortfalls and positively impact quality and revenue targets. Specifically, through data collection, analysis, and reporting, we help you:

- Better understand your physician landscape, including referral patterns for primary care physicians and specialists in your inpatient and outpatient markets
- Identify high-volume referral and utilization patterns of key services by alignment status (e.g., employed, affiliated/loyalists, splitters, non-network)
- Manage outmigration patterns by identifying physician splitters
- Enhance ongoing programs and plan for future expansions
- Identify, assess, partner with, and employ high-value physicians to prepare for changing delivery models and other clinical integration efforts (e.g., accountable care organizations (ACOs), medical homes)
- Drive profitable business and contribute to coordination of inpatient, outpatient, and post-acute care
- Assist your physician liaison team members in achieving their goals of building and maintaining physician relationships
- Understand which physicians are driving your outcomes and costs
- Reduce physician practice variability



Value-Based Care:

Preparing for changes in the terrain.

It's hard to see miles down the road, but reform regulations give us a good idea of what to expect. Our experts are able to translate those expectations into actionable solutions that arm you with a plan to address clinical care imperatives, reimbursement changes, financial penalties, and patient safety risk. Truven Health offers solutions to manage every element of the changing regulatory environment, including preparation for:

- Managing, monitoring, and reporting on key care and clinical measure gaps and contract performance
- Programs such as bundled payments, ACOs, patient-centered medical homes, and narrow networks that consist of assessments of the competitive environment, utilization, and financial risk associated with contracting payers, as well as packaging options and recommendations
- Medicare spending per beneficiary (MSPB), which consists of evaluation and analysis of total spending for peer hospitals, readmissions, benchmarking of post-acute utilization and patient referrals, and recommendations
- Clinical imperatives, such as risk reduction programs and readmissions management
- Meaningful Use
- Community health needs assessment (CHNA)
- Patient education and Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) improvement

Truven Health makes sure that you are prepared for the uncertainties and opportunities that accompany new laws as they evolve and are put into action.



Our experts are able to translate expectations into actionable solutions that arm you with a plan.

**Strategic Line of Business
and Growth Optimization:**
Choosing the right path.



Are You Going in the Right Direction?

You know how to successfully run a healthcare organization, but the pace of industry and regulatory change means that your course can change. Strategic marketing, staff resourcing, business planning, and ambulatory strategy are all areas where you might wonder if the course you've plotted still makes sense in today's environment. You might find yourself walking the line between fee-for-service and value-based care reimbursement and not knowing if you are adequately prepared for this change.

Truven Health provides distinctive consulting services that help ease these concerns, building strategic initiatives and plans for every stakeholder — from the board of directors to your staff — to help you position your organization for long-term growth and success. We assess the organization from top to bottom and provide you with tools that will keep you driving in the right direction, today and in the future. Using proprietary and public data assets, plus expert knowledge and development staff, Truven Health provides you with:

- Tools to help you identify and stratify a patient population, allowing executives and providers to target high-risk and potentially high-cost patients, and productively allocate time
- Strategic planning assistance and planning retreat facilitation
- Strategic market assessments of current performance and future demand
- Strategic marketing with customer analysis
- Medical staff resource planning
- Ambulatory strategy development
- Community engagement and education tools

Readmission Reduction:

Moving forward without backtracking.



The significant variability in 30-day readmission rates across U.S. hospitals suggests that some are more successful than others at providing safe, high-quality inpatient care and promoting smooth transitions to follow-up care. Like everyone else, you're worried about reducing costs and improving outcomes, but most of all you're wondering: What about the patients in our care?

Readmission reduction is a complex issue requiring an intelligent and sophisticated approach. We work with you to:

- Identify target areas and appropriate interventions to prevent revenue loss from payment penalties
- Identify variance in factors such as facilities, age groups, and disease groups to target intervention and coordination efforts
- Reveal readmission improvement opportunities across the organization (enterprise-wide and at process and patient levels)
- Create risk models for early intervention and education prior to discharge
- Assess discharge procedures and admission processes across the care continuum

We then provide targeted recommendations for process and protocol improvements and patient-specific surveillance programs, leveraging evidence-based intervention and prevention rules.

But you're not left with just a road map. We help you achieve clinical excellence, reduce costs, and improve outcomes — by driving a culture of prevention and education, and implementing a patient care improvement program.

The image features a blurred background of a wooden bridge spanning a body of water. In the foreground, there are several stalks of grass with dark, feathery seed heads and long, green blades. The overall scene is soft and out of focus, creating a sense of depth and tranquility.

Population Health Management:
Bridging gaps and improving care.

Population health management is not a destination, but rather a journey that may not always be direct. Before you can start down that path, we first help you integrate, manage, and analyze your clinical and administrative data. With a single, unified picture of your population, you can then focus on risk reduction efforts, such as regionally prevalent disease profiles, core measures associated with disease management, avoidable drug errors, and more.

The next step is a custom Population Health Readiness Assessment that looks at your entire hospital or health system — including infrastructure, competition, resources, market constraints, physician alignment, and quality — helping you identify gaps and key patterns. The result is a holistic approach that helps you put a plan in place to enhance care coordination, achieve quality compliance, improve clinical operations, reduce waste, and boost financial performance.



Define, manage, and curate clinical measure content, such as rules, metrics, risk models, alert algorithms, benchmarks, and care delivery practices, sourced from leading healthcare providers worldwide.

Data and Analytics: When the information is all you need.

When you have the in-house expertise to analyze complicated datasets and just need access to additional data to supplement your own information, Truven Health can help. We can deliver value-added custom analytic extracts, reports, and applications that leverage our content and methods to successfully meet your specific needs.

These reports give you access to the most robust data assets and methodologies in the industry, while providing a customized approach to helping you achieve your goals. Examples include:

- Drug/medication management data services such as:
 - Lexicon terminology mapping, hierarchy, and management for standard code sets like SNOMED CT® and ICD-10
 - Drug information normalization within and between health information technology (HIT) systems in your facility, such as allergy data code standardization for drug-drug allergy management
- Integrated market assessments for clinical, financial, and business evaluation and investment strategies
- Strategic planning reports with reimbursement benchmarks for your geography and national comparatives





Truven Health Consulting and Services
Improved performance. Reform readiness.
Strategy transformation. You are here.

For more than 40 years, Truven Health Analytics has worked with players across the entire healthcare market, and we've evolved with our clients to meet the challenges presented over time. Today's challenges might seem unprecedented, but we are on your team, helping you traverse the changes ahead.



ABOUT TRUVEN HEALTH ANALYTICS

At Truven Health Analytics, we're dedicated to delivering the answers our clients need to improve healthcare quality and access, and reduce costs. Our unmatched data assets, technology, analytic expertise, and comprehensive perspective have served the healthcare industry for more than 30 years. Everyday our insights and solutions give hospitals and clinicians, employers and health plans, state and federal government, life sciences researchers, and policymakers the confidence they need to make the right decisions.

Truven Health Analytics owns some of the most trusted brands in healthcare, such as Micromedex, ActionOI, 100 Top Hospitals, MarketScan, and Advantage Suite. Truven Health has its principal offices in Ann Arbor, Mich.; Chicago; and Denver. For more information, please visit truvenhealth.com.

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