

# DRIVING ORGANISATIONAL PERFORMANCE THROUGH ICT DEPLOYMENT

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# Definitions

- **PERFORMANCE**:-achievement of pre-determined goals (increased revenue/cost effectiveness...profit)
- **QUALITY**-
  - level of satisfaction that a good or service delivers to the consumer
  - The level of “goodness” of a good or service
- **COMPLIANCE**-the level to which the rules, guidelines, protocols etc are being applied in day to day practise
- **AUDIT**-the process/system put in place to measure the level of compliance eg monitoring and evaluation

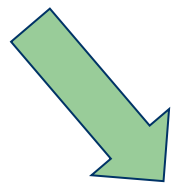
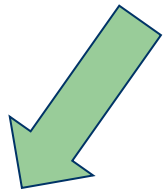
# Key areas of productivity focus

- **Key stakeholders**
  - Patient/provider/payer
- **Key areas of productivity focus**
  - Quality
  - Cost effectiveness/risk management
- Why?.....the healthcare dilemma



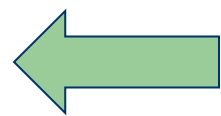
# Healthcare Dilemma

**COST**



**QUALITY**

**ACCESS**



# ICT tools used in AAR

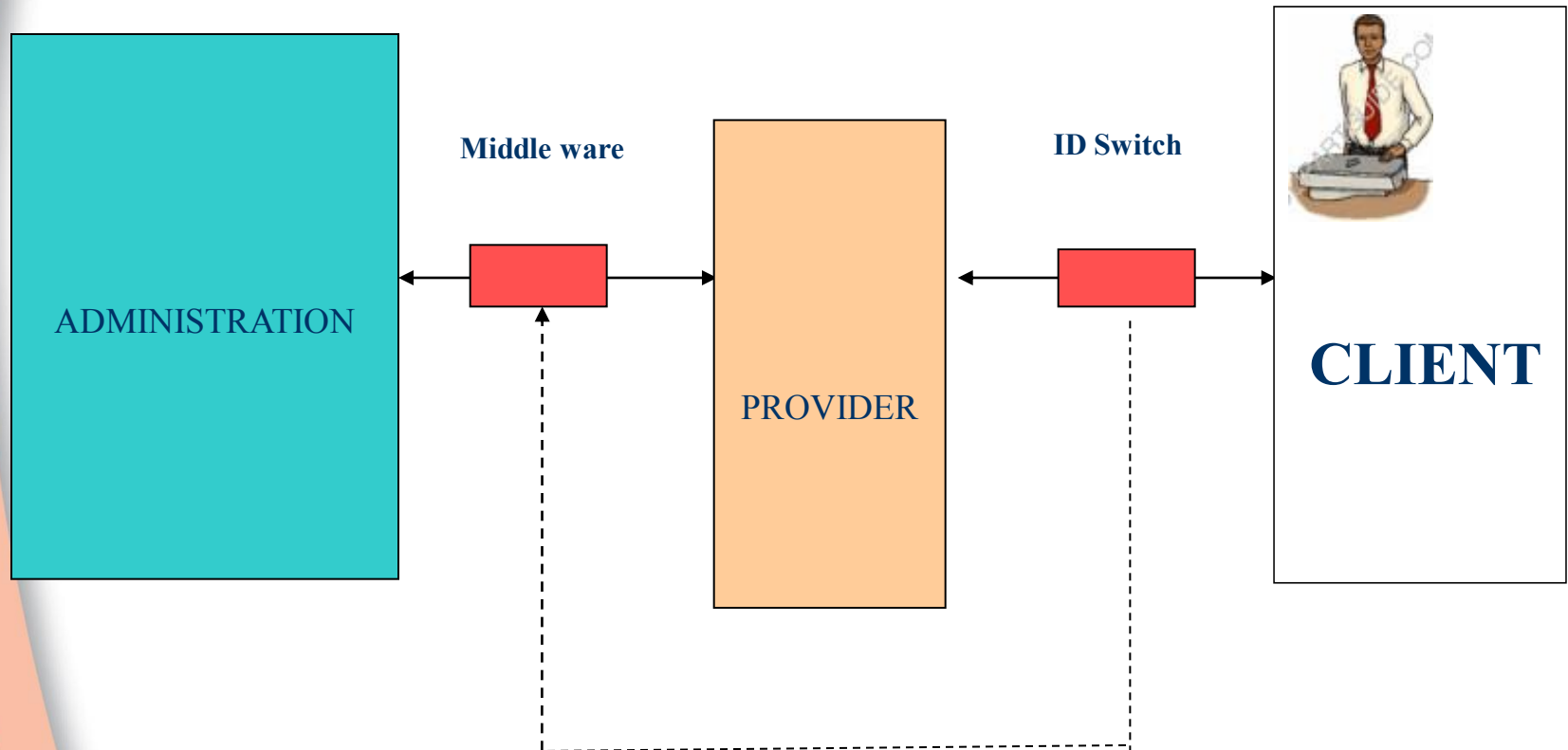
- Core business systems
  - Compucare clinic (CCC) and compucare administration (CCA)
- E-journal- health education/information
- M-health
  - Mobile based solutions (member validity and benefit verification)
  - Health alerts

# ICT infrastructure





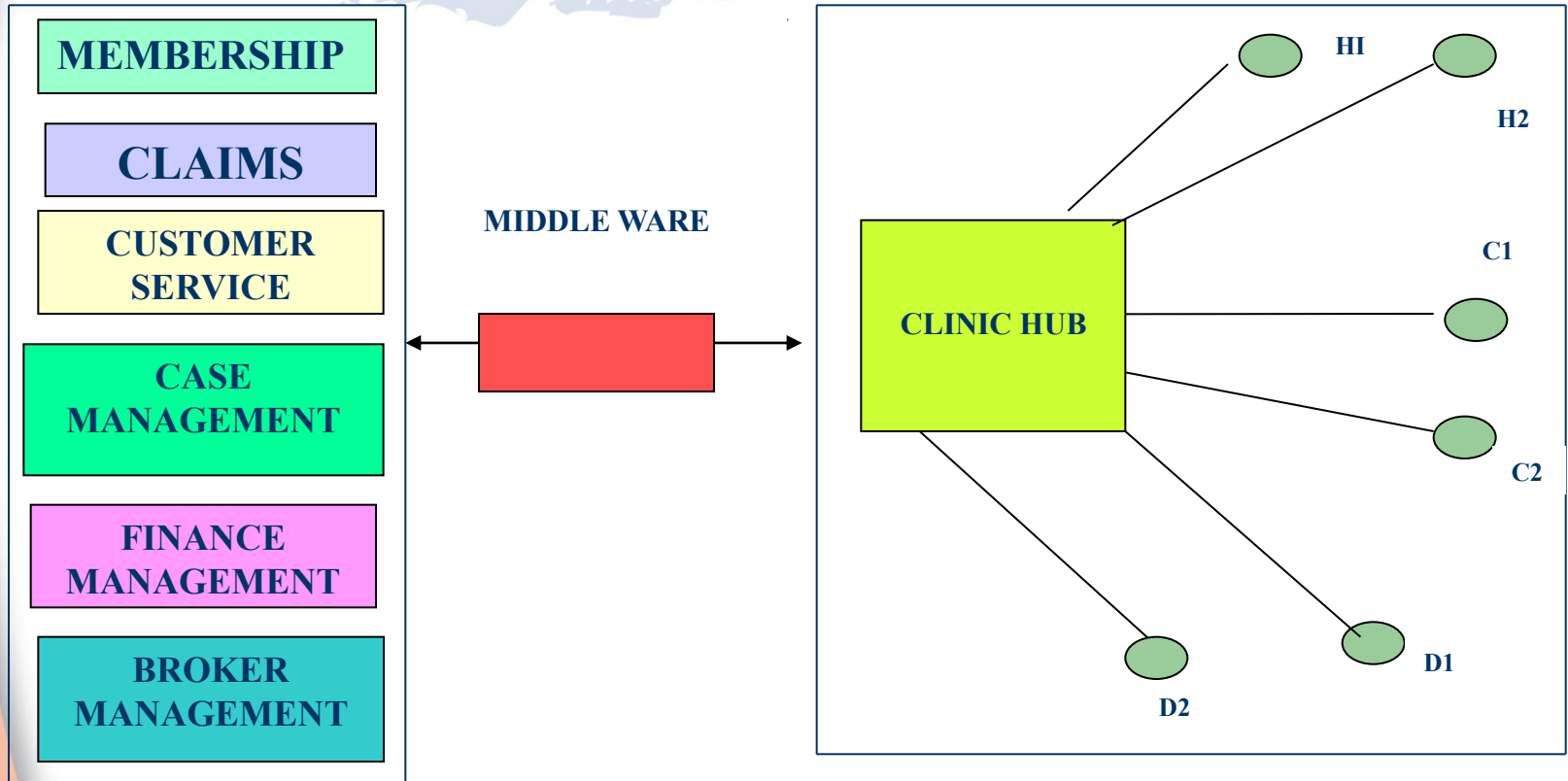
# Main Stakeholders







# The structure



# Infrastructure



**MAIN  
DATABASE**



**SQL  
SERVER**

**USER  
INTERFACE**



**MICROSOFT  
.NET PLATFORM**

**MAIN  
INTERNET  
CONNECTION**



**512/512  
Kbps**



# **Audit/monitoring and evaluation**



# Quality

- **Clinical quality audit**
  - Compliance to formulary-system based
  - Compliance to treatment guidelines-system based
    - Each doctor and each clinic can be scored
- **Non-clinical quality audit**
  - Not system based. Use of independent “mystery shoppers” currently but will be substituted with **CCTV-based audit** in 2012.

# AAR scores comparison between Q1 2007 and Q1 2011

- **Compliance to treatment guidelines**
  - URTI- **94.1%**(Q1 2007), **96.2%**(Q1 2011)
  - Hypertension-**98.12%**(Q1 2007); **99%**(Q1 2011)
  - Gastroenteritis-**96.7%** (Q1 2007); **98.2%** (Q1 2011)

# Improved quality

- **Compliance to formulary**
  - **87%** average score Q1 2007; **93.4%** average score Q1 2011
- **Mystery shopper score**
  - Overall 2008- 67%
  - Overall 2011-84%

# Cost effectiveness

- Reduced number of cases of members exceeding their benefit limits
- Reduced cases of invalid members accessing services
- Enhanced health promotion interaction hence healthier/happier patients and profitable company
- Enhanced loyalty and retention of members

# Cost effectiveness and profit

- **120%** growth of clinic visits since 2006
- Repeat visit rate reduced from **15% in 2008 to 6% in 2011**
- Only **12%** increase in cost per prescription compared to medical inflation of 30% on inpatient drugs in year 2011
- Profit before tax/revenue of **12%** in year 2011



**Ignorance on fire is better than  
knowledge on ice**

Burke Hedges author of YOU Inc.

