

Clinical Knowledge Management

Collaboration and content management framework from EMC and Burntsand improves patient care

The Big Picture

- Integrates existing fragmented systems and information silos to create a knowledge management framework for healthcare
- Provides cross-functional collaboration with governance for improved IT process management, patient care, and quality outcomes

Healthcare clinicians and administrators must increasingly process and manage a variety of data and information sources—for example, diagnostic test results, medication lists, and past treatment history—to make effective care decisions and provide measurable quality healthcare. Practitioners and IT staff are under tremendous pressure to manage many clinical applications throughout their product lifecycles. And project managers must tie quality goals, processes, and systems to successful project execution, despite the fact that managing clinical content by traditional methods is increasingly expensive and time consuming.

In this environment, effective problem solving and decision-making depend on healthcare professionals having immediate access to the right information at the right time. Unifying processes, people, and systems can drive better decision making and is a crucial part of maximizing the benefits and resources of any healthcare organization.

Teams within healthcare organizations, such as project managers and analysts or physicians and multidisciplinary teams, traditionally collaborate through e-mail. Often the results of e-mail collaboration are duplication of work, difficulty reaching consensus, miscommunication, and the inability to share information securely internally and externally. Additionally, this collaboration does not allow content to be reviewed regularly by clinical teams in a governance model to ensure adoption, patient safety, and support for the clinical workflow.

The EMC and Burntsand solution: Improving patient care

The EMC® Clinical Knowledge Management solution unites EMC Documentum® eRoom® with implementation services from Burntsand, a systems integrator with deep expertise in both EMC Documentum and healthcare. The solution improves the maintenance and administration of various sources of information by integrating a content and collaboration management framework around existing fragmented content and systems.

The solution enables dispersed teams to work together in one secure, centralized collaboration portal and workspace. All of the information—e-mails, content, and supporting documentation—is stored, managed, and archived in the collaboration portal. Teams can manage status, assignments, and timelines for review within the work environment. And team members can easily share their opinion, translating to faster review times and faster consensus among physicians, nurses, and multidisciplinary teams.

The solution also provides templated workspaces to support information management, collaboration, tracking, and reporting, and can be rolled out to any clinical content development group, including order set management.

Solution benefits

Incorporating cross-functional collaboration with governance and a multidisciplinary approach improves IT process management, patient care, and quality outcomes. The key benefits of the solution are:

- **Collaboration:** Collaboration portals aligned with governance, business, and outcomes reduce the fragmentation of people, systems, content development, and objectives.
New intranet portals provide users with a consistent, organized way to communicate and interact with content, processes, and data.
- **Enterprise content management:** Centralized collaboration, content storage, and processing enable users to search for and retrieve the right content at the right time. Integrating information silos and tracking document versioning enable more secure audit trails.
Doctors and clinicians share knowledge and get faster access to second opinions for both patients and online expertise profiles.
- **Business process management:** Automating critical business processes supports workflows and reduces the time required to maintain content. Support for transaction-based content such as scanning and forms means content and workflow are managed as part of a unified model.
Hospital management can increase the accuracy of clinical data, streamline billing processes, and ensure maximum reimbursements.

Solution key features

Key features of the Clinical Knowledge Management solution are:

- Fully templated approach
- Easy-to-use capabilities for designing your own templates
- Full work queue support for reviews
- Flexibility to change as you discover and design reviews
- Dashboards for easy review status tracking
- Possibility for API integration with external systems
- Easy-to-use archive
- Robust search capabilities
- Maximized reuse of content and approaches



EMC Clinical Knowledge Management can be applied across the enterprise

Summary

The Clinical Knowledge Management solution from EMC and Burtsand offers a collaboration and content management framework that integrates content, decisions, and processes for effective problem solving and improved patient care, while easing the management burdens of project, program, and process management associated with clinical content development. The solution reduces the time and costs associated with managing clinical content.



EMC CORPORATION
Hopkinton
Massachusetts
01748-9103
1-508-435-1000
In North America 1-866-464-7381
www.EMC.com

Take the next step

To learn more about the EMC Clinical Knowledge Management solution, visit www.EMC.com or call **800.607.9546** (outside the U.S.: +1.925.600.5802).