



Increasing Care Management Capacity Using the Microsoft Office System

Care management is a collection of collaborative business processes designed to improve member health and treatment by ensuring that patients receive the best evidence-based care. As health plan enrollment grows and care management systems take on larger case loads, companies are looking for solutions to increase care management capacity. Care management solutions built on the Microsoft® Office System use familiar technologies to help skilled care managers work faster, enabling them to potentially manage more members.



The Care Management Challenge

As health plans continue to identify ways of reducing ever-increasing medical expenditures, care management has become a major focus.

Care management focuses on high-cost and high-volume conditions and injuries, and involves proactively coordinating with patients to ensure that they are following doctors' orders, taking medications, improving their health habits, and adhering to best practices. As a result, care management has the potential to reduce medical costs by preventing costly hospitalizations, tests, and treatments.

Because of a wide-spread shortage of highly qualified nursing personnel, health plans are often limited in their ability to offer care management services. They can't always expand their care management capacity by simply adding resources. Health plans can have limited care management capacity:

- Care management processes can be time-consuming, paper-based, and require costly labor
- Existing IT systems and controls to facilitate care management can be inadequate
- Highly manual and inconsistent processes can lead to patient and employee dissatisfaction
- Time can be wasted tapping into distributed and sometimes outdated knowledge sources

Better Management Leads to Better Care and Significant Savings

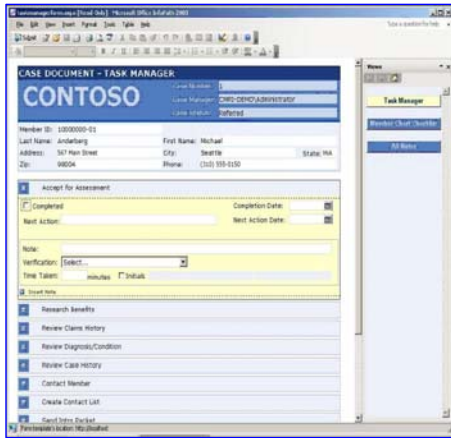
For health plans seeking to reduce medical costs without hiring new staff, care management solutions built on the Microsoft Office System can help care management teams to organize information in one place and automate collaboration and care tasks, which can dramatically improve their impact in reducing the medical costs and complications of high risk members.

Manage Patient Cases More Efficiently

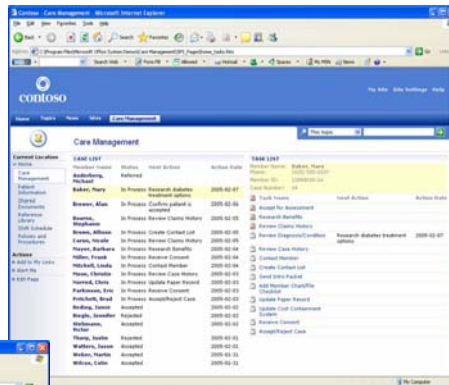
- **Digitize operations.** Convert current paper-based systems into more efficient and cost-effective systems.
- **Standardize workflow.** Use checklists and standardized forms to ensure consistency and completeness of care.
- **Facilitate tasks.** Display the steps required to open a case, including status, links to task aids, and the capability to schedule future tasks.
- **Simplify research.** Store, reference, index, retrieve, and search a repository of more current diagnostic and treatment documents.

Get Started Quicker

- **Streamline access to resources.** Connect care managers with multiple line-of-business applications, such as member management systems or existing care management systems.
- **Minimize training.** The familiarity of Microsoft Office applications can help users adapt more quickly to new solutions and reduce both errors and training costs.

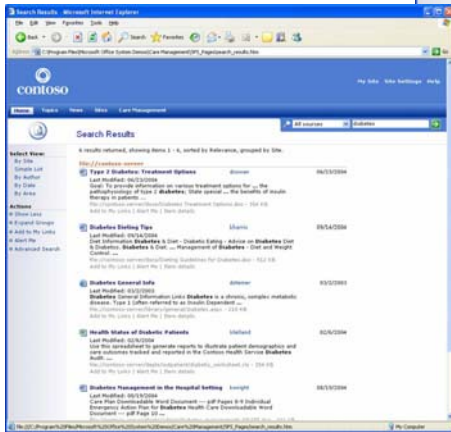


Health care providers can access patient lists, case histories, and other patient details in one place.



Premera Blue Cross adopted a care management solution based on the Microsoft Office System for 60 care managers. These care managers discovered they had 26 percent more time to focus on their patients. This helped result in a 32 percent overall increase in employee satisfaction.

Automated forms make it easier to capture case notes, trigger task reminders and update other team members about workflow progress.



Reference, store and retrieve diagnostic and treatment documents.

Next Steps

To learn more about increasing care management using the Microsoft Office System visit:

www.microsoft.com/office/showcase/caremanagement

Solution Showcase for the Microsoft Office System

Care management is one of the many business scenarios available in the Solution Showcase for the Microsoft Office System. The Solution Showcase highlights examples of how leading organizations can solve business problems using the Microsoft Office System. The Solution Showcase provides guidance so Microsoft customers can obtain more value from their investments in the Microsoft Office System, and provides a featured listing of Microsoft partners who can help customers design, build, and implement Microsoft Office-based solutions.

For more information about the Solution Showcase, see:

www.microsoft.com/office/showcase

Retain and Attract Staff

- **Reduce administrative tasks.** Staff can spend less time on paperwork, including researching and documenting information.
- **Enhance the work experience.** Help reduce staff turnover by enabling staff to focus on what they care about most: their patients.

Case Study: Premera Blue Cross

Premera, a leading health care insurer, was looking for a more efficient way to manage its care management process.

Until recently, opening a new case could take up to 160 minutes. Using a solution based on the Microsoft Office System, Premera's care managers can reduce the time it takes to open new cases by 40 minutes. Also, they've reduced research time by 70 percent, increased case capacity by 20 percent, and improved employee satisfaction by 17 percent. Premera estimates that the annual medical cost savings from deploying a solution based on the Microsoft Office System will be at least \$9.6 million.