



Moving Ahead with CMT and Relias Learning

How would Healthcare Outcomes Change if you Only Knew?

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Picture for a moment, what your life would be like if you knew what would happen in the future. That would be a pretty cool super-power, right? Would the knowledge be surprising, alarming, enlightening, exciting, scary, sobering, a relief? Odds are, probably these things and more. The next question becomes, what would you do differently? Who wouldn't try to avoid a car accident, a broken heart, or a preventable illness? Why wouldn't you want to cash in on knowledge of the lottery numbers, or the winner of the World Series? These are very natural reactions because we all want more good things and fewer bad things to happen. Is any of this really possible, though? The truth is, nobody can look into the future and tell you everything that will happen. There is something you can do to be less blind about it, though. You can use analytics.

What exactly is analytics, you say? According to Dictionary.com, analytics is the "*analysis of data, typically large sets of business data, by the use of mathematics, statistics, and computer software.*" Put more simply, it means looking at a lot of information and figuring out what already happened, why it happened, what might happen next, and what to do about it. These are the basic questions answered by analytics. These are also known as Descriptive, Diagnostic, Predictive and Prescriptive analytics.

I know what you're thinking... what the heck does this mean for me?! What is Relias Learning going to do for me as a Healthcare Organization considering the use of analytics? The answer is that we are going to provide Descriptive, Diagnostic, Predictive, and Prescriptive *insights* about your healthcare organization and the patients you serve so that you can act on them to change outcomes for the better.

When it comes to analytics, most organizations start with, and are most familiar with, Descriptive Analytics, which involves displaying gathered information to understand a situation. This is probably the most common and well-understood type of analytics. It will tell Healthcare Payer organizations how many patients they are serving, what types of diagnoses they have, how many of them were readmitted to the hospital within 30 days after release, how much money was spent on their care, and which facility has the best patient outcomes for a diagnosis. How would you change things if you knew the answer to what is costing your organization the most money?

A natural next step once you've understood the situation is to use Diagnostic Analytics to dig deeper into the collected information to figure out why something happened. Most of the time, knowing something happened isn't enough. If we can't figure out why it happened, then it feels a bit like good luck or bad luck depending on if you liked the outcome or not. Diagnostic Analytics can reveal the reason for hospital readmissions, the combination of diagnoses associated with the highest morbidity rate, and why certain facilities have higher costs than others. How would knowing these things change your actions and ultimately improve patient outcomes and lower healthcare costs?

Predictive Analytics is using past information to predict future outcomes based on probability. What would change if you knew which patients had the highest risk of a visit to the Emergency Department based on recent primary care activity (or lack thereof), or what population of patients is at the highest risk for opioid addiction based on prescription claims. What if you could predict which patients are most likely to be readmitted to the hospital after release based on a combination of provider track record, patient demographics, and vital signs? Wouldn't it be nice to know which of your patients to focus on first or spend the most time on to prevent negative outcomes? This becomes possible using predictive modeling tools to evaluate and define the common characteristics of patients that experienced a negative outcome against another set of patients to determine which are the most likely to experience the same outcome. It's not a guarantee, nothing is, but it's a better place to start than "eeny, meeny, miney, moe!"

So, now you've described where you've been as an organization and diagnosed how you got there. You may have even predicted the likelihood of a negative patient outcome occurring. The next question is what are you going to do to make sure that it does not happen? Prescriptive Analytics can provide the insights needed to know how your choices might impact the future outcome. It can be used to recommend the most effective drug to prescribe a patient to improve their condition, what actions to take while working with a patient post-surgery to reduce the risk of readmission, and what healthcare screenings to provide for diabetic patients to prevent blindness. For example, what if patients at the highest risk of a visit to the Emergency Department (ED) without their prescription refills were given assistance getting their prescription? This is certainly better for the patient and should result in lower costs as well.

Piece of cake...right? Well, not exactly... but the introduction and use of analytics can significantly improve the likelihood of achieving the higher quality of care, better patient experience, and reduced costs that make up the Triple Aim. Relias Learning is committed to tackling these issues with our customers by providing the right information at the right time to the right individual through our Analytics solutions.

So now I ask you, what will you do differently to change healthcare outcomes with the information you can gain from using Relias Learning's Analytics solutions?

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For additional information on Relias Learning's analytic solutions, please contact John Tote at 919-219-3944 or at jtote@reliaslearning.com.

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