



## **Healthcare Automation and Informatics**

Leveraging technology for better, safer and cost effective care delivery

**An Executive Seminar**

**Agilenty Consulting Group**

in collaboration with

**Minnesota Section of ASQ**

# Healthcare Automation and Informatics

Leveraging technology for better, safer and cost effective care delivery

## An Executive Seminar

### **Why automation and informatics are crucial for healthcare delivery?**

---

Healthcare is a large and complex industry characterized by breathtaking advances in medical and clinical research and applications, and yet it lags behind most of the industries in application of automation and IT to improve access, care, accuracy and safety in a cost effective manner. Even the current state of IT can help transform healthcare delivery by potentially huge improvements in patient care value as regards to quality, safety, cost, and connectivity needed for managing health prior to and following clinical care.

The focus of the seminar is on healthcare providers such as hospitals, clinics, and physician groups with particular reference to US healthcare system. Despite a much higher per capita expenditure the healthcare delivery in the US is marked by unacceptably high medical errors, poor quality, and high cost. This is well documented and available for a number of years now. The healthcare debate leading to Health Insurance Reform legislation has further revealed the weaknesses of the healthcare system. The reforms stipulated in the legislation provide a unique opportunity to address and fix many challenges that healthcare providers currently face including IT. The inadequacy of the current healthcare information system leads to lack of actionable knowledge to provide proper care throughout the *care delivery value chain* (CDVC). This is further complicated by inadequate process, structure, compensation, and medical practice prevailing in a large number of hospitals and clinics.

This seminar will help address these organizational issues with a view to harness IT optimally to delivering improved patient value in terms of better, safer and cost effective care. The seminar will address many technological challenges including interoperability and the need to customize the available technology to healthcare and creating and managing a robust healthcare information system. A seminar report will be prepared and made available to the participants and the public at large.

### **The Key Seminar Themes**

1. The state of healthcare providers in the US: The challenges and opportunities

2. The Healthcare Insurance Reform and its potential impact on healthcare delivery
3. Transforming patient value: A *Care Delivery Value Chain* (CDVC) case study
4. Automation and IT in healthcare delivery and its impact in creating superior patient value.
5. *What Can be Automated and What Cannot be Automated in Healthcare?* by Richard D. Patton and Peter C. Patton: Limits and expanding the limits of automation in healthcare
6. Creating and managing a robust healthcare information system
7. Twelve Big Questions

### Who Should Participate?

---

Senior executives, physicians, nurses, and IT professionals.

### How will they benefit?

---

1. Understanding the challenges and opportunities for US healthcare for better, safer, and cost effective care delivery.
2. Understanding the implications of the Health Insurance legislation on information systems
3. Using *care delivery value chain* (CDVC) to create transformative patient value.
4. Understanding the role of automation and IT to enable high impact patient value.
5. Understanding the potential and limitation of automation in healthcare delivery.
6. Designing a robust healthcare information system to provide actionable knowledge to the right person, at the right place, and at the right time.
7. Understanding the IT implications of the 12 big healthcare issues.

### Seminar Structure

---

**Duration:** 1 Day

**Delivery Format:** Lecture, discussion and group work. A seminar report would be prepared and posted on the Internet for access by participants initially and later the public at large.

**Seminar Fee:** \$2300 for ASQ members

\$2200 for 4 or more participants from one company

\$2500 for nonmembers

### Resource Persons

---

**Dr. Peter Patton** is Chairman of Agilenty Consulting Group. He has taught at the University of Minnesota, University of Paris, University of Stuttgart, and the University of St. Thomas and has held the position of Chief Information Officer at the University of Pennsylvania. He was Chief Technology Officer at Lawson Software from 1996 to 2002. He has taught, researched and consulted for some 50 years and has engineering and mathematics degrees from Harvard, Kansas, and Stuttgart. He is a recipient of the ASQ Crosby Medal for 2007 for his book *Design for Trustworthy Software*. He is a Master Black Belt in Design for Trustworthy Software (DFTS) Technology and is currently an adjunct professor of engineering with Oklahoma Christian University. His email contact is: peter.patton@oc.edu

**Bijay Jayaswal** is the CEO of Agilenty Consulting Group, LLC. He has held senior executive positions and has consulted in quality and strategy for the last 25 years. His consulting interests include value engineering, process improvement and product development. He has taught engineering and management at the University of Mauritius and California State University, Chico and has directed MBA and Advanced Management programs. He has helped introduce corporate-wide initiatives in re-engineering, Six Sigma, and Design for Six Sigma. He is a recipient of the ASQ Crosby Medal for 2007 for his book *Design for Trustworthy Software*. He is a Master Black Belt in Design for Trustworthy Software (DFTS) Technology and is an adjunct professor of management with Concordia University, St. Paul. He can be reached at: bijay.jayaswal@agilenty.com.

---