



## Solution Overview

# Metastorm Enterprise for Healthcare Providers

As a healthcare provider today you face rising costs, lower reimbursements, an aging population, increasing numbers of uninsured patients, and stricter, more complex insurance regulations.

Metastorm addresses your challenges with Metastorm Enterprise — an integrated portfolio of fast and flexible enterprise modeling, business process automation and integration software to help you optimize your processes, increase efficiencies and make a positive impact on your organization's bottom line.

## Metastorm ProVision®: Drive Enterprise-level Transformation

A key to retaining a competitive advantage in today's healthcare environment is optimizing your business processes, systems, and technologies. Enterprise modeling helps you do just that.

The Metastorm ProVision® enterprise modeling suite provides end-to-end process modeling capabilities, allowing you to model and improve your processes, assets and organizational responsibilities under one common framework. For example, a healthcare provider, such as a hospital, can use Metastorm ProVision to understand the relations among processes that span across silos and multiple organizations. Or how a given system supports multiple processes. This process analysis, modeling and simulation environment is combined with recognized "ease of use" for both business and systems users.

As an added benefit to accelerate results, Metastorm offers a portfolio of Reference Models that establishes a knowledge base for defining the operations of key business functions, such as your supply chain, finance and IT infrastructure management. The Metastorm ProGuide methodology provides an integrated set of repeatable best practice process models for performing model-based business process improvement, requirements analysis and application implementation projects.

## Highlights

### Benefits

- Maintain the highest standards of patient care while managing growth
- Standardize processes and improve efficiencies
- Make better and faster decisions for financial and operational health

- Speed and simplify claims submissions
- Monitor and accelerate payment collection
- Tighten up procedures and audit trails to ensure regulatory and legal compliance
- Support the move to electronic records and improve collaboration across caregivers

### Customer Success

- Children's National Medical Center
- Gaston Memorial Hospital
- Metro Health Hospital
- North Staffordshire Health Intelligence Service

*Learn about these and other Metastorm customer successes at [www.metastorm.com](http://www.metastorm.com)*

Using Metastorm ProVision in a Software-as-a-Service (SaaS) model further enables you to address governance and compliance challenges and lower overall risk, which is critical in any healthcare setting. The Metastorm ProVision SaaS offering allows you to quickly and conveniently establish a shared repository environment without needing to install an internal server. That means your organization's distributed work teams can immediately pool their knowledge and focus on the important business of improving their processes and systems.

### *Economic and Effective Data Collection*

As part of the Metastorm ProVision offering, Metastorm Discovery is an interactive process discovery tool designed to enable faster and more accurate collection of data, process understanding, and process metrics that can be used to drive business process modeling, improvement, and optimization efforts. This solution allows you to easily and economically collect actual experiential data on processes to determine where opportunities exist for continuous process improvement.

Metastorm Discovery can capture information about all steps in a process. This data can be used as input for modeling an "as is" process and analyzing potential improvements using Metastorm ProVision with the goal of optimizing the process to meet specific strategic objectives such as minimizing costs, shortening cycle times, or improving productivity. The optimized process can then be deployed and automated through Metastorm BPM.

## Metastorm BPM®: Manage the Round-trip Process Life-cycle

Metastorm BPM provides capabilities for designing, automating, analyzing, and monitoring human-centric and integration-centric activities and processes – thus enabling you to deliver patient services in the most cost-effective and timely manner possible.

Healthcare organizations that use Metastorm BPM benefit from gaining repeatability, control, and visibility throughout the organization, while simultaneously creating more efficient and streamlined processes. With Metastorm BPM, healthcare providers can:

- Establish well-defined processes that span multiple people, organizations and systems
- Integrate with related systems and tools, including Document Management Systems (DMS), Financial Systems, Scanning Solutions and Electronic Health Record Systems
- Present complete monitoring and visibility into the process life-cycle
- Provide secure and highly-compliant procedures
- Provide tracking and oversight, helping identify potential bottlenecks and risk areas

For example, one hospital successfully used Metastorm BPM to accelerate response time and establish greater quality control. It also improved overall process and data accuracy and eliminated more than 40 paper forms. In addition, the hospital adopted a Lean methodology along with Metastorm BPM to help enhance the patient experience.

# MIM: Integrate Your Systems and Services

The Metastorm Integration Manager (MIM) helps healthcare providers rapidly and cost-effectively integrate and efficiently utilize diverse and often highly distributed business systems and services, databases, file systems, and even the most obscure legacy applications.

Whether deployed as part of the Metastorm Enterprise suite or on its own, MIM provides a robust platform for:

- Designing, executing, and monitoring system-based processes
- Enabling high-volume secure Managed File Transfer (MFT) and providing a management dashboard for overseeing complex B2B file transfers across multiple file transfer systems
- Integrating mainframe and legacy systems into new and existing business processes via web services
- Enabling native integration to and system-based process management on IBM CICS systems
- Integrating data and systems following a merger or acquisition
- Delivering insight, governance, and audit ability for system-based activities

With MIM, you have visibility into and can control even the most minute system tasks within the construct of a business process.

## The Value of Metastorm

The bottom line is that Metastorm can help you quickly understand and exploit your processes and systems to run your organization better, and then gives you the agility you need to respond to changing conditions, new regulations, and demands for increased efficiencies resulting in enhanced collaboration and better patient care. Healthcare providers can depend on Metastorm to help you deliver:

- Process efficiency, effectiveness and cost savings
- Regulatory and legal assurances and compliance
- Information security, confidentiality and ethical standards

For more information on how Metastorm solutions can help you, contact us at 1 877-321-META or [sales@metastorm.com](mailto:sales@metastorm.com).

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