

Utilization management

Challenge

A priority of every case management intervention is to support the patient, making sure she's getting the best care and support over a continuum of time in order to achieve a positive clinical outcome. Utilization management (UM) interventions help ensure patients receive the right care at the right time to improve clinical outcomes while also lowering costs. However, this effort comes at a high cost to payers, who are forced to balance the costs of UM and the best approach to staffing and/or outsourcing.

The costs can be broken down into several factors:

- Costs of UM staff, including reviewers, physician advisors, and UM program managers.
- Costs associated with prioritization of discharge planning, pre-certification, and clinical case appeals.
- Managing processes such as demand management, utilization review, case management, and disease management.

Solution

The key to reducing operational costs associated with UM personnel organizations is identifying and improving the efficiency of work activities, as well as identifying and dealing with potential bottlenecks.

WorkiQ® by OpenConnect provides the detailed operational intelligence and analytics needed to improve productivity.

WorkiQ identifies the following, all in real time:

- Average units of work and average time to complete specific processes. This helps to identify potential bottlenecks and productivity drains.
- Processes and work steps that can be either eliminated or automated (perhaps using an automation solution, such as OpenConnect's **AutoiQ**™) to improve throughput and accuracy.
- Categories of work and UM staff productivity. This enables UM managers to perform "in-the-moment" coaching and balanced work allocation.

Benefits

WorkiQ provides event-based intelligence to quickly lower the overall costs of operations. As a result, it enables you to:

- Compare "true" employee productivity by taking into account the mix and complexity of the work that employees handle.
- View in real time most-frequently-utilized applications and websites.
- Identify productive activities, and time spent by UM staff in these activities.
- Compare all UM staff on multiple types of productivity and work items.
- Evaluate UM staff utilization.
- Improve your employee engagement and accountability.
- Identify where you can use automation to take over desktop activities or augment users as they work.

WorkiQ even provides activity data for desktop-based software robots you may already be using.

WorkiQ makes it easy to understand and visualize employee performance. This enables your organization to go beyond simple statistics and notoriously inaccurate self-reporting — creating actionable insights that can drive real improvements within your business.

The data produced by **WorkiQ** also can be used by **Worksoft Analyze** for advanced process discovery. Contact us today to learn more.

See a live demo.

Seeing is believing. To arrange for a live, online demo of WorkiQ — and to learn more about what deploying WorkiQ can do for your workforce management — contact OpenConnect at sales@openconnect.com or 800.551.5881. Visit OpenConnect at openconnect.com.