



HOW-TO GUIDE

5 ways to platform your business and clinical ecosystem

Healthcare

Care and costs suffer when the people, processes, and systems that run today's provider organizations operate in silos. To enable better collaboration, hospitals and health systems must focus on aligning and integrating their operational and clinical infrastructures along with the data to create a fully connected platform focused on value creation and innovation.

Here are five ways to optimize outcomes, staff engagement, and resource allocation with a platformed system.

1. Start with operational systems

Disparate planning, purchasing, inventory control, sales, marketing, finance, and human resources may be considered "back office," but inefficiencies are felt at the bedside. Disconnected systems waste resources, including time and money, while stressed staff create the risk of a depersonalized patient experience. An integrated business engine eliminates these gaps to drive continuous performance improvement.

2. Connect the clinical

With operations connected around creating a single source of truth, business data can be used to enable faster decision-making support. It's time to bring in the true cost of care by converging with clinical systems such as the data-rich electronic health record (EHR). Accounting for acuity, staffing and scheduling, and supplies and equipment that are specific to each patient provides actionable insights into care resources to drive a better experience, while also lowering costs.

3. Move from process to platform

As all industries move to a new level of digital connection, healthcare must keep up. Industry-specific pressures such as value-based care, the introduction of nontraditional players, consolidation, and interoperability mandates are drastically altering the landscape, and creating even more necessity around platforming systems.¹

4. Look beyond legacy systems

A platformed system includes every aspect of business and clinical operations, from staff hiring and scheduling, to enterprise management, to location-based intelligence. Embedded in the platform is the ability to monitor, manage, and most importantly, act on key data to create a culture of continuous improvement. This is done through cloud-based data aggregation, curation, and analytics.

5. Stay centered on care and continuity

Healthcare is, and always will be, a people-driven enterprise. Focusing on practices to support a connected platform is about the people driving the system. Patients experience shorter wait times. Staff access emerging technologies such as artificial intelligence to fulfill supply needs, immediately. Clinicians have automated contact tracing to reduce infection spread. Those are just some examples of how a platformed system will revolutionize the way systems provide care.

Find out more about the benefits of platforming healthcare operations systems by downloading this paper: [Making healthcare better: Connected business-clinical platforms save lives and money.](#)

1. Deloitte Insights, [2021 Global Health Care Outlook](#).

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INF-2383980-en-US-1221-3