

Healthcare Industry



Rapidly increasing healthcare delivery cost, acute shortage of physicians required to serve an aging population, a fragmented delivery system resulting in inconsistent quality of care and poor decision-making are laying the emphasis on adoption of IT in healthcare organisations. The use of Information Technology will help organisations standardize, streamline and automate the care delivery processes. While numerous regulatory and private activities focus on increasing physicians' use of EHRs, cost and complexity of IT implementation, and cultural changes can be a challenge.

Mahindra Satyam's Global Healthcare Practice offers innovative and comprehensive solutions to healthcare providers. Our solutions enhance the efficiency of physicians, hospitals, ancillary facilities, clinics, governmental health bodies, and public health and research organizations. Our experienced team of certified analysts bring over 3000-person-years of experience in delivering value for providers and payers. This gives Mahindra Satyam a competitive-edge to deliver total business solutions in the healthcare space. We recognize that healthcare providers need to strengthen and integrate internal operations and interface with other organizations to increase administrative efficiency, reduce costs, assure quality and increase patient safety. The use of information technology makes drug dispensing more accurate and safe, thereby reducing medical errors, increasing patient safety and reducing costs. In each offering, we bring in experience of international standards such as HL7, HIPAA, SNOMED, and ICD10. The depth and breadth of our solutions is complemented with many best-of-breed solution and technology providers in healthcare. Our end-to-end integrated solution approach leverages our mature technology expertise and functional competency in healthcare and life sciences domain with "Customer Delight" as the key focus.



## Our services encompass the following

HIS	eHealth	Emergency Management	Operations and Integration	Value Added Services
<ul style="list-style-type: none"> <li>• Business Consulting</li> <li>• Vendor Mapping</li> <li>• Right-Fit IT Architecture</li> <li>• Requirement and Gap-Fit Analysis</li> <li>• Product Customization</li> <li>• Implementation and Maintenance Support</li> <li>• Laboratory Information Systems</li> <li>• Radiology Information Systems</li> <li>• PACS</li> </ul>	<ul style="list-style-type: none"> <li>• EHR / EMR Solutions</li> <li>• Telemedicine</li> <li>• HIE</li> <li>• Portal Solutions</li> <li>• Document Management</li> <li>• Patient Health Records</li> <li>• Clinical Data Repository</li> <li>• Registry Solution</li> </ul>	<ul style="list-style-type: none"> <li>• Feasibility Study</li> <li>• Process Consultancy</li> <li>• Plug &amp; Play Technology</li> <li>• Technology Solution</li> <li>• Implementation of Technology Solution</li> <li>• Center Operations and Maintenance</li> <li>• Ambulance Design</li> <li>• Mission Control Center</li> </ul>	<ul style="list-style-type: none"> <li>• BPM</li> <li>• IT Infrastructure &amp; Managed Services</li> <li>• Systems Integration</li> <li>• Enterprise Interoperability Solutions</li> <li>• Data Warehousing</li> <li>• Healthcare Analytics</li> <li>• ERP Solution Suites                             <ul style="list-style-type: none"> <li>– SAP</li> <li>– Oracle</li> <li>– PeopleSoft</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• IT Consulting                             <ul style="list-style-type: none"> <li>– BPR</li> <li>– Gap-Fit Analysis</li> <li>– Customer Relationship Management</li> </ul> </li> <li>• Business Process Outsourcing</li> <li>• Product Customization, Development and Maintenance</li> <li>• Migration</li> <li>• Hospital Quality Standards Consulting</li> </ul>
<b>Healthcare Domain Expertise</b>				
<b>Standards and Compliance – HL7, HIPAA, SNOMED CT, ICD10, CPT, DICOM, LOINC</b>				
<b>Proven Technology Expertise</b>				

Mahindra Satyam is armed with experienced domain consultants and cross-trained teams with rich experience in various aspects of the healthcare lifecycle. Our domain experts leverage their industry and process knowledge to provide IT solutions, which enable customers to maintain the highest standards of healthcare delivery and regulatory compliance while adapting to constant business and organizational change within strict time and resource constraints.

With the combination of best minds and a deep understanding of the industry, Mahindra Satyam meets the demands of customers which are highly specific for the industry.

*Our investments in the Healthcare Centre of Excellence (CoE) reflect industry focus, business knowledge and technology blended competency. With several partner solutions showcased in the CoE, one also witnesses Mahindra Satyam's implementation and customization, value addition, partner product competencies and integration capabilities through solutions addressing the key challenges of the customers.*

## Service Offerings

### Hospital Information Systems

As systems integrator, we install, implement, develop, customize, support and maintain healthcare solutions for hospitals and care delivery organizations. With rich experience in executing multiple engagements across the globe, we help organizations:

- Transform to an electronic clinical information system
- Integrate existing disparate systems to provide a single comprehensive information solution
- Implement and integrate systems including LIS, RIS, PACS, ERP and others.

### EMR/ EHR

We have strategic partnerships with many best-of-breed solution and technology providers in healthcare. The depth and breadth of our solution offerings for EMR/EHR implementations is complemented by the business strengths which the partner solutions offer. Our expert consulting teams:

- Study and analyze the business requirements and business environment of the customer
- Deliberate on best-fit vendor applications and customize solutions to meet the requirements
- Comply with security and privacy norms, international regulatory and quality standards

### Healthcare Analytics

Our proprietary iDecisions™ is a transformative Business Intelligence framework that enables efficient healthcare business management through integration, intelligence and insight.

- It incorporates best-of-breed processes, business content and enablers in data warehousing for fast track analytics solution implementation
- It delivers pre-built, industry-focused, highly customizable, packaged analytic application suite with next generation industry key performance indicators, readymade schemas, reporting, analytical templates and dashboards
- It is supported by powerful business analytical tools to unearth appropriate information and provide multi-dimensional reports to organizations which help them in decision making from various perspectives – customers, products, business units and channels.



### **Emergency Management Solutions:**

Our turnkey solutions, one of the largest emergency healthcare services infrastructures built on the 'Concept-Deploy-Operate model', benefits several customers. With GIS-aided emergency mobile solutions for ambulances, we support public health bodies and care providers. We conceptualize, deploy and maintain emergency management services.

### **Telemedicine Solutions:**

Our award-winning telemedicine solutions provide remote access to quality care by integrating different healthcare entities. The model supports sourcing hardware and software applications, customization to meet client requirements and deployment across multi specialty tele-health services.

## **Mahindra Satyam's Footprint in Healthcare**

- Implemented one of the largest telemedicine programs for rural & public health
- Set up an interoperable EHR Center for a leading Canada based university (Developed the 1st prototype of Canada's national blueprint for EHR)
- Amongst the first to implement ICD10 solution for a healthcare provider, globally
- Proven consulting expertise in Hospital Quality Standards

## **The Mahindra Satyam Differentiator**

ICT, which has revolutionized the operating model, presents an opportunity for universal access to medical transformation at a very low cost. None of this is better exemplified than by Grassroot Innovations enabled by Mahindra Satyam in association with healthcare agencies for improving healthcare services, increasing access and quality of healthcare. Key benefits from the beneficiary perspective were the fundamental drivers in the design and execution of the programs.

### **Telemedicine: Enabling Remote Medical Diagnosis and Services**

Lack of specialist doctors and infrastructure, inconvenience of travel and associated costs to a remote medical centre and access to specialty care prompted an NGO to address these issues. Mahindra Satyam provided the overall Tele-Health framework including Tele EKG and Tele-Ophthalmology solutions, connecting nearly 50 rural health clinics to specialty hospitals located 500 miles away. In spite of country-side communication technology challenges, the solution was adapted, and the program has remarkably transformed remote healthcare services impacting nearly 3 million lives. This is also achieved with a fraction of the cost than a traditional medical delivery model. The Foundation was honored with the "Computerworld Honors 21st Century Achievement Award" under the category "non-profit organizations" for its project "Telemedicine Intervention" in June 2008.

### **Mobile care services: To Improve Access and Utilization of Healthcare Services**

Health Management and Research Institute (HMRI), one of the world's largest integrated digital health networks, provides a Disease Surveillance Program in a state covering a geographical area of 275000 sq.kms with multiple medical facilities providing different levels of care. Mahindra Satyam worked with HMRI in developing IT infrastructure to automate patient records and capture real-time health-related data from patients. The institute had 475 mobile health units and till end November 2009 provided over 17,000 telemedicine consultations since its inception in mid-2008.

### **Emergency Health Services: Dial 108 on the same lines as 911 in the US**

Emergency Health Services organization (EMRI) was set up in 2005, with the objective to create an integrated institution providing Medical, Fire and Police emergency services. EMRI provides hundreds of ACLS ambulance and a centralized contact and dispatch centre, accessible using a single toll-free number. Mahindra Satyam provided the design, development and deployment of state-of-art emergency management solution. Today, the Foundation runs services in 10 states covering a population of about 260 Million.

## About Mahindra Satyam

**Mahindra Satyam** is a leading global business and information technology services company that leverages deep industry and functional expertise, leading technology practices, and an advanced, global delivery model to help clients transform their highest-value business processes and improve their business performance.

The company's professionals excel in enterprise solutions, supply chain management, client relationship management, business intelligence, business process quality, engineering and product lifecycle management, and infrastructure services, among other key capabilities.

Mahindra Satyam is part of the multi-billion Mahindra Group, a global industrial federation of companies and one of the top 10 business houses based in India. The Group's interests span automotive products, aviation, components, farm equipment, financial services, hospitality, information technology, logistics, real estate and retail.

Mahindra Satyam development and delivery centers in the US, Canada, Brazil, the UK, Hungary, Egypt, UAE, India, China, Malaysia, Singapore, and Australia serve numerous clients, including many Fortune 500 organizations.

## Global Presence



## Contact

For further information, please write to [rfi@mahindrasatyam.com](mailto:rfi@mahindrasatyam.com)