

# A new way to tackle population health

## DXC Health360™

Leverage the only consumer-centered, customer relationship management (CRM)-powered population health solution built for the Microsoft Cloud.

### Benefits

- Create “golden record” of consumer information
- Reduce electronic medical record (EMR) costs
- Improve care team coordination and consumer satisfaction
- Leverage EMR and admission, discharge and transfer (ADT) system data



The transformation to value-based payment and population health is challenging providers and payers to make dramatic changes in the ways they operate.

What do you need to win in a value-based environment? DXC Health360™ is the only consumer-centered population health solution built for the Microsoft Cloud that enables providers and payers to personalize care experiences, ensure quality, lower costs and increase satisfaction and customer loyalty. Health360 is a new way to tackle population health – one person at a time.

### DXC Health360™ Engagement Center

Health360 is based on a core, person-centered data model, focused on helping patients be well and stay well. Engagement Center is built on Microsoft Dynamics CRM Online and Microsoft Azure™, pre-configured to meet healthcare requirements. Additional functionality and

uniquely valuable content is packaged into four pre-configured modules to make Health360 a complete population health management (PHM) solution.

### DXC Health360™ Care Coordination

The Care Coordination module enables proactive patient engagement and personalized care inside and outside of care facilities, reducing the number of acute care visits, lowering healthcare costs and improving patient outcomes. The Care Coordination module uses data from existing hospital and clinical systems. Population managers, care coordinators and other care team members can easily identify care program candidates and personalize care plans for each individual to improve care and well-being. Embedded chronic disease management and post-discharge clinical guidelines from Dartmouth-Hitchcock are available to ensure care teams are armed with the

best and most current evidence-based practice guidelines.

- Member and contract management
- Care program management
- Chronic disease management
- Personalized care plans
- Community service tasking and coordination
- Care collaboration
- Care analytics
- Role-based workflow and next best action

#### **DXC Health360™ Consumer Engagement**

Successful healthcare providers have to manage a growing stream of observable patient data from wearable and connected health devices, portals and mobile apps. The Consumer Engagement module provides an infrastructure to connect, process and act on this data in the context of each patient's personal care plan. It includes:

- Care collaboration
- Patient and family collaboration
- Portal and mobile tools
- Service personalization
- EMR, cloud and device integration

#### **DXC Health360™ Consumer Experience**

The Consumer Experience module enables a world-class, multi-channel customer experience at every touch, creating a more personalized experience, one patient at a time. Role-based next-best-action functionality informs every customer encounter, in-person or remote in the contact center (telehealth). With direct integration to the contact center, every touch point, from a marketing communication to a call inquiry or telehealth session, is personalized and relevant.

Embedded telephone triage guidelines from Schmitt-Thompson Clinical Content are available to assist the remote care provider through the data collection, triage, decision-making, disposition selection and advice giving processes. This module includes:

- Contact and call center automation
- Service personalization
- Marketing and campaign management
- Social listening and media
- Patient portal and mobile tools integration

#### **DXC Health360™ Care Network**

Value-based care models are complex, and managing affiliated and non-affiliated physicians, varied contracts, risk sharing, incentives, payment bundling and other financial and operational variables is a daunting task. The Care Network module helps organizations optimize their provider network with Physician Relationship Management, M&A pipeline management, onboarding, training and referral management. It provides:

- M&A pipeline/activity
- Provider onboarding
- Credential tracking
- Care collaboration
- Referral management
- Physician education

#### **About DXC Technology**

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognized among the best corporate citizens globally. For more information, visit [www.dxc.technology](http://www.dxc.technology).