



### Highlights

- In-depth knowledge of healthcare issues, trends and protocols
- Real-world healthcare experience and deep Microsoft knowledge make Aspect a leading go-to Microsoft partner for complex healthcare solutions
- Proven, high-value and repeatable packaged service frameworks allow organizations to quickly and cost effectively deploy solutions



# Aspect Industry Solutions for Healthcare

Aspect's healthcare services practice includes more than 50 healthcare specialists with professional certifications, experience, and credentials in clinical, healthcare technology, and related fields. The team's background includes patient contact, clinical, laboratory, operations, administration, healthcare software, and consulting. This uniquely enables them to design and configure software-based solutions to drive efficiency in patient safety, improve operations, build communities, and help your organization meet time, budget and business requirements.

## Healthcare Solutions

### **Aspect Document Lifecycle Accelerator**

Aspect Document Lifecycle Accelerator (ADLA) addresses four critical needs: secure search, documents management, approval processing and document reporting. Internal policy processes will be streamlined to better align employees, business processes, data and technology to improve patient safety and care.

### **CommunityOne for Healthcare**

To cater to each resource within a healthcare ecosystem, communities are formed. A community may include a single payer, provider or hospital to one or many healthcare initiatives, departments, or an entire healthcare system. Community One for Healthcare uses customer relationship management technology to improve outreach and community relations, which allows better coordinated care across departments and organizations.

### **Aspect Connected Condition Control**

Aspect Connected Condition Control allows hospital executives to reduce rising costs driven by uncompensated care and hospital readmissions. Hospital staff and patients are able to collaborate together to manage chronic conditions.

### **Aspect Workflow Accelerator**

Aspect Workflow Accelerator gives providers a real time analysis of patient throughput highlighting inefficiencies where minutes count such as Emergency Departments. Appropriate resources can be allocated thus improving the quality of patient care and generating new value for all.

### **KPI Jumpstart**

Aspect KPI Jumpstart gives executive and administrative leaders the ability to produce aggregate metrics across hospital organizations, including financial data, length of stay data, 30 day readmission, mortality rates, physician data and other KPIs.

## Solutions

- **Aspect Document Lifecycle Accelerator**
- **CommunityOne for Healthcare**
- **Aspect Connected Condition Control**
- **Workflow Jumpstart**
- **KPI Jumpstart**
- **Clinical Dashboards**
- **Hospital Portals**
- **Healthcare Informatics**

**Unified Communications**

Improve patient relationships with Unified Communications (UC) technology. Medical referrals are facilitated by clear and concise communication concerning the patient. Team connectivity allows for development and training of staff on new procedures and processes.

	<p><b>Analytics</b> Clinical dashboard and reporting solutions help your executives and administrators make the best decisions by delivering the right information to the right people at the right time.</p>
	<p><b>Dynamics CRM</b> See how you can create a practical, highly effective, CRM strategy by integrating Microsoft Dynamics CRM into your healthcare organization.</p>
	<p><b>Unified Communications</b> Healthcare organizations can get the most from their SharePoint investment with the real-time collaboration capabilities of Microsoft Lync.</p>

	<p><b>SharePoint/Collaboration</b> Reduce your organizational costs and risks while achieving your business requirements and meeting your collaboration needs.</p>
	<p><b>Mobile</b> Aspect-created UC and collaboration-based mobile applications for healthcare use a variety of platforms to make it easier for providers and patient to connect anytime and anywhere.</p>

**“Knowledge is power. The Emergency Department Throughput [Aspect Workflow Accelerator] solution allows nurse managers to immediately, in real time, understand where there are bottlenecks in the ED and assign resources. If staffing isn’t appropriately allocated, patient safety is comprised. This solution allows SJHS to avoid many pitfalls facing ED departments today and keep our patients safe and receive the medical attention they need and deserve.”**

**-Rob Basham**  
*Director Web & Systems Integration*  
*St. Joseph Health System*

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**About Aspect**

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit [www.aspect.com](http://www.aspect.com).

