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Final Copy of Case Study

Status:
Laureate

Year:
2013

Organization Name:
Cisco Systems

Organization URL:
www.cisco.com

Project Name:
LifeConnections (V2.0)

Please select the category in which you are submitting your entry:
Health

Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)

Cisco is a world leader in providing employee benefits that foster a work-life balance promoting health and well being as a priority. This philosophy came to life with the onsite health centers in San Jose, CA, Research Triangle Park, NC, and Bangalore, India. The health center (See Appendix 1) gives Cisco employees and their families onsite access to a full range of medical care services that range from primary care and physical exams to immunizations, travel medicine, lab work, health coaching, ancillary services and an onsite pharmacy. Unique to Cisco in the onsite healthcare model is the integration and leverage of Cisco's technologies: 1. Collaboration, 2. Data Management, 3. Video, 4. Mobility, 5. Ubiquitous connectivity, and 6. Security, providing a connected healthcare delivery model that ties all the services together. Some examples of connected healthcare delivery processes include automation of administrative services to simplify the care process, extend care to remote specialists or other campuses and support for quality of care improvements such as longitudinal electronic records and patient portal. Cisco IT had to create a scalable secure architecture where the network design and

support processes co-existed with the corporate IT infrastructure, maximizing resources and reducing the total cost of ownership, but also containing the scope of HIPAA compliance and audit risk to the health center only.

When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)

Cisco took a phased approach to create a global, cohesive, multi-disciplinary patient-centered medical home services model embedded with technology that resonated with the Cisco employee population. Cisco LifeConnections Health Center, San Jose, CA, November 2008. Kaiser Permanente at LifeConnections Health Center, San Jose, CA, July 2009. LifeConnections Health Center clinic in RTP, NC, enabled by Cisco HealthPresence technology with providers based in San Jose, CA, September 2009. LifeConnections Vision Center, San Jose, CA, August 2010. Network Infrastructure upgrades (CleanAir WiFi, UCS), August 2011. Teledermatology service in partnership with Stanford Hospitals and Clinics (SHC), enabled by Cisco HealthPresence technology with dermatologist based in SHC Redwood City location, March 2012. LifeConnections Health Center, Bangalore, India, connecting to 3 satellite sites in Bangalore, October 2012.

Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)

Yes. However, Cisco believes in continuous enhancement of technologies and innovation towards achieving a triple aim: 1) increase access to care, 2) improve quality outcomes, and 3) reduce cost. Some of the future technology implementations include the launch of virtual visits using Cisco WebEx conferencing and mobile apps, and extending care to the home.

Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)

Cisco created the LifeConnections technology-enabled experience so that time spent in the center is about health, rather than the administrative processes. Technology-enabled cost savings include: 1. Paperless automation and streamlining processes that help improve provider and patient experience and productivity. See Appendix 3 2. Improved access to care leveraging the telehealth solution platform. (Ex: Average wait time to schedule a community dermatologist appointment in person is 2 months.) See Appendix 2 3. Employees and their family members can access everything online such as scheduling appointments, reviewing test results and medical information, securely communicating with providers, and renewing prescriptions. An example of how technology enables business and operational impact: As a result of deploying the Cisco-Context Aware Solution leveraging the secure wireless infrastructure, the center is able to monitor refrigerator temperatures 24 hours a day, helping ensure vaccines and samples are never at risk. "By automating temperature monitoring, we've already prevented the loss of $15,000 worth of vaccines and eliminated the possibility of human error. The Cisco Context-Aware Solution is one more way that we use Cisco Borderless

Networks to offer the highest quality healthcare. Providing anytime, anywhere access to critical data, it has improved our clinic's efficiency, cost savings, and patient care." -- Health Center Operations Manager

Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)

The LifeConnections program offers a unique combination of innovation and best practices model for onsite corporate health centers. Promotes better employee/patient engagement through connected technologies and tools spanning the healthcare continuity access to care from in-person visit to online. Overall patient satisfaction rate is 97%. "I use this facility for everything. I have been going since the start. It is a wonderful place and I feel very lucky to work for a company that offers such nice services to help their employees to balance work life and home life." "I have never had such a great experience with going to the doctor as I have had with the LifeConnections health center. Top notch -- very clean, and everyone is so nice. My husband also recently had an appointment there, and he was absolutely blown away with the level of care that he received. He told me that I could NEVER leave Cisco. :-)" Scales resources and accelerates time to market extending services to dispersed geographic locations leveraging telehealth solutions. 100% patient satisfaction rate with telehealth visits. "Great time saver! The 15 min., on campus, appointment saved me from phoning a clinic, booking a time, driving, missing work, etc. very convenient!" "Very convenient. Great use of technology to cut time and travel." Showcases relevancy and transformation of health care delivery models in the industry. Serves as a learning lab for vetting technology in a real ambulatory care setting.

If there are any other details that the judges should know about this project, please note them here. (In 300 words or less.)

Total savings since inception (November 2008 July 2012) is extremely significant (for confidentiality reasons specific figures cannot be disclosed), which includes cost avoidance, cost variance and productivity (~13,000 unique patients, ~87K visits - LifeConnections Health Center: San Jose). URAC Award Winner Patient Centered Medical Practices (2012 Awards for Best Practices in Health Care Consumer Empowerment and Protection). Ongoing coverage in public and professional media. Case Studies: Cisco Digital Media Suite for Healthcare Medical facility deploys mobile automation