

# My Patient Centricity



**My Patient Centricity** is a solution focused on the healthcare sector that helps in planning and outcomes of procedures, exams, services and patients, aiming at strengthening profitability and organizational stability. This solution allows the profitability and cost management involved in patient-related processes to be better structured.

Effectively addressing the challenges of patient profitability and cost management involves mastering a methodology, understanding business drivers, changing business processes, and introducing a system that supports an efficient process. The impact of profitability and cost management resonates in all management processes and is a critical component of an overall business performance management system, and as such, the **My Patient Centricity** solution is vital for the management of all patient-related costs. It is a complete and customized technology solution that offers support, training and technical consulting, in addition to having implementation accelerators that stand out for the sector-specific activity dic-

tionary, with all the processes and reports that are essential for a granular analysis of the business's costs and profitability.

## What is it for?

**My Patient Centricity** allows developing cost models, planning and creating simulations in order to track the profitability and all the costs involved in patient care, in addition to providing a more detailed overview of how each characteristic of this service, whether its location, comorbidity, medications used, length of stay, among several others, affect the organization's profitability.

## Who is it intended for?

The **My Patient Centricity** solution is recommended for:

- Hospitals;
- Clinics;
- Health insurance providers;
- Other health care services.

## Benefits

- **Health care modeling**
  - Scenario planning
  - Service lifecycle
  - Comparative evaluation
  - Tax provision
- **Preparation of relevant data**
  - Data Lake
  - Financial closing and consolidation
  - Automation and robotic processes
  - Service catalogs
- **Profitability and cost management**
  - Patient profitability and cost management
  - Activity Analysis
  - Variable Cost Dynamics
  - Clinical Analysis
- **Driver-based planning**
  - Services Consumption Modeling and Evaluation
  - Asset Management Capacity
  - Predictive planning
  - Price and revenues optimization
- **Risk management**
  - Governance and Culture
  - Definition of strategy and objectives
  - Data and performance
  - Information, communication and reports

## Process

The **My Patient Centricity** solution integrates the company's databases with the **MyABCM** software and processes the information using the most appropriate costing methods for each situation. As a result, the implementation is streamlined and adaptable to different scenarios.

Specific characteristics of the process:

1. **Collaborate**
  - It is necessary to know the patient's behavior across service lines;
  - Improve capacity;
  - Plan services based on results.
2. **Analyze**
  - Patient Centricity Analysis;
  - Patient and service line profitability and cost management;
  - Use of processes and departments;
3. **Get results**
  - Service line cost and profitability;
  - Capital allocation;
  - Opportunities to increase revenue per patient;
  - Margin per physician and specialty.
  - Cost and performance targets;
  - Team planning;
  - Transfer pricing;
  - Strategy management.

## Challenges

The great dimensions of the **My Patient Centricity** solution that stand out are: cost per patient, cost per diagnosis-related group and ambulatory patient group, internal service costs, pricing, better operational scenarios and forecasts, better resource allocation via budget, better planning by a result-based method. Given our vast experience, we can list what most managers seek:

- Reduce the time spent on manual processes and Excel spreadsheets to issue reports.
- Integrate financial information for decision-makers.
- Improve budget, forecasting and cost analysis calculations to increase the profitability.
- Have consolidated financial statements that are detailed enough to make strategic and operational decisions.
- Know the profitability by service, procedure, unit, patient and others.
- Know the cost of claims and manage a target price with suppliers and competitors.

Clients who can prove the efficiency of this solution:



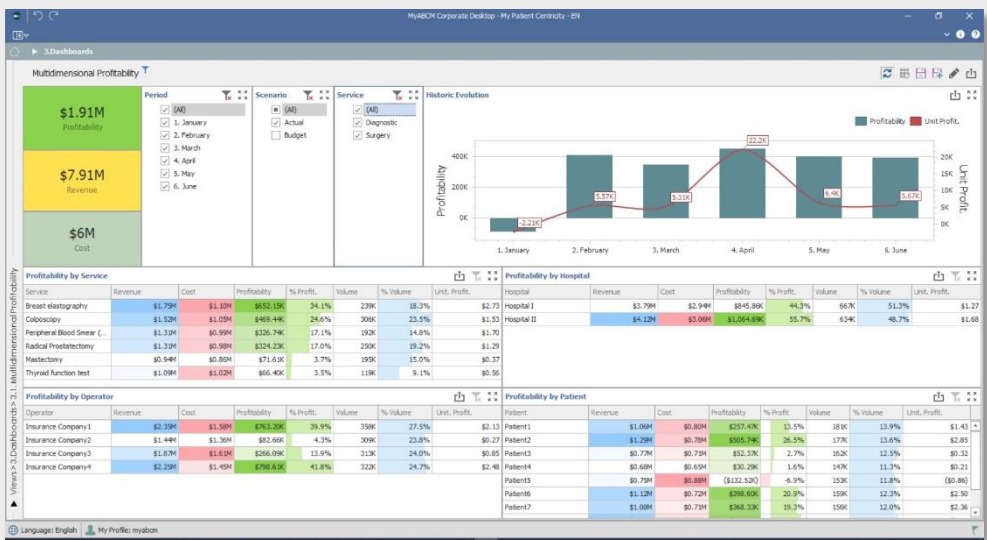
**SÍRIO-LIBANÊS**

**Unimed**

*"The assistance by **MyABCM's** technical support team exceeded our expectations. The high standard of service was outstanding; they were always available to help us with whatever we needed. This standard remains even after the actual implementation of the tool, and they now help with the extraction of all the information needed to generate various analysis reports."*

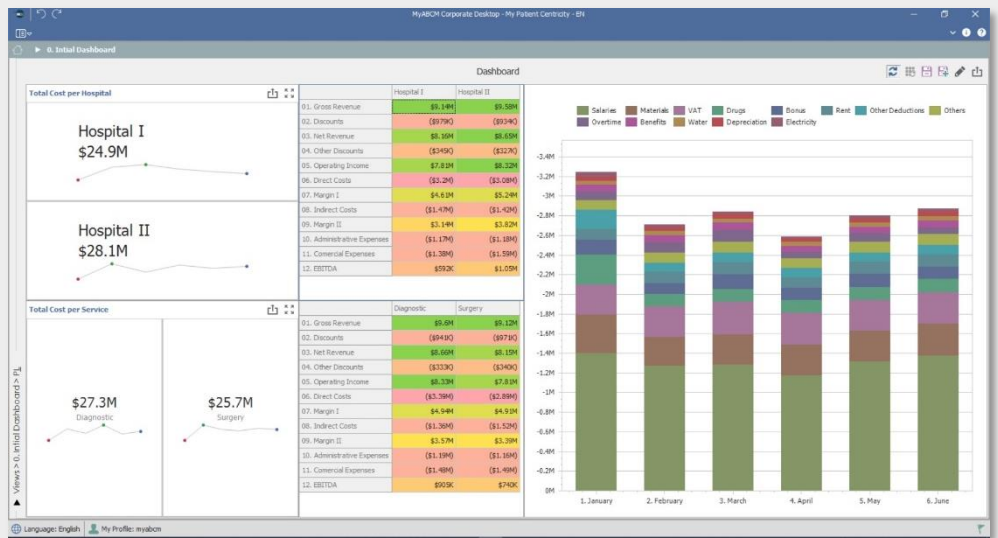
**Carlos Simões**

**Controllershship Manager - Unimed  
Brazil**



Graphic Allocations and Formation of Service Costs

DRE



Dashboard: Dispersion

MyABCM is the leader in technology solutions for indicator-based planning and strategic cost and profitability management that help organizations increase the shareholder value. Combining unmatched experience and technological innovation in over 1,000 projects, MyABCM brings business and technology together to help clients improve their profitability and create sustainable value for the company.

To find out more, contact us: [www.myabcm.com/contact](http://www.myabcm.com/contact)  
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