

Application implementation services for Impact Suite™



Integrate Impact Suite™ into business operations with ease

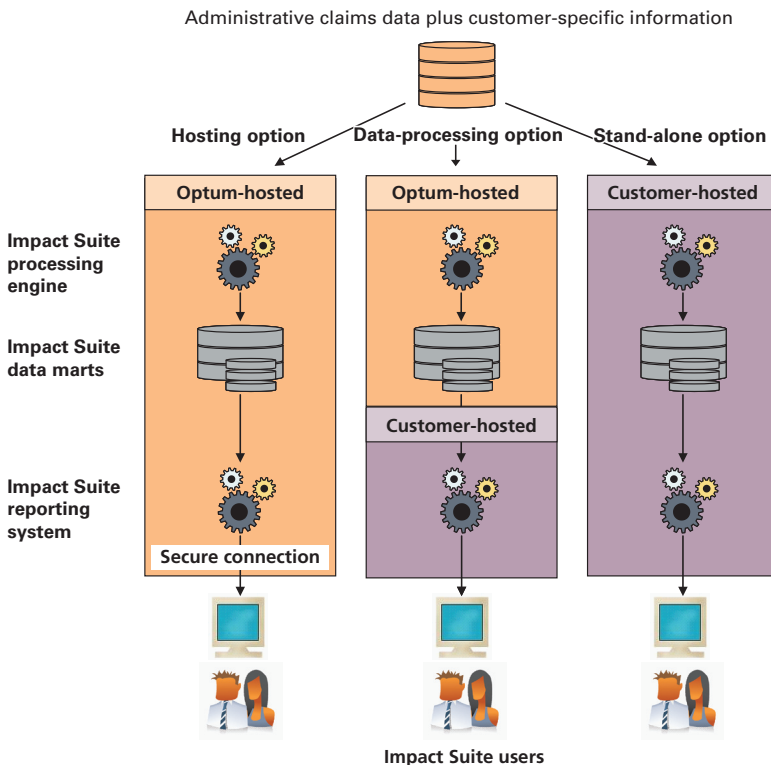
The Optum™ Impact Suite™ revolutionizes how health care organizations measure value and quality by helping them understand the risks and associated costs of care. These analytics help organizations gain better insight into the factors that affect their members' health and thereby improve the services they provide. Your organization gains maximum value and the fastest return from Impact Suite by tuning it to your business environment—from implementation and deployment to customization, reporting, and training.

OptumInsight™ offers comprehensive implementation services through expert consultants who recommend best practices in deployment, use, and optimized processes for top performance. Through their experience, OptumInsight consultants and technicians know how health care organizations of every size and complexity can best integrate Impact Suite into their business operations.

OptumInsight's expert consultants recommend best practices in deployment, use, and optimized processes for top performance.

Choose a deployment option that works best for your business

OptumInsight offers three deployment options. The diagram below indicates the level of involvement OptumInsight and your organization undertake in each of these deployment options.



OptumInsight offers three deployment options, each requiring a different level of involvement from an organization.

Impact Suite deployment options

OptumInsight offers three deployment options which let you choose the implementation strategy that optimizes your organization's strengths and capabilities while minimizing the time to make Impact Suite operational in your environment.

Get started fast with hosted deployment

Organizations choose the hosting deployment option because it is usually the fastest and most efficient way for them to make Impact Suite operational. With this option, organizations benefit from OptumInsight's experience in extraction, transformation, and load (ETL) processes and secure hosting environment. They also get immediate access to appropriate processing capacity, which allows them to focus on their primary business issues rather than the claims data or software. Some organizations choose this approach to get the solution up and running and then transition the processing and hosting in-house at a later date. In this deployment option, OptumInsight prepares, optimizes, scrubs, and processes your data through the Impact Suite processing engine on a regularly scheduled basis and hosts the resulting Impact Suite data marts. This option includes the following OptumInsight services:

- Regularly scheduled (typically bi-monthly, monthly, or quarterly) processing of your data including ETL processes, data standardization, cleaning, and optimization, and running the Impact Suite processing engine
- Secure delivery of the resulting Impact Suite data marts to you, if desired
- Hosting of the Impact Suite reporting system in a secure environment
- Providing your users with secure web access to the Impact Suite reporting system and all of its drill-down databases and reports
- Standard implementation services, described below

Leverage instant access to analysis and reporting with data-processing deployment

Like the hosting deployment option, data-processing deployment helps organizations make Impact Suite operational faster by leveraging OptumInsight's expertise in data cleansing, optimization, and running the Impact Suite processing engine. This option offers the advantage of outsourcing the most technical and personnel resource-intensive activities while giving you complete control and access to the resulting analytics. In this deployment option, OptumInsight prepares and processes your data through the processing engine on a regularly scheduled basis and delivers the resulting data marts to you. You install the Impact Suite data marts on your servers and utilize the Impact Suite reporting system within your environment to access and use the data. This deployment option includes the following OptumInsight services:

- Regularly scheduled (typically bi-monthly, monthly, or quarterly) processing of your data including ETL processes, data standardization, and running the Impact Suite processing engine
- Secure delivery of the resulting Impact Suite data marts to you
- Standard implementation services, described below

Control all aspects of the Impact Suite with stand-alone deployment

In the stand-alone deployment option, you prepare and process the data through the Impact Suite processing engine and host the resulting Impact Suite data marts. In this option you must obtain, install, and maintain the necessary hardware and supporting software. This deployment option offers you complete control over all aspects of the implementation and deployment, but also places the greatest demands on your organization's people and technical resources. This option also includes the standard implementation services described below.

Standard implementation services

OptumInsight provides standard implementation services for Impact Suite to help you maximize its use and make it operational in the shortest time by following an established set of best practices. They are based on OptumInsight's proven experience with successful implementations in health plans, disease management companies, and third party administrators.

Implementation team: The OptumInsight implementation manager leads the team and ensures a successful implementation. This implementation manager is your single point of contact and coordinates all OptumInsight resources, including training personnel, data and analytics personnel, and technical staff. In addition to the implementation manager, your team includes a product consultant who leads training activities during the implementation and a clinical consultant who leads

the business needs assessment and provides consultative clinical expertise for strategic planning in your service deployment.

Business needs analysis and kickoff meeting: OptumInsight conducts onsite interview sessions with your business owners to define key business goals for deployment. Following these interview sessions, OptumInsight hosts an onsite kickoff meeting to engage each respective area of your implementation team, ranging from the business sponsors to the technical teams. Led by the implementation manager, the team (i) determines the desired implementation approach, (ii) determines the business requirements as defined from the interview sessions, (iii) receives an overview of OptumInsight's software and its capabilities, (iv) determines project charter, scope, roles, and responsibilities, and (v) establishes technical and data requirements, dependencies, and assumptions.

Data education: Most implementations include a significant amount of time in defining and extracting data for processing by the OptumInsight software. OptumInsight allocates a significant amount of project time to assist you in the creation of data extracts and input files for Impact Suite. This includes an initial data education meeting as well as numerous iterative follow-up discussions with OptumInsight data and product experts. OptumInsight assists you with interpreting the data input specifications for the software and provides guidance for you to create the required files that map to your business needs.

Technical architecture review and support: OptumInsight provides guidance and review of the required technical infrastructure to support the required software environment, assuming you choose the data-processing or stand-alone deployment options. OptumInsight also supports your installation and configuration of the software depending on your deployment option.

Your organizational impact: Besides the dedicated team OptumInsight allocates, a successful implementation also involves dedicated people and resources within your organization. Specifically, Impact Suite product implementations require project personnel, such as project management, key user representatives from the engaged business areas, and source data experts. The required resources include technical expertise and data extraction processes. Key roles will be involved throughout the entire implementation, while others will only be required for the tasks related to their subject area expertise. The implementation processes assure minimum impact to people and resources when not required for a project phase, but also specifically call for engagement by key people and organizational areas in specific project phases.

Training: In addition to the OptumInsight software documentation, OptumInsight provides a variety of training services designed to help end users and analysts get immediate and effective use of the underlying analytics while preparing

them to be self-sufficient. OptumInsight facilitates this with a combination of onsite and remote training and remote support options.

We typically arrange our training sessions as follows:

- 1. Product overview**—This session includes a functional overview of the Impact Suite products and the underlying concepts and methodologies. It also presents basic functionality and the different reporting options. OptumInsight designs these sessions as introductory training and prefers to deliver them early in the implementation process to help your organization gain a baseline understanding of the capabilities of the Impact Suite products and to understand the decisions and tradeoffs they will make as they work through the implementation.
- 2. Clinical and analytic training**—These sessions prepare decision support “power users,” such as business and clinical analysts, to support today’s business needs and to adapt the software to meet tomorrow’s needs. Depending on your requirements, this training probes deeply into concepts and methodologies as well as providing detailed functional training. This process prepares your team to configure the software to best meet your business needs and maximize the value of its reports. Clinical, product, and analytic experts from OptumInsight lead these training sessions.
- 3. In-depth end user**—OptumInsight leads this session using your live data output. Once you are ready to move into “production,” trainers will provide a functional overview of the Impact Suite reporting system for end users in the context of the business requirements, a methodology review, and a hands-on navigation of the system which is populated with your data. This session demonstrates the linkages between the product and business needs, and serves as both end-user training and immediate enablement by the system’s end users.

Partner for success

OptumInsight application implementation services help your organization get maximum value from Impact Suite software. The highly configurable nature of Impact Suite calls for many decisions and tradeoffs during the implementation process. OptumInsight product and domain experts help you understand these tradeoffs and give you the information you need to make the right decisions for your organization. We do all this while optimizing the time your business and technical users engage in the process. Our proven successful implementation processes help you achieve rapid deployments and solutions that directly target and meet your business requirements.

OptumInsight provides training services designed to help customers maximize their use of Impact Suite.

Integrate Impact Suite into your business operations.

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