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Beyond meaningful use: How enterprise IT modernization enables providers to focus on improving outcomes

William Kloes, president of commercial health at Leidos, believes that deeply integrated IT systems can deliver the data and analytics needed to prosper in the new world of value-based care.

By [@leidos](#) February 25, 2018 | 02:05 PM



What does Leidos mean by "enterprise IT modernization"?

At Leidos, we define enterprise IT modernization as the transformational improvement of everything from data center operations, network operations and end-user services to cybersecurity, cloud management and mobility.

Technology advancements present a host of opportunities for hospital systems to improve efficiencies that ultimately drive better health outcomes. Leidos partners with organizations on priority modernization and optimization areas so that hospital systems can focus on their primary mission: providing wellness and care to the populations they serve. Phenomenal advancements in care delivery are executed at our client sites every day. We ensure that the enterprise IT environment keeps pace with their advancing needs, absorbing burdensome aspects of their IT operations so they can focus their investments and strategy on the business of healthcare.

Does this mean systems should give up IT management operations, to deliver excellent patient care while staying at the leading edge of IT?

Healthcare systems can take their cues from the ways in which other sectors, such as manufacturing, finance, and other federal, and federal government agencies have evolved in their approach to IT management over the last decade. While CIOs and healthcare systems should still determine and guide their IT strategy, there are significant advantages to exploring alternative approaches to supporting an IT environment. The rapid pace of technology advancement, coupled with the need to maintain sustained access to personnel who have the requisite IT skills during this trial wave of change, is best addressed by firms whose mainline focus is health IT. By outsourcing various IT functions, there is significant advantages to exploring alternative approaches to supporting an IT environment.

IT outsourcing is not an all-or-nothing proposition. Healthcare systems can begin by incrementally outsourcing certain noncore IT functions to gain the benefits of scale and cost efficiencies that come with seasoned health IT outsourcing firms. Over time, healthcare systems can then systematically outsource other major functions commensurate with the criticality of the performance gaps that are not currently being met through internal means. They would always reserve the right to retain control of their IT strategy as well as maintain other core capabilities internally even amidst a major outsourcing arrangement.

What trends does Leidos see as outsourcing priorities among hospital systems?

The top three outsourcing trends we're seeing are **application modernization, data center consolidation and asset management**. It's no surprise organizations are looking to reduce costs, increase performance and mitigate risks through both end-user and infrastructure support. There's a real push to outsource back-end office support to assist with mandated tasks. Additionally, hospital systems are eager to see their stowed-up data be put to better use. Enterprise IT modernization and thick systems integration can get hospital systems on the path toward realizing the value of data analytics. If they are armed with actionable data and visibility to analyze trends, they can course correct processes to improve clinical, financial and operational outcomes.

How should CIOs decide what IT services should be managed in-house, outsourced or a combination of both?

At Leidos, we encourage our clients to make sense of their current environment and understand what resources would be better served through a partnership. CIOs should ask themselves:

1. Is IT a core competency of this organization? Are we the best at providing the services at the level that is required?
2. Does this function today (or in the future) represent a strategic advantage?
3. Can I operate more efficiently and affordably if I outsource the capabilities?
4. Are my infrastructure and support services built to scale with the organization's growth strategy?

If the answer to any question above is "no," then a partnership with an outsourcing firm should be considered.

What qualities should hospitals and healthcare systems consider when evaluating a potential partner?

Look at a firm's scale, clinical IT experience, history of healthcare IT engagements, and breadth of its offerings as well as how all of it is woven together in an integrated, secure and adaptive way. World class systems-integration expertise is foundational to truly effective health IT outsourcing firms. It ensures that value is delivered in a holistic and sustained way even amidst an environment of continuous change. What it comes down to is experience and staying power. In a market driven by cost reduction, we bring more buying power, drive deeper discounts, and realize better economies of scale because this is what we do everyday.

Our experience as a Top 10 health IT systems-integrator, as the largest IT service provider for the government, and with the top KLAS rating in technology services — grants us broad insights into our clients' critical performance gaps. We have the size and scale to address these gaps, improve performance and sustain our clients' critical systems.



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- WILLIAM KLOES, LEIDOS

About Leidos

Leidos is a Fortune 500® science and technology solutions and services leader working to solve the world's toughest challenges in the defense, intelligence, homeland security, civil, and health markets. The company's 22,000 employees support vital missions for government and commercial customers. Headquartered in Reston, Virginia, Leidos reported annual revenues of approximately \$7.6 billion for the fiscal year ended December 30, 2016. For more information, visit www.leidos.com.

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