



iAutomation: Eliminating the boundaries to health care

Perspecta and Red Hat have joined forces to achieve an open-source, standards-first vision of a patient-centric health system



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THE COVID-19 PANDEMIC has exposed the reality that our health care system is not a system at all but a series of disconnected providers who struggle to coordinate with one another and support patients on their health journeys.

The first generation of health IT was not built around patients. Instead, electronic health records and other systems were created to capture internally focused billing information, and they were based on proprietary models that restrict integration and ultimately restrict quality and flow of care at health IT system boundaries.

A patient is a different person in every medical system he or she encounters; hence, continuity of care across providers is filled with barriers. The same challenges are pervasive in federal, state and local government health agencies. Even when data comes into the system in a timely manner, it's often unstructured and cannot be reconciled with the existing record.

That puts a heavier burden on doctors, who have to build their own mental model of what a particular patient needs. Data could enable continuity of care if it is able to flow between different systems and if there is a cognitive layer that allows us to distinguish the signal from the noise.

Event-driven risk detection: An air traffic control system for patients

We envision a future of care without boundaries — a system built around patients and driven by standards, automation and open-source technology. Such a system can give health care providers the ability to ensure that their patients are moving toward quality outcomes. Today, patient risk data is generally pulled only from eight-week-old billing data. To fix health care's exorbitant cost and opaque quality, we need near-real-time monitoring of critical risks from electronic health records and patient wearables.

That's one of the promises of HealthConcourse, which Perspecta built

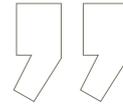
using Red Hat technology. Through HealthConcourse, we gather data from multiple sources and translate it all into the same language to create event-driven models for medical care. The platform acts as a sophisticated data hub that offers intelligent data as a service. It includes a cognitive layer that allows us to conduct sophisticated diagnostics and even apply intelligent automation to best practices and processes.

We are essentially building an air traffic control system for patients that improves quality and declutters workflows to allow health care providers to do what they do best: work with patients to understand their goals and support them on their personal health journeys.





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Intelligent automation: A confluence of data and process automation standards

The time is ripe for automating a health care system that is increasingly expensive and whose quality is difficult to gauge. However, if we don't establish standards at the outset, vendors will develop their own process automation models, which won't be able to connect and communicate with one another.

To keep that from happening, we have both joined an open-source, open-standards community called BPM+ Health. The goal of that broad-reaching community is to evaluate business process modeling standards developed in other industries and apply them to improving and managing health care practices and workflows.

If we automate health care with proprietary IT tools and machines, patient care will still be of low reliability and

won't flow over boundaries. If we automate and orchestrate health care the open way, then we will bring an era of high-reliability health care for all stakeholders. ■

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