Healthcare providers are working hard to implement reliable, integrated and wholly available IT environments, which can address key business issues including electronic medical records (EMRs) management and the reliable delivery of safeguarded patient data at the point of care. The move to EMRs is aimed at streamlining records management, reducing clerical requirements, permitting collaborative diagnostics and contributing to improved patient outcomes. Nevertheless, the shift from decentralized paper records to consolidated, security-enhanced electronic records management is a massive undertaking, and the inherent challenges are formidable.

Business resilience: Setting a new standard
Achieving an integrated healthcare network depends on achieving reliable, realtime access to relevant data—from patient records and business systems, to the latest in clinical advances, and new legal and regulatory standards. Aligning a hospital’s databases, networks, servers and applications is thus fundamental to improving business processes, collaborative medicine and patient care. Moreover, the IT infrastructure must be able to anticipate and adjust to predictable and unforeseeable requirements alike, with prudence, foresight and readiness. Accomplishing this nimbleness at the infrastructural level is an indication of true business resilience.

In concrete terms, business resilience can help providers align data across the enterprise…create a security-rich but fully visible chain of care…protect against external disturbances…monitor risk factors…and meet regulatory mandates…and exploit emerging health and business opportunities. Together, these activities can help providers maintain continuous operations, deliver safe and superior care, and sustain profitability over the long term.
Ready and resilient: The IBM approach

IBM business resilience consultants can help healthcare providers protect their business and IT infrastructure; predict potential disruptions; deflect the impact of outages and disruptions; and adapt to changing circumstances. Indeed, the IBM business review process can help confirm appropriate operational risk strategies, validate management processes, and modify governance models in keeping with dynamic regulatory requirements. IBM helps providers develop a roadmap for deploying and integrating technologies according to evolving healthcare needs—a mission-critical step in terms of exploiting opportunities, maintaining resilience and enriching returns on investments.

IBM Global Services also works with key stakeholders to confirm that storage, backup, security and recovery systems are in sync, and prepared to protect and proactively leverage data and information. We also confirm that a viable crisis management plan is in place.

More specifically, our approach addresses a broad reach of fundamental concerns, including:

- **Integrated risk management**—Help identify operational risks and utilize technology to better understand, respond to and manage risks.
- **Continuity of business operations**—Help maintain operations in the event of an outage, with responsive, scalable and wholly available processes and infrastructures.
- **Regulatory compliance**—Receive assistance with compliance with current regulations and standards, especially regarding the integrity and availability of information.
- **Security, privacy and data protection**—Leverage proven policies, methodologies and tools to help enhance the security and privacy of data, systems and people.
- **Knowledge, expertise and skills**—Address business resilience by verifying that the right resources are in the right place at the right time.
- **Market readiness**—Help enhance sense-and-respond capabilities in regard to shifting customer demands and new market opportunities.

IBM Global Services can supply additional resources as needed—from training and crisis management programs to maintenance and management of your integrated systems. Working with IBM business resilience consultants, you can leverage expertise in systems integration, business intelligence and advanced analytics to move toward a more proactive and effective healthcare enterprise overall. We also afford ready access to IBM business continuity centers around the world.

For more information
To find out more about how IBM business resilience experts can help you plan, create and deploy a proactive business resilience program, please visit:

ibm.com/services/its/resilience

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