

Connecting quality and data in healthcare

The healthcare industry continues to change rapidly. While navigating this change, leaders must continue to provide top-quality care in this complex and competitive environment. In this Q&A, Saloni Jain, senior vice president, advanced analytics and insights at Vizient®, shares her thoughts on the topic, highlighting the importance of a systemwide approach to improving quality and the role of data in improving patient care.



Saloni Jain
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Who is responsible for quality in a hospital, and what market or industry forces are driving that understanding?

At Vizient, we leverage our extensive data resources to identify top-performing organizations in the healthcare industry. These organizations consistently excel in quality metrics that are recognized as industry standards. When we engage with leaders from these organizations, we have discovered a common thread – they have successfully fostered a culture of collective ownership of quality and patient experience. This includes nurses, physicians, lab technicians and even patient transport. It's a shift in the mentality that recognizes quality as everyone's role.

Healthcare delivery is now being designed based on patient outcomes. Payers, such as Medicare and Medicaid, along with private insurers, are increasingly focused on value-based care and not paying for complications. Patients are taking ownership of their care. And nontraditional healthcare organizations, like retailers entering the healthcare space, are driving competition for quality and patient experience.

What excites you about data and innovation in healthcare?

The integration of artificial intelligence (AI) in healthcare is incredibly exciting as it revolutionizes the industry. AI has the potential to optimize staff workflows by automating non-specialized tasks, which allows healthcare professionals to devote more time and attention to their areas of expertise. Additionally, AI provides valuable insights into patient risk factors, enabling more targeted and personalized care.

By generating core insights, AI has the power to transform patient care making it accessible and equitable for all individuals. We are committed to a thoughtful approach in leveraging AI-driven solutions to help healthcare organizations address care gaps and contribute to the creation of healthier communities.

What role does data play in improving quality?

Data is essential for improving quality in healthcare. It provides transparency, allows benchmarking, and enables assessment. It's why we help providers focus on data-driven measurement and metrics to drive performance improvement. By analyzing data, we can identify areas for improvement, track progress and make informed decisions to enhance patient care.

The complexity of healthcare systems requires a holistic view of performance, and data enables us to rethink care delivery and validate innovations. Consistent standards and a seamless patient experience across care settings are crucial, and data and technology play a vital role in supporting this transition. Vizient is committed to utilizing data and technology to empower providers and improve healthcare quality.

What is Vizient's role in supporting quality improvement and data-driven decision-making?

As the nation's leading healthcare performance improvement company, Vizient plays a crucial role in supporting quality improvement and data-driven decision-making. Our expertise and extensive data resources empower our customers to develop effective quality improvement plans, implement them, and measure their impact. Together, we strive to unlock the full potential of these approaches to drive positive change and improve patient outcomes.

Furthermore, Vizient fosters collaboration and knowledge sharing among healthcare leaders. We bring together some of the industry's best minds to discuss innovation and share success stories, creating a shared space for collective learning. This collaborative environment allows us to consider all the interconnected factors that influence hospital and health system performance, recognizing the holistic view necessary for sustainable improvement.



Learn more at vizientinc.com/quality

Vizient, Inc. provides solutions and services that improve the delivery of high-value care by aligning cost, quality and market performance for more than half of the nation's healthcare providers. Vizient provides expertise, analytics, advisory services, and a contract portfolio representing more than \$130 billion in annual customer purchasing volume, to improve patient outcomes and lower costs. www.vizientinc.com.