

# Optimizing Telehealth Performance With 360° Service Visibility

Demands for innovation in complex and dynamic environments in healthcare call for end-to-end, full-stack visibility

splunk>



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# Splunk Is the Analytics Solution for Successful Telehealth

Telehealth is becoming an increasingly important aspect of healthcare. According to one [report](#), providers scaled telehealth services from 50x to 175x in the first half of 2020 as consumer adoption skyrocketed. In 2019, only 11% of US consumers were using telehealth compared with 46% of consumers now. In addition, 57% of providers view telehealth more favorably than they did before COVID-19, with 64% more comfortable using it, according to research by [McKinsey & Co.](#) In light of this rapid transformation, telehealth represents a massive opportunity for providers to improve the quality of care for patients and populations while reducing costs and simplifying delivery.

Successful telehealth delivery depends on high-performing technology for superior patient and provider experiences. With Splunk, telehealthcare providers can consolidate metrics, events, and logs for 360 degree visibility of the organization's services, applications and infrastructure, delivering improved experiences to their end-users.



# The Four Pillars of Telehealth

1



## Store and forward

Permits the sharing of labs, imaging, video and other reports across providers, specialists and patients in different locations

2



## Real-time interactive

Permits two-way video communications between providers, patients, and supporting hospital workforce

3



## Remote monitoring

“Telemonitoring” permits the tracking of patient vitals and activities at a distance

4



## Mobile health

Permits access to provider networks, patient services, and educational references through mobile applications

## Definition of Telehealth

Telehealth enables the provisioning of both remote clinical and non-clinical services using information systems and communications technologies as well as secure electronic protected health information infrastructures. Telehealth technologies promote care continuity across providers and health systems to improve patient outcomes while enhancing both patient and care provider virtual health care experiences.

# Splunk Makes Telehealth Healthier

## Telehealth Challenges



Complex technology environments



Complex regulatory environments



Patient expectations for high-quality, seamless remote care



Risk of outages that interrupt care and erode patient trust

## How Splunk Helps



**Ensure service performance** by connecting application and system metrics to business KPIs in real-time



**Offer custom visualizations** for the governance, risk, and compliance (GRC) teams, demonstrating the configuration and effectiveness of security and privacy controls



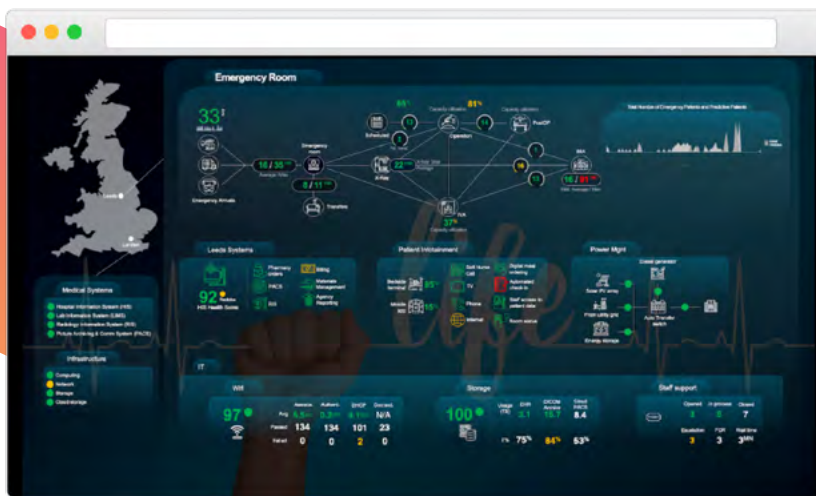
**Prevent major incidents** that impact end-user experience with machine learning to predict degradation 40 minutes in advance



**Quickly detect and isolate incidents** when they occur with the ability to investigate impact, identify root cause and implement corrective action plans to prevent reoccurrence

# One Dashboard for Revenue Performance, Business Services, and Infrastructure Health

Analyze service health and drill down into underlying infrastructure, all from one dashboard.



- Gain real-time visibility across multiple disparate systems, such as VPN, Microsoft 365 and Cloud-based collaboration platforms
- Empower IT and Application teams to manage the entire telehealth system from applications to business performance from remote locations
- Provide executive stakeholders views into critical business operations and employee productivity



Splunk's solution for business service insights links and correlates healthcare key performance indicators (KPI's) to the complex breadth of technologies that power critical services. In a single dashboard, healthcare providers get full-stack, end-to-end visibility into the performance of the underlying applications and infrastructure that support their most business critical services, making it easy to identify performance problems and pinpoint their impact on the business.

# Mini Case Study: Molina Healthcare

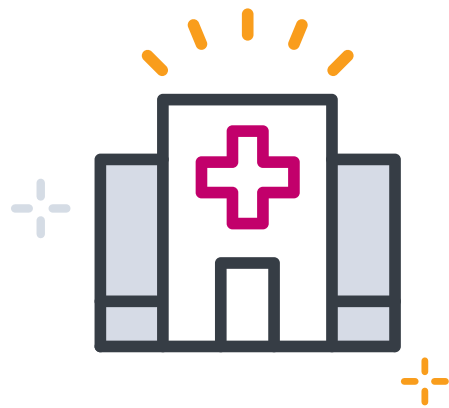
Originally founded to assist underserved individuals in the Long Beach community, Molina Healthcare has grown to become a Fortune 500 multi-state healthcare organization. As it tackles many challenges associated with rapid growth, the company continually strives to find the best ways to apply people, processes, and technologies to provide excellent healthcare services to its customers. With Splunk, Molina is able to:

- Track member interaction all the way through every system in the service stack
- Ensure effortless and collaborative troubleshooting
- Obtain real-time visibility into systems and services using integrated AI/ML
- Ensure uptime for revenue-critical services, including its claims processing engine and call center
- Implement KPI-driven dashboards to engage with business users and their customers
- Reduce outages, incidents, and downtime by 80%



**“We were looking for a single pane of glass and the ability to track transactions through all the systems. With Splunk ITSI, we can now track our member interaction all the way through every system in the service stack. Splunk ITSI has made troubleshooting effortless and collaborative.”**

Ben Gordon, VP of Enterprise Infrastructure Services



# Healthcare Empowered

Telehealth will continue to play an important role in helping the healthcare industry evolve with new patient needs and demands. In this landscape, high-performing services will be essential. Splunk's solution for business service insights provides the continuous full-stack visibility into the health of operations that providers need. Unlike alternative approaches, Splunk empowers healthcare service owners to intelligently monitor the health of their environment, utilization of services, and allocation of resources while ensuring continuous access to remote clinical care and services.

**Discover More Today**

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