

ESCENARIOS PARA BAILAR JUNTOS EN TECNOLOGÍA, INNOVACIÓN Y PERSONAS



2024
POST-MIDYEAR
12 FEBRERO 2025 • BARCELONA





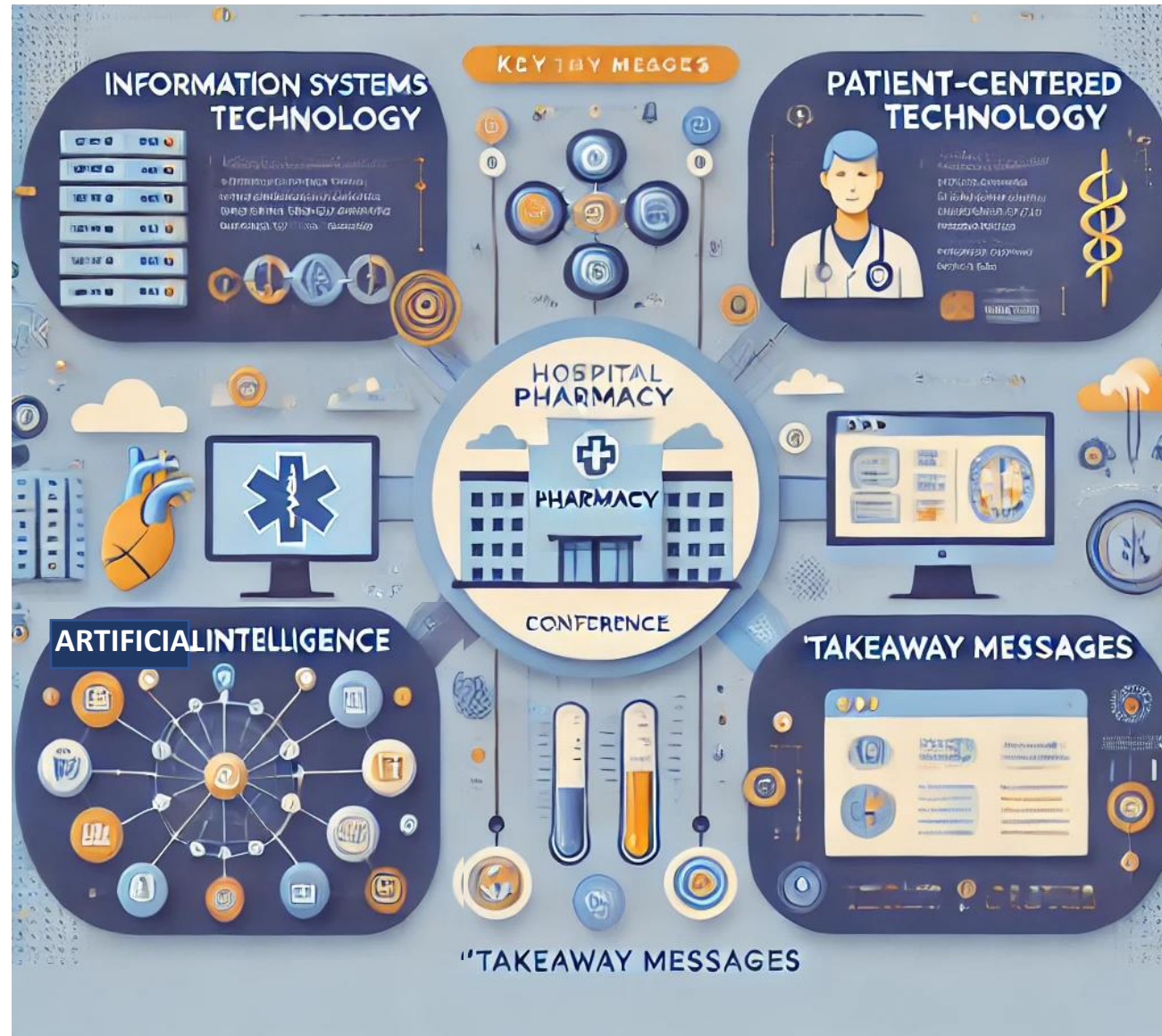
ESCENARIOS PARA BAILAR JUNTOS EN TECNOLOGÍA, E INNOVACIÓN

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Hospital A Coruña

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2024
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Innovar para operar: transformar la gestión de datos de farmacia

ESTADO ACTUAL

Los datos son utilizados constantemente para mejorar la Calidad, la seguridad y la eficiencia:

- Resultados clínicos.
- Eficiencia del desempeño.
- Desarrollo financiero.

Los gestores de las farmacia se enfrentan a retos importantes:

- Identificar poblaciones pacientes.
- Optimizar los resultados financieros y clínicos.
- Resumir datos clínicos y operativos.
- Realizar auditorías y gestionar el desempeño.

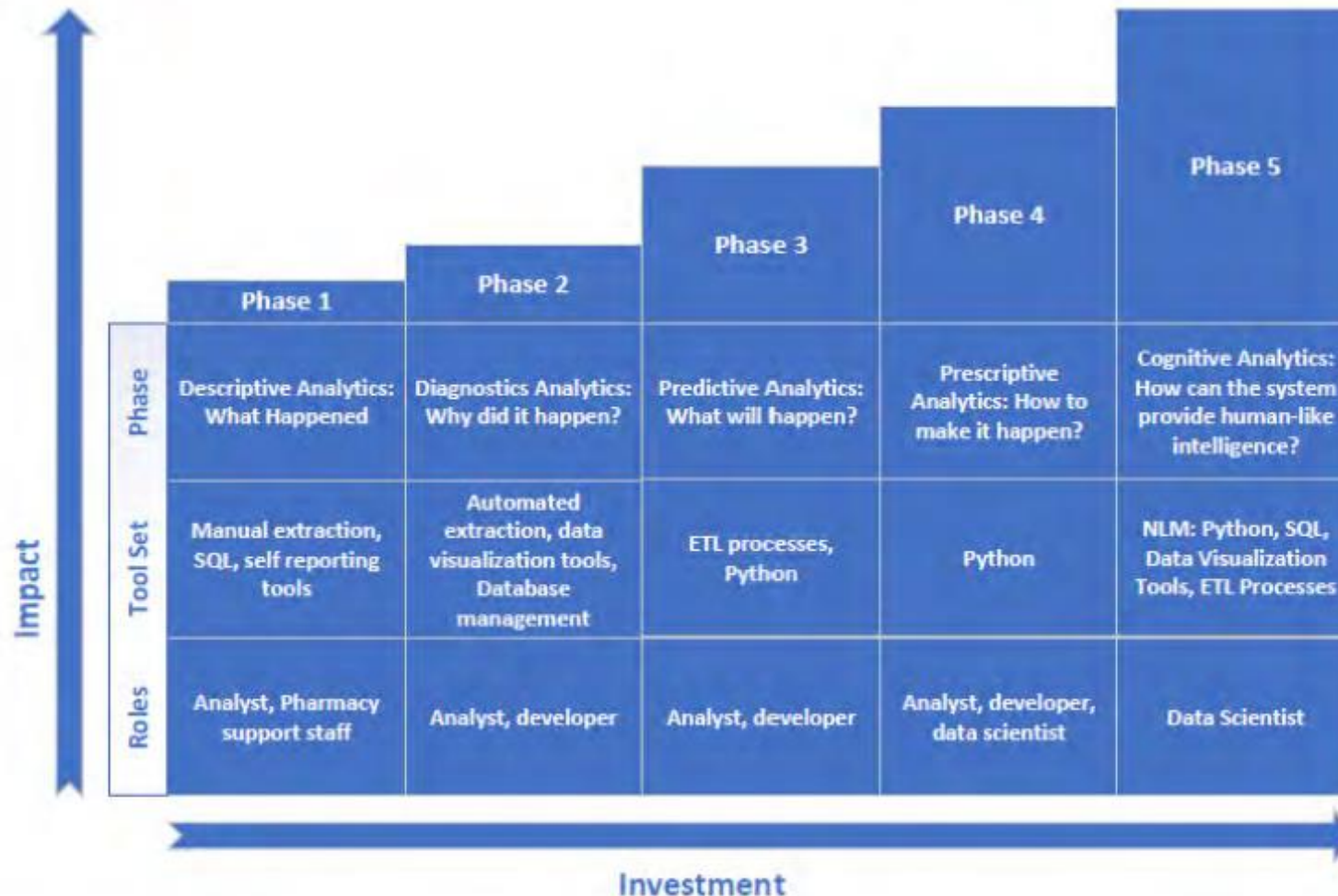
Barreras en la utilización de datos:

- Organización y calidad del dato.
- Desafíos de escalabilidad.
- Dificultades de la integración.
- Liderazgo y experiencia.

Tecnología. Sistemas de información.



Modelo de madurez del equipo de análisis de datos



Cleveland and Mayo Clinics. Directos of Pharmacy Department.

Modelo de madurez del equipo de análisis de datos

Project Example 1 Override Reconciliation

Monitoring controlled substance overrides is a requirement of various regulatory bodies but is challenging due to disconnect between overrides and subsequent medication orders

- **Iteration 1**
 - Developed a dashboard showing facility override metrics
 - Passive method, did not display actionable data
- **Iteration 2**
 - Developed query that attempts to auto-reconcile overrides with administration, waste, and return data
 - Required manual process to notify individuals for intervention
 - Lack of closed loop communication
- **Iteration 3**
 - Created ETL process to automatically email responsible parties for follow-up
 - Further refined process to ensure documentation was completed
- **Iteration 4**
 - Created net new dashboard showing override metrics, as well as process workflows of the final tool

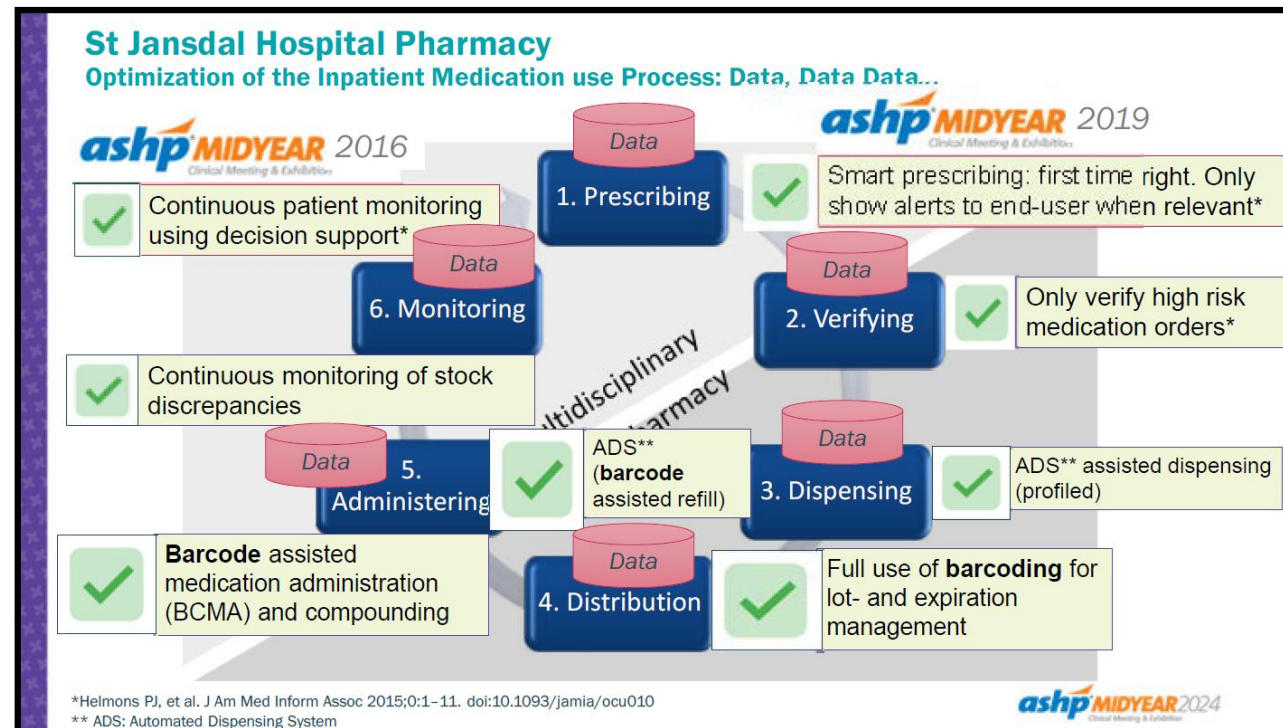


Project Example 1 Override Reconciliation

- Overrides analyzed
 - 80% auto-reconciled
 - 19% reviewed manually
 - <1% flagged for follow-up



¿Sobrecarga de datos u oportunidad para el farmacéutico del sistema de salud?: El camino de los datos a la información procesable



¿Sobrecarga de datos u oportunidad para el farmacéutico del sistema de salud?: El camino de los datos a la información procesable

TIP Lower the Barrier to Start using Dashboards:
1. Present information instead of data

From... a list of expired meds

Locate	Voorraadnr	Datum	Type	Wijziging	Existent
HAR Ziekenhuisapotheek Utrecht	ONAZEPAM TABLET 2.5MG	06-03-2024	Albama	-2	stuk
HAR Ziekenhuisapotheek Utrecht	FLECANIDEP CAPSULE 150A 150MG	06-03-2024	Albama	-37	stuk
HAR Ziekenhuisapotheek Utrecht	OXIBUTYRINE TABLET 2.5MG	04-10-2023	Albama	-23	stuk
HAR Ziekenhuisapotheek Utrecht	FLECANIDEP CAPSULE 150A 150MG	06-03-2024	Albama	-44	stuk
HAR Ziekenhuisapotheek Utrecht	ONAZEPAM TABLET 2.5MG	06-03-2024	Albama	-40	stuk
HAR Ziekenhuisapotheek Utrecht	DELTAZEN TABLET 50MG	04-10-2023	Albama	-32	stuk
HAR Ziekenhuisapotheek Utrecht	PAROXETINE TABLET 150MG	30-03-2024	Albama	-25	stuk
HAR Ziekenhuisapotheek Utrecht	BIPOLOXIPROLOL TABLET 150MG	04-10-2023	Albama	-20	stuk

To... a top 10 of most costly expired meds per month

Expired medication (details)

Legenda verbergen

- LUSPATERCEPT INJECTIEPOEDER 25MG FL 25 mg
- INFLUENZAVACCIN 2023/2024 TETRA GESPLITST SP 0.5ML 0.5 ml
- DOXORUBICINE INFCON 2MG/ML (PEG-LIPOSOMAAL) F 10ML 10 ml
- RASBURICASE INFUSIEPOEDER 7.5MG FL
- CEFUROXIM INJVLST VVWSP 2MG+0.2ML (10MG/ML) 0.2 ml
- MIDAZOLAM INJVLST 1MG/ML FL* 50 ml
- BUPRIVACAINE 0.125% SUFENTANIL 1 MCG/ML 50 ML SPIJT
- RIVAROXABAN TABLET 15MG
- ALTEPLASE INFUSIEPOEDER 50MG FL
- THIAMINE TABLET 100MG

TIP Lower the Barrier to Start using Dashboards:
2. Make them fast! Present instant information instead of running reports

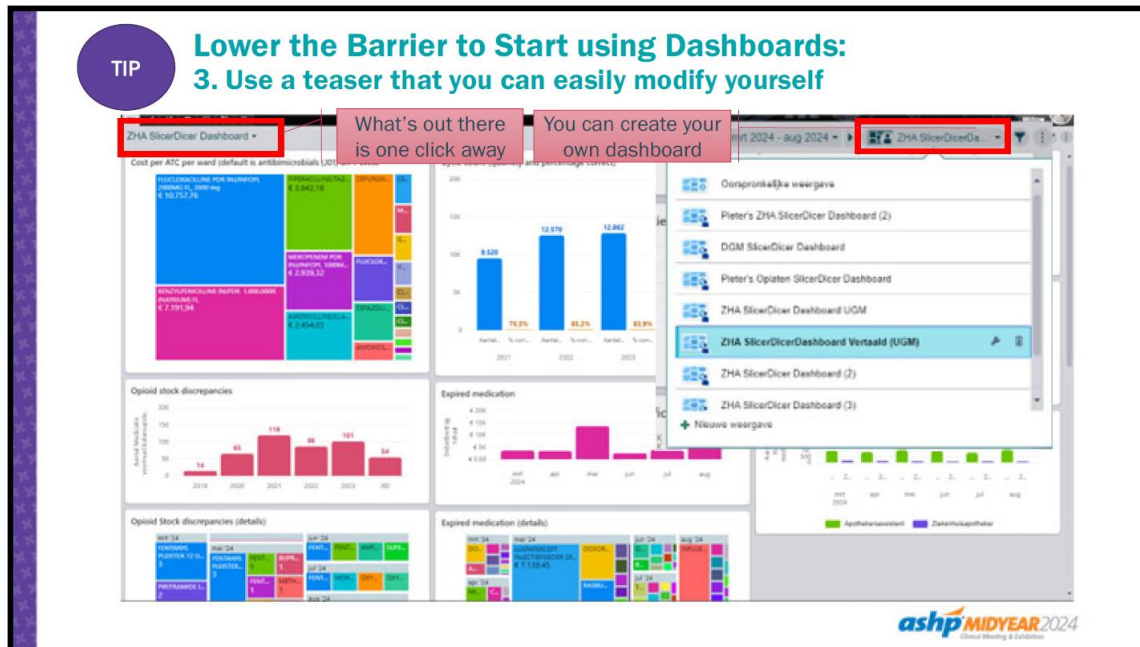
From... standard (slow) dashboards that you have to request

To... a very cool dashboard that YOU define

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¿Sobrecarga de datos u oportunidad para el farmacéutico del sistema de salud?: El camino de los datos a la información procesable

TIP Lower the Barrier to Start using Dashboards:
3. Use a teaser that you can easily modify yourself

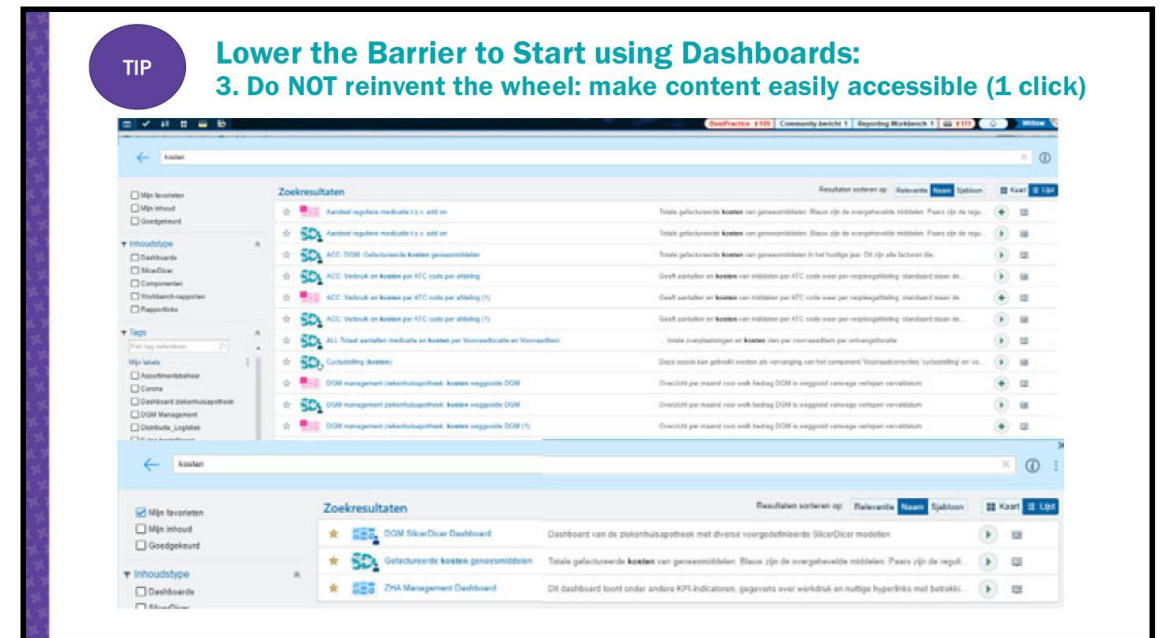


What's out there is one click away

You can create your own dashboard

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TIP Lower the Barrier to Start using Dashboards:
3. Do NOT reinvent the wheel: make content easily accessible (1 click)



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Diseño de Bases de Datos de Farmacias y Conjuntos de Datos Complementarios

Silos de información



Escalabilidad



Sin datos: No ML, NO IA



Revisitar la arquitectura



Herramientas de análisis de datos e inteligencia empresarial: optimización de indicadores clave de rendimiento para mejorar las operaciones, La automatización y el rendimiento financiero

Key Performance Indicators (KPI)

- KPI: A quantifiable metric that measures a business's progress toward specific goals or objectives.
- Potential KPI Tracking Goals:
 - ↑ Efficiency
 - ↑ Effectiveness
 - ↑ Quality
 - ↑ Timeliness
 - ↑ Compliance



©1997-2024 KPI.org, Strategy Management Group Company. What is a Key Performance Indicator (KPI)?

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KPI Dashboards

- Tools that unite data sources and provide at-a-glance visual feedback showing how your business is performing against your KPIs.
- KPI Types:
 - **Quantitative:** are all about measurable facts that can be represented with a number.
 - **Qualitative:** involve human interpretations and can't be quantified with numbers.
 - **Lagging:** measure what's already happened in the past to predict success or failure.
 - **Leading:** measure performance to predict future success and long-term trends.
- KPI Dashboard Examples:
 - Customer Service (Satisfaction scores from a survey)
 - Financial Health (Profit and loss considering revenue & expenses)

© 2024 Microsoft. What are KPI dashboards?

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Overview KPI Benefits

Operations

- Minimize impact of drug shortages
- ↑ bar code scanning
- ↑ clean room cleaning rates
- ↓ turn around times

Automation

- ↓ ADC overrides
- ↓ ADC stockouts
- ↑ cycle counts

Financial Performance

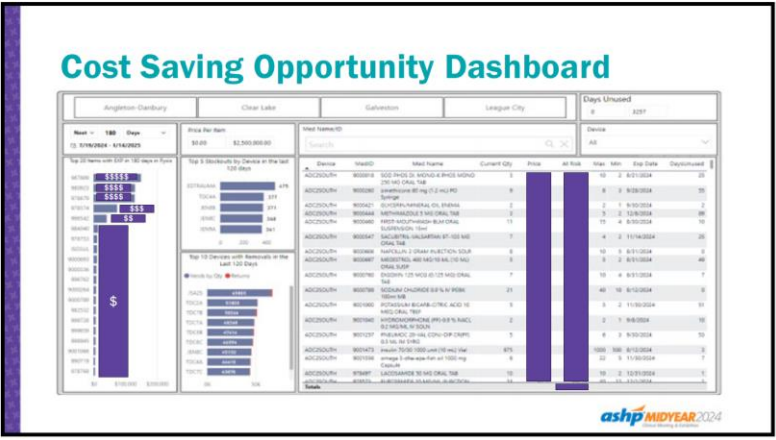
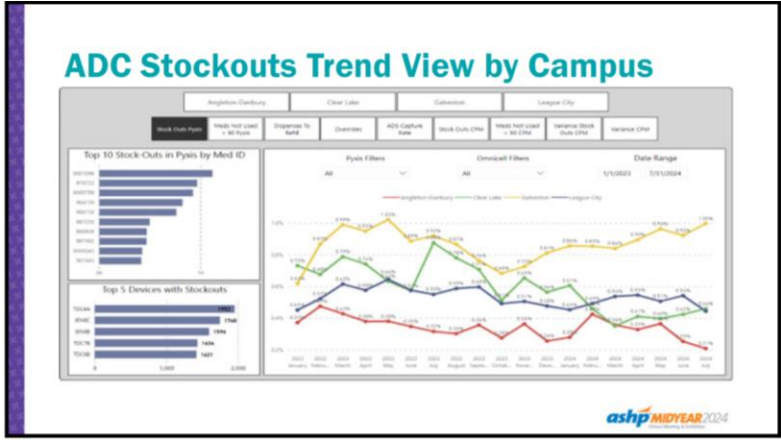
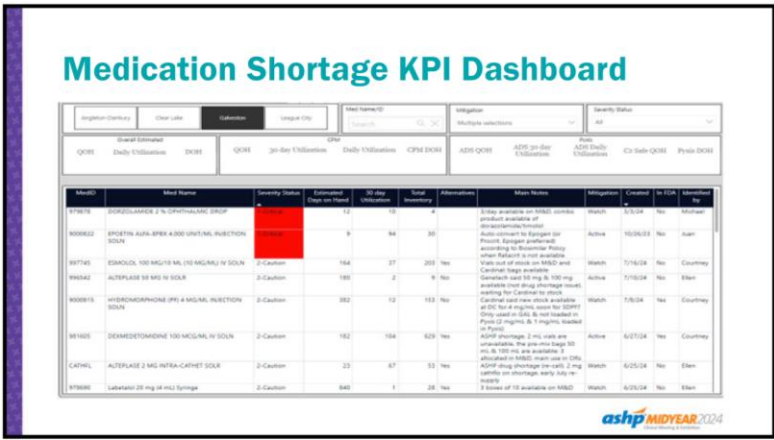
- ↑ medication cost-savings opportunities
- Monitor/trend vacancies
- ↓ medication expirations

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Tecnología. Sistemas de información.



Herramientas de análisis de datos e inteligencia empresarial: optimización de indicadores clave de rendimiento para mejorar las operaciones, La automatización y el rendimiento financiero



Tecnología. Sistemas de información.



E-tool para automatizar la selección de productos biológicos preferidos por el pagador en un centro médico académico

Biosimilar Prior Authorization Process

Something Needed To Change....



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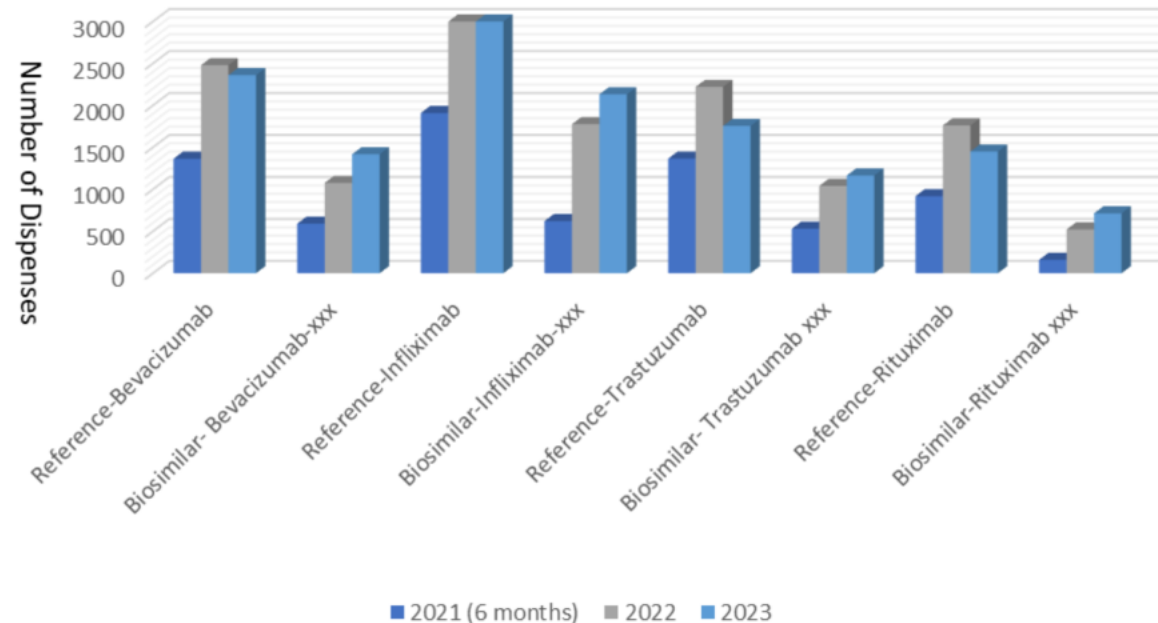
Auto Selection Pilot Outcomes



- Expanded pilot to other biosimilar agents January 2022
- Increased provider and patient satisfaction

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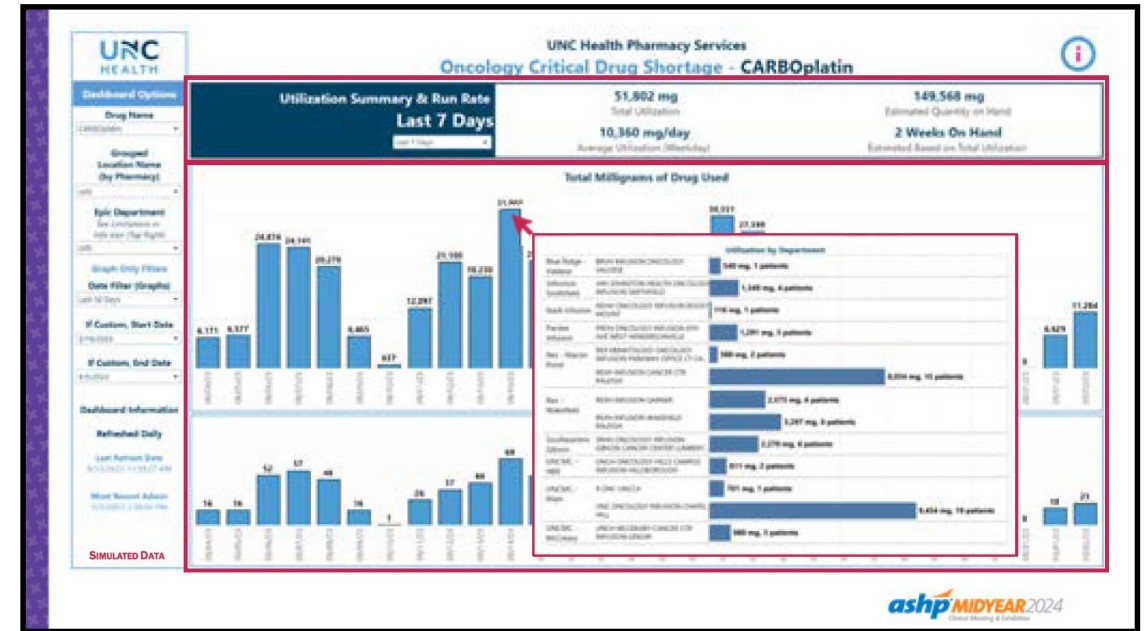
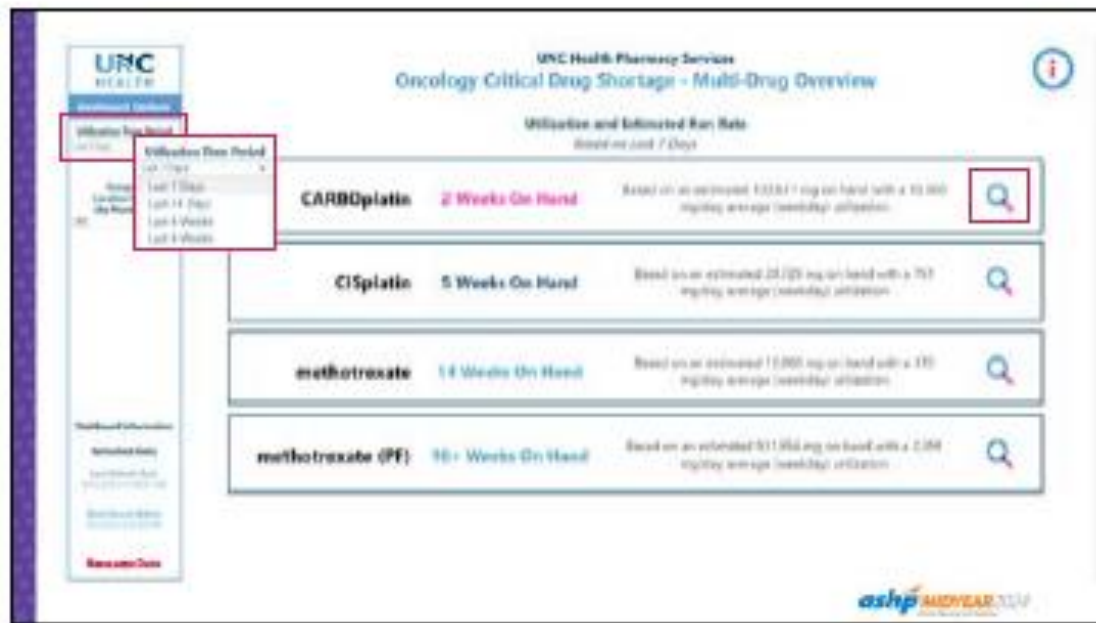
Biosimilar Utilization View



Tecnología. Sistemas de información.



No hay escasez de datos:
Uso de su análisis para la gestión del desabastecimiento de medicamentos



De la A a la Z de la tecnología RFID: Usos Singulares y el Futuro de la RFID

Transforming Healthcare Integration with RFID



• Image generated using Copilot AI

System integration

- Interoperability is a must
- EHR, automation, inventory management systems

Strategic implementation

- Incorporate into new facility planning
- Invest in infrastructure

Data utilization & security

- Develop strategies to utilize AI to leverage RFID data
- Robust privacy & security measures

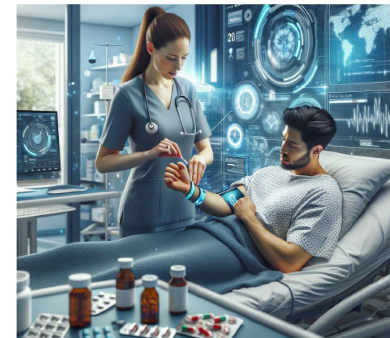
ASHP Foundation. Advancing Medication Safety Through Technology Innovations: Focus on Radio Frequency Identification Technology [White Paper]. 2022.

ASHP Foundation. RFID Technology in Medication-Use Systems: Considerations & Recommendations To Advance Implementation. 2024.

Yao W, Chu CH, Li Z. The Use of RFID in Healthcare: Benefits and Barriers. *Proceedings of the 2010 IEEE International Conference on RFID Technology and Applications (RFID-TA)*. 2010:128-134.

John Doe is transferred from the OR to a room in the med-surg unit.

Access to Critical Info to Drive Decisions



• Image generated using Gemini AI

“Smart room” updates

Real-time provider identification

Dynamic information display

Automatic record access

Proactive alerts

Uppala S. RFID Based Electronic Health Record System. *International Journal of Pure and Applied Mathematics*. 2017;117(10):79-82.

ASHP Foundation. Advancing Medication Safety Through Technology Innovations: Focus on Radio Frequency Identification Technology [White Paper]. 2022. This white paper imagines a future healthcare system where RFID is fully integrated, with patients, staff, equipment, and medications tracked by RFID scanners. The data would be integrated into the electronic medical record (EMR) for real-time insights into the healthcare network.

Abugabah A, Smadi A, Houghton L. RFID in health care: a review of the real-world application in hospitals. *Procedia Computer Science*. 2023;220:8-15.

Desarrollo e implementación de una nueva estrategia de optimización de automatización basada en Algoritmos Estandarizados en un hospital comunitario de tamaño mediano

Goals

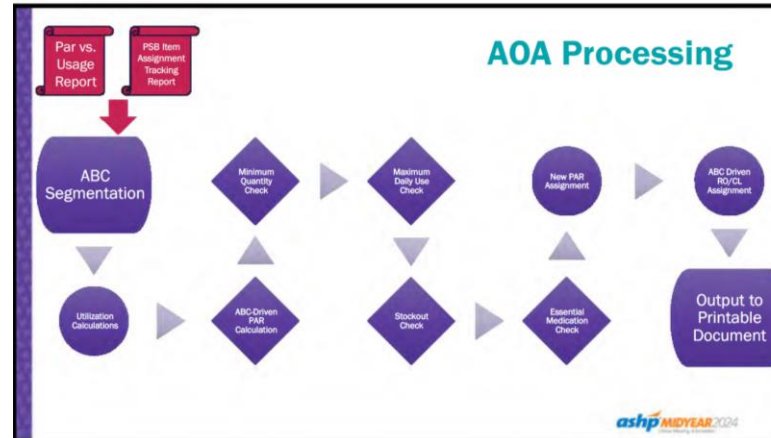
Primary:

- Increase inventory turns
- Decrease inventory on-hand

Secondary:

- Decrease expiration costs
- Insignificantly impact:
 - Technician workload
 - Stockout rate
 - Override rate

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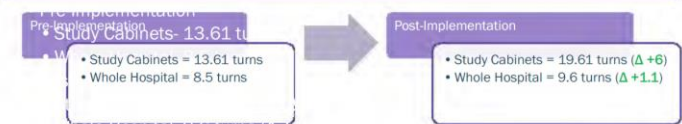


Results - Primary

Decrease in Inventory On-Hand

- Estimated reduction from maximum PAR: \$63,610.09 (↓25%)
- Actual reduction: \$113,987.62 (↓44%)

Inventory Turns



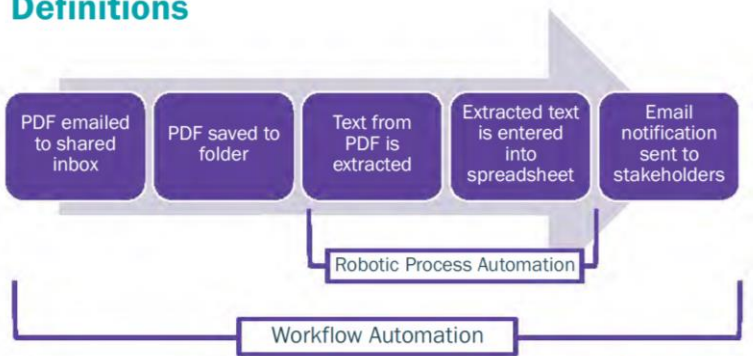
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Implementación de aplicaciones de soluciones empresariales para automatizar tareas repetitivas para Gerentes de Farmacias

Definitions



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Automated Callout Workflow

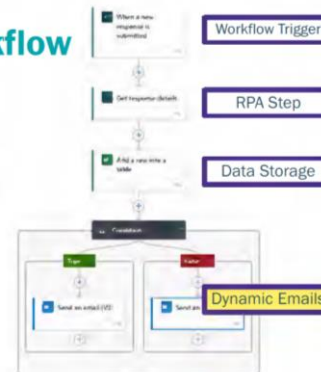
JHH Pharmacy Call Out Report

A call out report was submitted for your division. Please see the details below.

Employee who called the pharmacy: test1 (Pharmacist)

Form Question	Submitted Information
Contacted pharmacy on	2024-03-25 at 1234
The employee	Called the pharmacy and spoke to a Pharmacist / Pharmacist Shift Coordinator
Shift in question	Pharmacist Shift on 2024-03-29 at 0600
Date they will return to work (if provided)	2024-04-01 at 0600
If reporting LATE, time of arrival	
If leaving EARLY, time of departure	
Reason for call out (if provided)	none
FMLA/SS/MLFA (if provided)	Did not indicate any of the above options
Coverage Plan	none

The report was submitted by Mark Paulson



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Workflow Analysis

Workflow runs YTD: 1068

Median run duration: 4.82s

Average run duration: 7.62s

Success rate: 100%



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Tecnología. Sistemas de información.



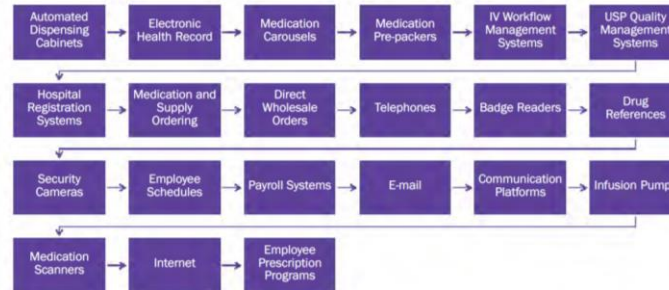
¿Qué es el papel? ¿Está preparado para una interrupción tecnológica?

Project Goal

- To develop a Business Continuity Plan for pharmacy to be prepared in the event of a technology disruption.
- While it is important to participate in organizational preparedness, pharmacy has a unique set of challenges due to specific systems and regulatory requirements.
- The ultimate goal was to ensure patient care would not be interrupted during an extended downtime.



Pharmacy Technology



Technology Disruption Manual

- Medication safety scenarios were extensively researched and discussed to develop guidance for front line staff to continue provision of optimal patient care during an extended downtime.
- Topics included affected technology, transmission of orders, verification of orders, pharmacist consults, medication dispensing, controlled substance waste, medication administration documentation, medication reconciliation, pharmacy charges, surgery reconciliation, temperature monitoring, inventory management, medication recalls, allocation of resources, clinician education, and a well-coordinated recovery



Tecnología centrada en el paciente.



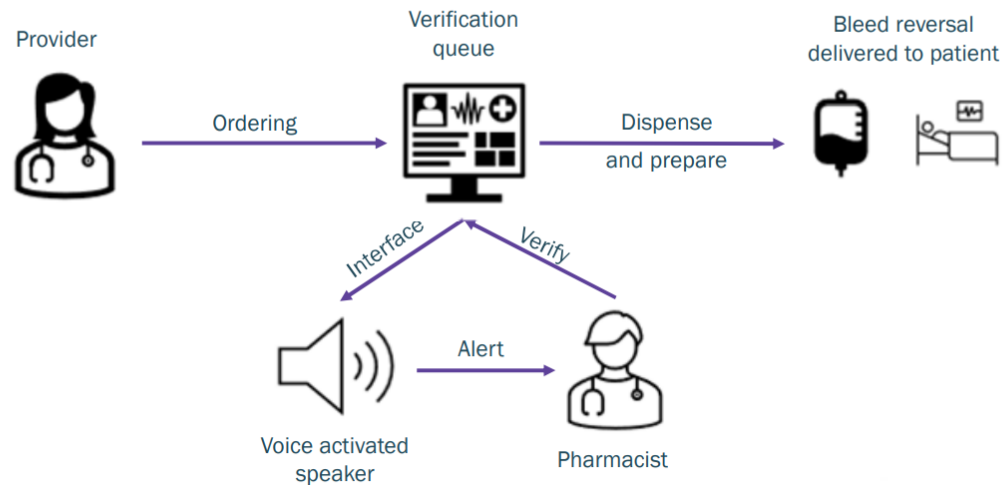
- Seguridad de la Prescripción Electrónica Asistida.
- Specialty Pharmacy. Seguimiento de pacientes externos.
- Optimización de los sistemas de decisión clínica.
- Tecnología “inmersiva” en el cuidado del paciente.

Tecnología centrada en el paciente.



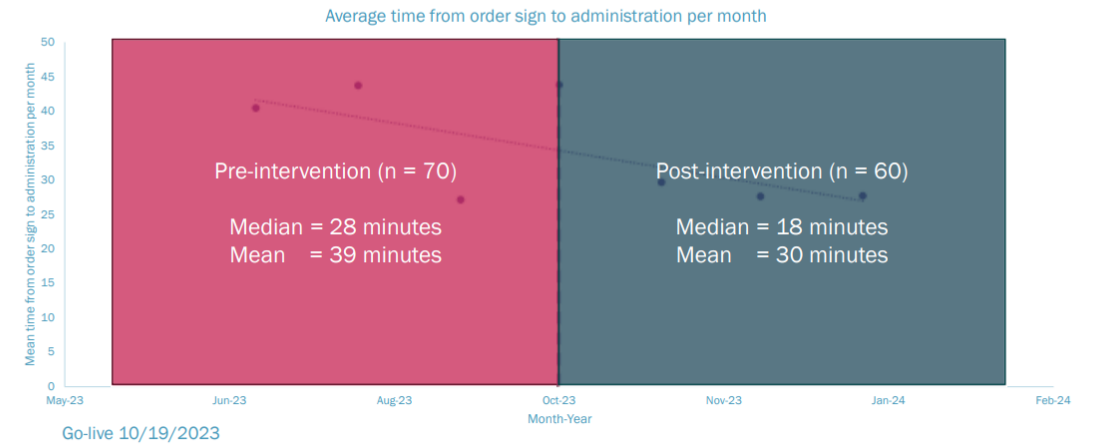
Integración de registros médicos electrónicos con tecnología activada por voz para mejorar los flujos de trabajo de las farmacias

Voice Alert Workflow



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Special Meeting & Exhibition

Results



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Special Meeting & Exhibition

Tecnología centrada en el paciente.



Un proyecto de mejora de calidad que utiliza el apoyo a la toma de decisiones clínicas para optimizar la prescripción ambulatoria de antimicrobianos en pediatría

Building Clinical Decision Support

Step 1: Choose drug



Step 2: Choose indication



Step 3: Default dose, frequency and duration

- <2 years: 10 days
- ≥2 years: 5 days



Clinical Outcomes: Order Panel Utilization

Clinic Visit Encounters



Inpatient & ED Encounters



By the end of 2023, order panel utilization increased to 50%



Tecnología centrada en el paciente.



Tecnología en Farmacias Especializadas: avances en la experiencia digital del paciente

Monitorización de pacientes y optimización del flujo de trabajo en todos los sistemas

Monitorización precoz de la quimioterapia oral mediante un portal para pacientes

Using the EHR to Improve Workflow

Implementing an IBD appeal letter template in the EHR

Appeal Letter Template	Clinical Rationale Letter
<i>Information populated from the electronic health record</i>	<i>Information populated from the electronic health record</i>
Clinic logo	Date
Clinic address and phone number	Patient name
Blood count with most recent result date	Patient date of birth
Complete Metabolic Panel with most recent result date	Patient age
Tuberculosis screening with most recent result date	Patient preferred pronouns
Iron studies with most recent result date	<i>Information chosen from dropdown lists</i>
Result notes from most recent gastrointestinal (GI) CT scan with date completed	Diagnosis
Results from GI MRIs completed in the previous 3 years with date completed	List of what documents are included with the appeal
Results from GI MRE completed in the previous 3 years with date completed	Prescribing physician
Results from most recent drug levels with date completed (if available)	<i>Information auto-populated based on the appeal reason</i>
Most recent inflammatory bowel diseases (IBD) clinic visit note	Medication name and Food and Drug Administration approved dosing/diagnosis
<i>Standard text included</i>	<u>Medication denial reason</u>
Statement to direct all appeal correspondence and questions to the pharmacist	Goal of treatment
Phone and fax numbers for the pharmacist	Rational supported by literature
	Rational supported by real world evidence and clinical practice
	References
	<i>Information manually entered when composing letter</i>
	Previous medications
	Time since diagnosis
	Severity of disease
	Other relevant details specific to the patient's clinical needs

Fann J, Kozlicki M, Whelchel K.(in press). Implementing a letter Template to Expedite Specialty Medication Appeal Letter Submission. JAPhA

EHR, electronic health record; IBD, inflammatory bowel disease

Questionnaire - Pharmacist View

Msg Date	Patient	Subject
08/09/2023 08:...	Enterprisex, Spanish [0100...	Questionnaire Submission Provider: No Provider Specified
08/09/2023 08:...	Enterprisex, Spanish [010001...	Questionnaire Submission Provider: No Provider Specified

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Vanderbilt Medical Center/Vanderbilt Specialty Pharmacy Services

Providence Health System/Credena Health Specialty & Retail Pharmacies

Internal Use Only Marketing and Sales

Tecnología centrada en el paciente.



El recorrido de atención al paciente: tecnología inmersiva para servir mejor a sus pacientes

Active Use Cases



- Suicide prevention
- Anxiety
- Depression
- Social isolation
- Substance Use Disorder
- Addiction recovery
- PTSD
- Phantom limb pain
- Facilities management
- Procedural use
- Palliative care
- Creative Arts therapy
- Falls risk assessment
- Physical, occupational, recreation therapy
- Spinal cord injury and disease
- Low vision rehabilitation
- Pain management (acute, chronic, acute on chronic)
- Neurological assessment
- New employee orientation
- Empathy training
- Employee wellness
- Employee education
- Firearms safety
- Stress Reduction, Relaxation, and Positive Distraction
- Women's Health
- Pre-surgical planning

**Note: This is not an all-inclusive list*



Patient Engagement

Veteran eXpeRIence:

Immersive Tech Demo Days for Veterans



Locations:

Orlando, FL
Sheridan, WY
Marion, IL
Biloxi, MS
San Francisco, CA
Asheville, NC

336

Total Veteran participants

63%

Had never used VR before

95%

Said they'd like more VR incorporated for at home-use and/or in personal health care

91%

Said it was easy to use or very easy to use

Average Experience Rating: **8/10**



**Note: Additional event planned in Tampa, FL*

U.S. Department of Veterans Affairs

Mayo Clinic

VHA, Office of Primary Care

Internal Use Only Marketing and Sales

Inteligencia Artificial.

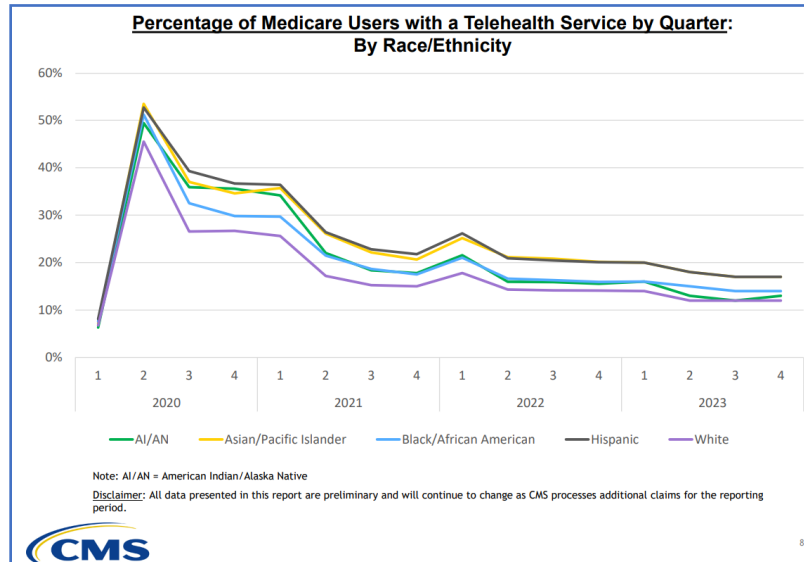


- Evaluación de la IA como fuente de Información de Medicamentos.
- Utilidad de la IA en hospitales rurales y de tamaño medio.
- Evaluación de proveedores de IA.
- Aplicación de la IA en el proceso de cuidado del paciente.
- Gobernanza y Regulación.

Inteligencia Artificial.



Transformando la atención sanitaria con tecnología digital e inteligencia artificial en el proceso de atención al paciente



Immersive Technology in Healthcare

- The global Virtual Reality (VR) in healthcare is projected to expand from \$4.18 billion in 2024 to \$38.46 billion by 2032
- Wearable technology and integration into the Electronic Health Record (EHR) will become a part of the new reality
- Augmented reality glasses to provide providers access to real-time patient information
- VR headsets will be used to detect, train and treat a variety of health conditions
- [Early Scaling of Immersive Technology Within the Veterans Health Administration | NEJM Catalyst](#)

Virtual Reality in Healthcare Market Size, Share | Growth (2029). Accessed March 30, 2023. <https://www.fortunebusinessinsights.com/industry-reports/virtual-reality-vr-in-healthcare-market-101679>

Bellini H, Chen W, Sugiyama M, Shin M, Alam S, Takayama D. Profiles in Innovation: Virtual and augmented reality understanding the race for the next computing platform. The Goldman Sachs Group, Inc. Published online 2016.

Próximos 15 años escasez en muchas ocupaciones clave, entre ellas:

- 4.980 farmacéuticos
- 42.130 psiquiatras
- 68.020 médicos de atención primaria

Gobernanza de la IA en la atención sanitaria

Cómo garantizar un uso ético y responsable de la inteligencia artificial en la atención sanitaria

“La gobernanza de la IA se refiere a las políticas, procedimientos y/o pautas diseñadas para garantizar que las tecnologías de IA se utilicen de manera ética y responsable”.

COMPONENTES CLAVE

Transparencia

Responsabilidad

Privacidad de los datos

Uso ético de los datos

RETOS

Sesgo algorítmico

Falta de transparencia

Fragmentación regulatoria

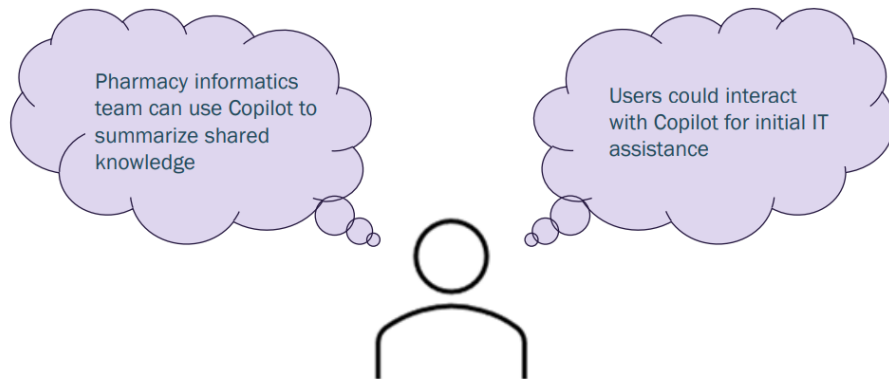
Armonización de los marcos de gobernanza

INFORME DE LA OMS: 6 PRINCIPIOS RECTORES

1. Proteger la autonomía humana.
2. Promover el bienestar y la seguridad.
3. Garantizar la transparencia.
4. Fomentar la responsabilidad y la rendición de cuentas.
5. Garantizar la inclusión y la equidad.
6. Fomento de la capacidad de respuesta y la sostenibilidad.

¡El asistente más nuevo de la ciudad! Uso de IA para obtener Información en Farmacias online a través de canales de comunicación informática

What if...



Copilot Testing Plan

Ask Copilot Chat 30 questions for each question type

Give each answer an accuracy and inability score

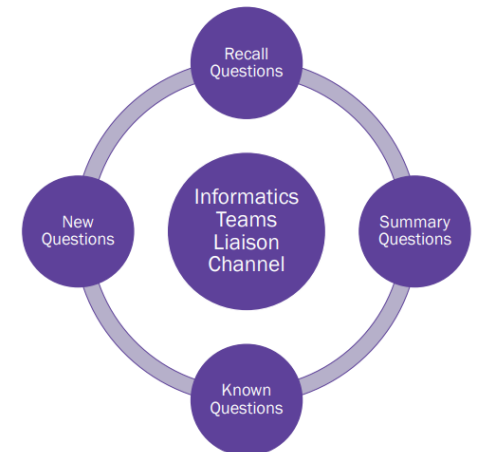
- Accuracy score: percent of correctness
- Inability score: 1 if unable to answer, 0 if able to answer

Calculate accuracy and inability score for each question type

- Average accuracy score of all answers for each question type
- Inability score for a question type = (total inability score ÷ count of questions asked) * 100

Overall score for each question type

- Overall score = accuracy score + inability score
- Higher number represents better performance



¡El asistente más nuevo de la ciudad! Uso de IA para obtener Información en Farmacias online a través de canales de comunicación informática

Ventajas y limitaciones

Provide short summaries

Give introductory info

Get snippet of info for specific periods of time

Search through small data sources

Provide responses in different formats

Inability to use images attached to posts

Limited to 30 responses per chat

May not search through entire source

Inaccuracy of answers

Minimal context for recall and summary type questions

Evaluación de la tecnología farmacéutica: enfoque en los proveedores de IA

COMPRENDER TUS NECESIDADES Preguntas que debe plantearse

1) ¿Qué problema resolverá la IA?

- Defina la línea de base
- Acuerde las métricas de éxito.

2) Defina el caso de uso:

- ¿Cómo se utilizará y accederá a él?

3) Disponibilidad para la implementación:

- ¿Cuáles son los datos necesarios?
- ¿Qué se requiere para la implementación?



Evaluating AI Vendors for Pharmacy Success
Ben Michaels & Sarah Hill | UCSF Health

Understand Your Needs

Define Problem: _____
Define Success: _____

Opportunities	Possible Solutions
1. _____	_____
2. _____	_____
3. _____	_____

Build a Team

Project Sponsor: _____
Project Owner: _____
Team Member: _____
Subject Matter Experts (SMEs): _____
Stakeholder Approvals: _____

Evaluate Vendor Capabilities

Technology & Expertise	Performance & Ethics	Integration & Support
<input type="checkbox"/> What technology is used?	<input type="checkbox"/> What data is used?	<input type="checkbox"/> Teams needed
<input type="checkbox"/> What makes this different from the current system?	<input type="checkbox"/> What is the proven impact?	<input type="checkbox"/> Data source
<input type="checkbox"/> How does this compare to current solutions?	<input type="checkbox"/> How does this compare to current solutions?	<input type="checkbox"/> Integration with other systems
		<input type="checkbox"/> User training

Conduct Vendor Evaluation

Initial Research	System Demonstration	Peer/Customer References
<input type="checkbox"/> Identify list of vendors	<input type="checkbox"/> Custom functionality and use cases	<input type="checkbox"/> Team needed
<input type="checkbox"/> Evaluate solutions	<input type="checkbox"/> Development features with integrations	<input type="checkbox"/> Data source
<input type="checkbox"/> Develop selection criteria	<input type="checkbox"/> Complete comparison table	<input type="checkbox"/> Integration with other systems
<input type="checkbox"/> _____		<input type="checkbox"/> User training
<input type="checkbox"/> _____		

Define Metrics

Process Metrics: _____
Performance Metrics: _____

Evaluar capacidad vendedores:

Tecnología & Experiencia

Desarrollo & Ética

Integración & Soporte

Desarrollar la evaluación:

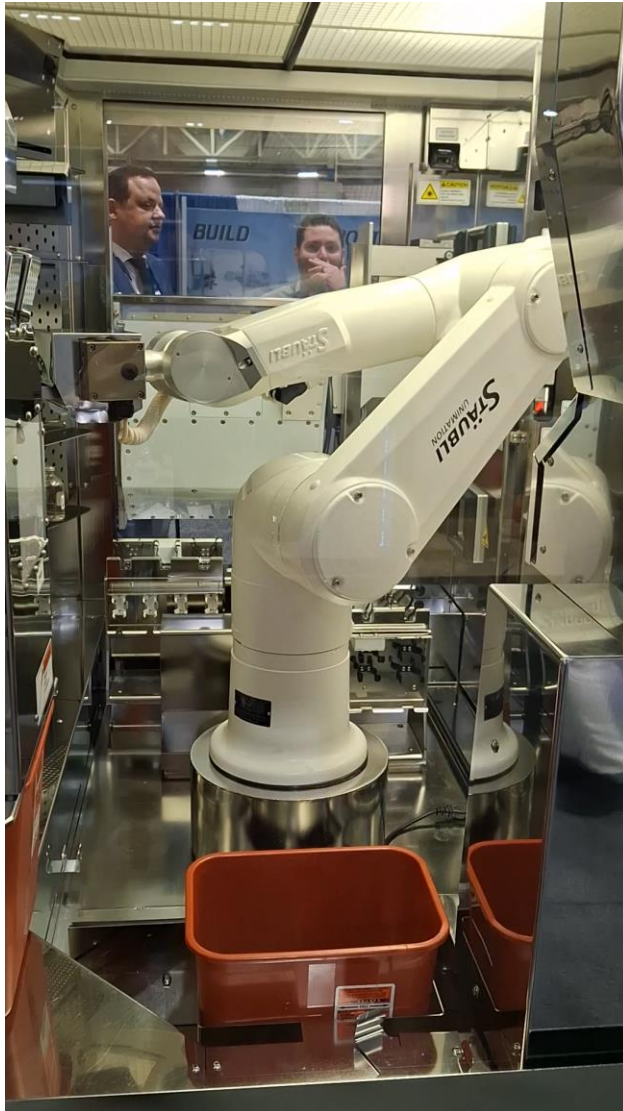
- *Definir equipo de evaluación y validación.*
- *Lista de proveedores*
- *Demostraciones y Prueba Concepto.*
- *Ejemplos de comparación.*
- *Referencias y caso estudio.*
- *Contrato.*



Conducting a Vendor Evaluation: Vendor Comparison Example

Criterion	Essential?	Vendor A	Vendor B
Clinical Features			
Highly automated form completion	Yes	Yes	Yes
Electronic form submission to payor	Yes	Yes	Yes
Transparent data sourcing/ability to check data before submission	Yes	Yes	Yes
Technical Features			
EHR Integration	Nice to have	Bi-directional to web-based application	Embedded in EHR
24/7 Customer Support	M-F	Web support	M-F only
Supports Single Sign On (SSO)	Yes	Yes	Yes
Analytics/Reporting Capabilities	Yes	Dashboards with external data	Dashboards, customizable
Can it solve the problem?			
Demonstrated outcomes/goal alignment	Yes	Increase auth completion 30%	Auth approval rate increased 20%

EHR = Electronic Health Record



Staubli X60

- Dosificación aséptica.
- Sellado aséptico.
- Dosificación citostáticos.
- Producción de vacunas.
- Recubrimiento en condiciones asépticas.
- Automatización utilización viales.
- Inspección higiénica final de línea



EASO 2.0 de Emancro.

- Reponer los botiquines y las estaciones de anestesia.
- Gestiona el inventario.
- Escanea códigos de barras.
- Reconoce por OCR las fechas de caducidad.
- Reduciendo los residuos.
- Se integra con la infraestructura hospitalaria.
- Requiere Wi-Fi y estaciones de carga.

ESCENARIOS PARA BAILAR JUNTOS EN TECNOLOGÍA, E INNOVACIÓN



- **Búsqueda de ineficiencias. NOT TO DO.**
- **Análisis de la situación basal. DIAGRAMA DE PROCESO.**
- **Creación grupo de trabajo. MULTIDISCIPLINARIEDAD.**
- **Disponibilidad de datos para su utilización y gestión. DIGITALIZACIÓN.**
- **Utilización de diversas fuentes de datos. INTEROPERABILIDAD.**
- **Puesta en marcha de un nuevo proceso. EJECUCIÓN.**
- **Análisis de los resultados obtenidos. EVALUACIÓN.**