

Connected Care: The New World of Healthcare



When the whole world can change in a matter of moments, an organization's survival rests on its ability to respond quickly, decisively and effectively to unforeseen and unpredictable forces. Healthcare organizations are no exception.

Like all industries, healthcare has entered an era of unprecedented change, economic volatility, business discontinuities — and opportunities. But healthcare has several challenges all its own: Patient safety, the nursing shortage, cost control, quality improvements, competition and consolidation. Meeting these challenges will demand clinical solutions with flexibility. Integrated solutions that ensure organizational agility. Solutions that can address care across a multiplicity of settings and clinical disciplines. Solutions like the Patient¹® clinical information system from Per-Se Technologies.

The hard truth about healthcare today

If you're in the business of healthcare today, there are tough truths to face:

- **Patient safety a top priority.** Medical error reduction is critical to the delivery of safe patient care, and healthcare organizations are searching for effective ways to address this issue. From the Institute of Medicine (IOM) reports citing tens of thousands of deaths from medical error to the rise of such watchdog organizations as The Leapfrog Group, the environment in which clinicians practice is charged with fear, mistrust and skepticism.
- **The bad news:** Poorly designed systems and information gaps are to blame for medical errors. The good news: Individual clinicians aren't — and systems can be designed from the beginning to assure patient safety.
- **Nurses are in short supply.** While futurists may delight in its promise of telepresence and browsable desktop economies, the year 2020 — when the registered nurse shortage is projected to reach 500,000 positions — will be anything but delightful for healthcare. And, with an aging population and increasing inpatient acuity, the shortage could not be coming at a worse time.
- **Healthcare is a business.** The word "care" in healthcare allows some to forget that it's a business. But hospital administration and the Board know all too well that staying competitive means operating healthcare organizations like the businesses they are — reducing expenses and administrative overhead, optimizing revenue, retaining customers and attracting the best employees.
- **Connections are critical.** With managed care's mandates to reduce costs, it's no surprise that the most expensive kind of care — acute care — is being supplanted by other, less costly types. As a result, today's patients see multiple clinicians in a variety of healthcare venues and patient information can be found in a variety of places. Add such factors as specialist referrals, managed care contracts, new treatment protocols, follow-up lab work and tests, and information flow can turn into a data traffic jam.

Fortunately, there are a few other truths that are a lot easier to accept:

- The right clinical information system can help reduce errors and enhance patient safety by helping clinicians eliminate or make sense of such error-inducers as scrawled prescriptions, look-alike drug names and an exploding knowledge base.
- The right clinical information system can effectively and efficiently automate documentation and streamline workflow, enabling overburdened nursing personnel to use their time where it's most needed — in direct patient care.
- The right clinical information system can streamline processes, capture lost charges, improve reimbursement and billing, and enhance customer and clinician satisfaction.
- The right clinical information system has a single, integrated data and process model that spans and supports disparate care settings and care constituencies to create a coordinated, efficient network centered on patients, their safety and optimum care.

And the right clinical system for many healthcare organizations is Patient1 from Per-Se Technologies.

Per-Se focuses on making the business of healthcare more connected from the perspective of doctors, hospitals, patients and third-party payers.

Connecting constituencies, care settings and care incidences

How Patient1 helps

Patient1 is a patient-centered, point-of-care clinical information system that integrates every part of the care experience into a single, confidential, computer-based patient record. Patient1 streamlines administrative functions and eliminates paperwork to get clinicians back in the business of quality patient care. By connecting constituencies, care settings and care incidences, Patient1 leads to a higher quality of care and more successful outcomes, with greater efficiency and cost control.

A single, integrated system with a comprehensive suite of modules, Patient1 provides both depth and breadth of functionality and vast flexibility. Adaptable, Patient1 integrates well with other systems, and it is customizable for a wide range of care settings beyond the inpatient ward, including ambulatory, long-term care and cancer care. A multidisciplinary solution, Patient1 improves decision making and care giving for nurses, physicians, pharmacists and all clinicians. Patient1 is a single-system solution for a multiplicity of technological imperatives, including:

- Computerized physician order entry (CPOE)
- Clinical decision support (CDS)
- Automated nursing documentation
- Integrated pharmacy
- Automated medication administration

How Patient1 works

- Seamlessly integrates the best medical and operational practices with patient data to ensure effective decision making at the point of care
- Employs user-defined, interactive decision agents to create online decision support based on proven clinical “best practices”
- Provides clinical alerts to ensure optimum patient care
- Incorporates comprehensive medical reference materials to enhance diagnosis and treatment
- Tracks patients across the continuum of care to ensure quality
- Uses prepackaged, comprehensive clinical baseline speed and time to benefit
- Coordinates clinical events and information among all members of the same care team
- Alerts you to changes in the patient's condition that warrant immediate action
- Utilizes an integrated clinical desktop providing clinicians with complete access to patient information and realtime decision support at all points of care
- Uses service-based APIs and an advanced Java®-based graphical user interface to enhance and expand clinical views
- Provides a highly configurable rules engine that drives interactive decision support and manages workflow across all departments of the care continuum
- Adapts to the way you work, supporting healthcare needs both now and in the future, through its highly configurable business model

Patient1: Tackling today's healthcare challenges

Patient 1 Modules	Patient safety	Nursing shortage; workflow/workload	Cost control; revenue optimization; administrative overhead	Multidisciplinary care
BASE SYSTEM				
Patient1 Clinical Desktop	●	●	●	●
Order/Result Management	●	●	●	●
Clinical Decision Support	●	●	●	●
Care Coordination	●	●	●	●
CPOE	●	●	●	●
Clinical Documentation	●	●	●	●
Chart Browser/Interactive Care Grid	●	●	●	●
Integrated Medication Management	●	●	●	●
Chart Management	●	●	●	●
Connectivity	●	●	●	●
Interactive CPR	●	●	●	●
Controlled Medical Terminology	●	●	●	●
Integrated Departmental Support	●	●	●	●
ADVANCED SYSTEM				
Patient Administration	●	●	●	●
Enterprise Scheduling		●	●	●
Enhanced Laboratory	●		●	●
Enhanced Radiology	●		●	●
Enhanced Nursing	●	●	●	●
Medical Records	●	●	●	●
Clinical Pathways	●	●	●	●
Mammography	●		●	●
Respiratory Care	●		●	●
Home Healthcare	●	●	●	●
Emergency Medicine	●	●	●	●
Rehab Services	●	●	●	●
Diagnostic Services	●	●	●	●
Long-Term Care	●	●	●	●
Media Manager	●	●	●	●
Decision1®-Clinical Analyzer	●	●	●	●

About Per-Se

Per-Se Technologies delivers comprehensive business management outsourcing services, financial and clinical software solutions, and Internet-enabled connectivity with business intelligence to the healthcare industry. Per-Se supports 47,000 physicians and 2,000 healthcare organizations and processes more than 240 million medical transactions annually. Per-Se solutions manage 26 million patient lives online.

Application Software

Integrated, interactive clinical and financial management applications that are designed to enhance the delivery of care and optimize cost-effective processes across the enterprise.

Physician Services

Comprehensive, business management outsourcing and consulting services to help hospital-affiliated physicians maximize their business performance.

e-Health Solutions

Internet-based and traditional solutions that seamlessly link healthcare facilities, physicians, payers, financial institutions and laboratories to enable automated transactions.

The Per-Se Technologies difference

Per-Se Technologies offers solutions that enable you to provide not only more efficient care but actually a better level of care by giving you access to the critical information you need. Information about your patients. Information about your resources.

Information you can use in real time to make the best decisions for your patients and your organization. Information that drives efficiencies that enhance care quality and optimize revenue.

Per-Se's solutions are focused on creating connections that ensure patient care delivery is more efficient and more profitable for providers, both physicians and hospital systems.

Per-Se focuses on making the business of healthcare more connected from the perspective of doctors, hospitals, patients and third-party payers. Our solutions create the connections that speed the clinical, financial and administrative information physicians and hospital systems need to be more profitable and to deliver better care to their patients.

Per-Se's strengths include:

- Expertise in clinical information
- Innovation in technology and services
- Consultative approach, or a partnership with our customers
- Operational excellence, based on a proven infrastructure

Through our unique combination of Physician Services, Application Software and e-Health Solutions, Per-Se is the only company positioned to fully create the connections that providers need to streamline the patient care process and accelerate reimbursement — the connections that optimize the business of healthcare.

If you need a clinical information system, it's time to find out more about Patient1 and Per-Se Technologies. Find out how Patient1 can help your organization provide the best care, while meeting its business challenges and objectives. Find out how Patient1 — and you — benefit from the ongoing input of one of the industry's most experienced teams of clinical informaticians. Find out how Patient1 can help you build an integrated clinical enterprise with the agility to survive in an ever-changing healthcare world.

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P1-pb-06 02/03

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