

Manage, Access and Integrate Critical Information During Clinical Care and Post Care Administration





Enterprise Content Management (ECM) offers healthcare providers:

- **Enhanced Patient Care** – the ability to view patient information simultaneously and instantaneously across the organization as well as remotely through a unified repository
- **Increased Profitability** – a means to automate both clinical and back-office processes to provide more efficient patient care as well as reduce days receivable outstanding and claims denials
- **Reduced Risk in Regulatory Compliance** – the ability to automate the search and discover process to respond to time-sensitive requirements

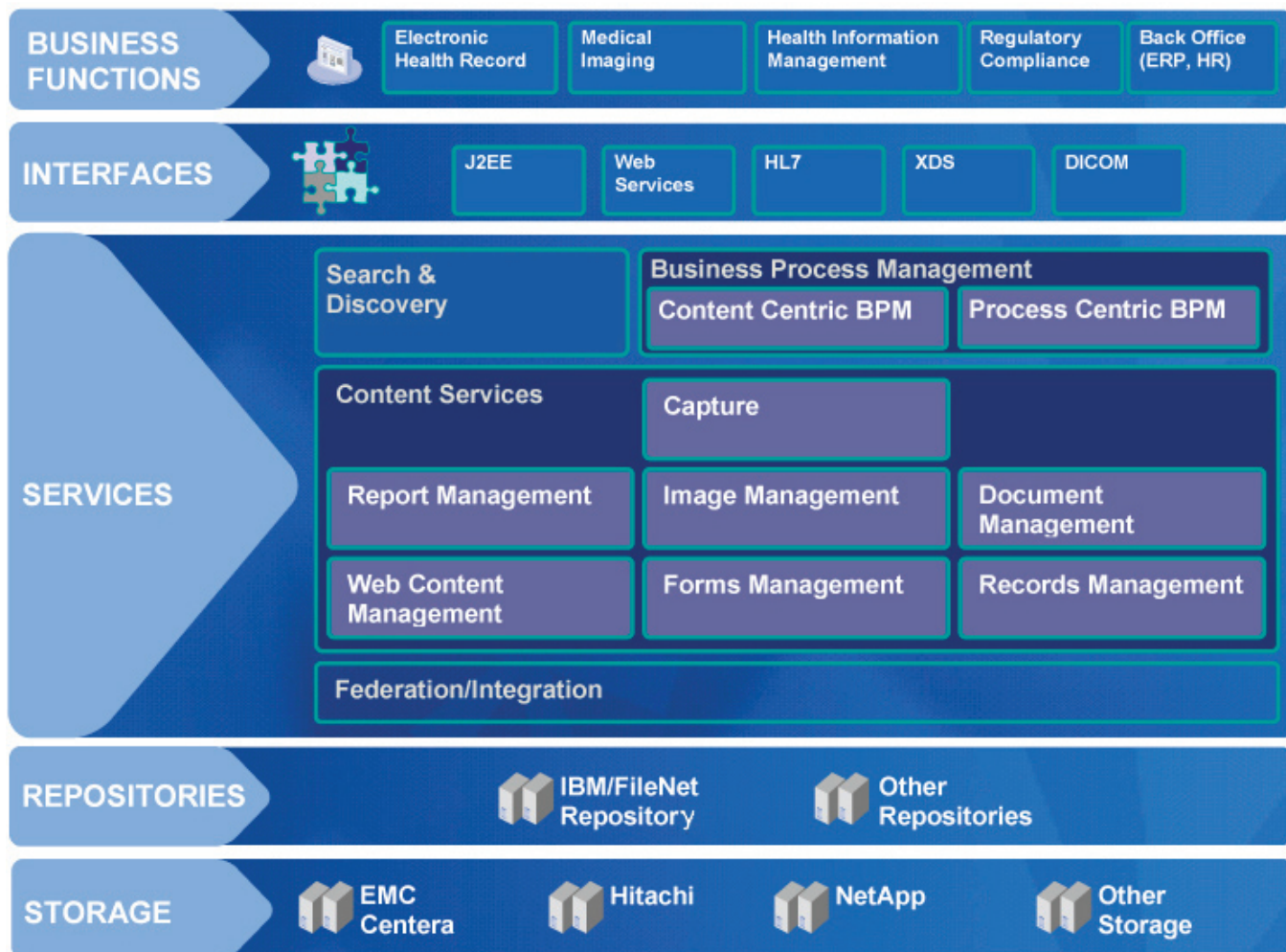
In the past, healthcare provider organizations, like many of their contemporaries in other industries, have focused on point solutions to address specific business needs. In healthcare, these needs have been in such areas as electronic healthcare records, medical imaging, regulatory compliance or addressing numerous back office requirements.

Providers are under pressure to become more efficient and cost efficient due to intensified competition, increased aging populations and scarcity of healthcare professionals. These organizations are beginning to focus on how to stretch their IT investments to make the bigger leaps and longer term impact while utilizing current investments. That's where Enterprise Content Management enters the picture.

The heart of ECM is illustrated below in the Services area where organizations gain the ability to access information simultaneously and instantaneously through Content Services, automate critical processes through Business Process Management and reduce regulatory risk through automated Search and Discovery.

IBM Enterprise Content Management (ECM) makes all of this possible through our repository unified with existing provider repositories and with various storage solutions.

Enterprise Content Management in Healthcare



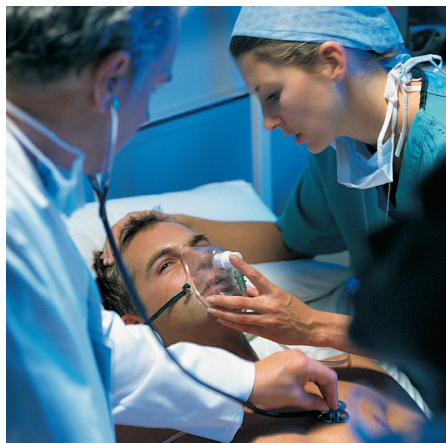
While one might believe that requirements are fully served by an existing clinical repository, we have compared the features and functionality of a typical clinical repository to what is offered through IBM ECM to more clearly illustrate the expanded functionality, efficiency and resulting lower total cost of ownership.

Feature & Function Comparison

Capability	IBM ECM	Typical Clinical Repository
Stores audio, video, waveforms, images, DICOM, documents	Yes	Yes
Hierarchical storage management	Yes	Yes
High Availability	Yes	Yes
Open interoperability interfaces	Yes	Yes/No
Compound Document Management	Yes	No
Integrated e-Forms	Yes	No
Information Integration	Yes	No
Process Management	Yes	No
Records Management	Yes	No
Web Content Management	Yes	No

Applications Supported

Application	IBM ECM	Typical Clinical Repository
Electronic Patient Record	Yes	Yes
Radiology/Medical Imaging	Yes	Yes
Physician Web Access	Yes	Yes/No
Patient Billing & Claims	Yes	Yes/No
Accounts Receivable/Payable	Yes	No
Human Resource	Yes	No
Controlled Documents	Yes	No



“CGI is also proud that HCMC chose our Sovera system to support its EHR vision,” said Rob Robertson of CGI. “Our system has demonstrated its effectiveness over the last 15 years and is in use at more than 200 hospital facilities in North America.”

Reference: Hennepin County Medical Center, Minnesota

Situation

HCMC is implementing the Epic health information system. The Epic implementation is accompanied by a Sovera for HIM enterprise implementation. The purpose of the Sovera for HIM implementation is to capture patient information stored in disparate health systems to provide a central repository for the complete medical record. The two systems, Sovera for HIM and Epic, store the complete electronic patient record.

Solution

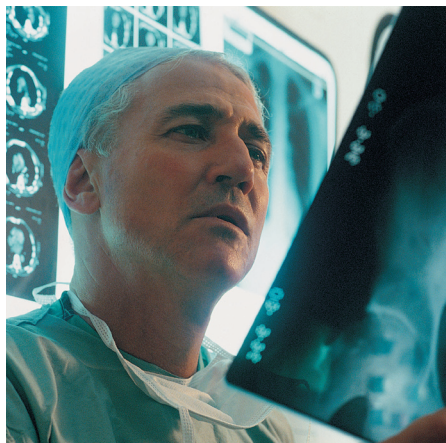


- Sovera for Health Information Management
- Sovera Content Connector
- IBM FileNet Capture
- IBM FileNet Image Manager



Benefits

- Clinical and HIM staff can view documents directly from Epic and physicians can complete outstanding signatures through the Epic user interface
- Automates workflow to create a paperless HIM department
- Reduces administrative costs and accounting processing time
- Meets HIPAA regulations for privacy and security



“The CGI and IBM ECM integration with our current EMR system is very important because it will provide Memorial Hermann’s physicians with one central electronic system in which to complete medical record deficiencies”

Reference: Memorial Hermann Healthcare System, Texas

Situation

MHHS faced a significantly increased volume of patient accounting and billing documentation brought about by a merger and two acquisitions. Manual processes dramatically slowed down the processing of patient bills, causing a delay of up to 40 days in some cases. MHHS was further challenged by the fact that the eight hospitals it had acquired each had different operating platforms, none of which were the same as MHHS’s existing platform.

In addition, MHHS was concerned about reducing the risk of damage to its paperbased patient records after one of its facilities experienced \$300 million in flood damage in 2001.

Solution



- Sovera for Health Information Management
- Sovera for Patient Financial Services
- IBM FileNet Capture
- IBM FileNet Image Manager



Benefits

- Realized 1.2 million in operational cost savings
- Streamlined core business processes
- Seamless integration with existing EMR system
- Ensured compliance with HIPAA regulations



"We were so committed to an entirely electronic records and document management system that we did not include any paper filing areas in the floor plan of our new hospital"

Reference: Exempla Healthcare, Colorado

Situation

Exempla Good Samaritan Medical Center, EHC is managing and maintaining a paperless patient document management health information environment. This is a daunting task: the average inpatient chart is 40 pages in length at Exempla Good Samaritan and must be available to more than 700 healthcare professionals. EHC had implemented the Epic health information system at Exempla Good Samaritan Medical Center Good Samaritan and one of the project's goals was to integrate with that existing system.

Solution



- Sovera for Health Information Management
- IBM FileNet Capture
- IBM FileNet Image Manager



Benefits

- Complete and timely delivery of patient medical records to the point of care
- Provides cost saving by eliminating physical storage space
- Reduces filing errors occurring with paper files
- Improves reports and adheres to HIPAA privacy and security regulations



“In researching content management systems, we were looking for a system that was robust enough to take care of our business processing needs as well as our clinical needs. So we chose IBM Content Manager—for the financial and human resources operations of the organization as well as for the clinical operations.”

Reference: Memorial Hospital, Colorado Springs

Situation Although it used a variety of complex, cutting-edge medical technologies, Memorial had still been relying on paper patient records that made access to pertinent patient information difficult and entailed manual records-handling processes that were costly and labor-intensive.

Solution

- IBM Content Manager
- Kofax Ascent Capture
- Cerner PowerChart



Benefits

- Improved the efficiency of its health records management
- Improved care
- Reduces costs through eliminating manual paper-handling processes and mitigating the costs of potential litigation
- Helps to make the overall EMR system more complete
- Accelerates the hospital's return on investment for the new EMR system.



About IBM ECM

As the clear market leader in Enterprise Content Management (ECM), IBM's ECM solutions help organizations make better decisions, faster by managing content, optimizing business processes and enabling compliance through an integrated information infrastructure. IBM's ECM portfolio delivers a broad set of capabilities and solutions that integrate with existing information systems to help organizations drive greater value from their content to solve today's top business challenges. The world's leading organizations rely on IBM enterprise content management to manage their mission-critical business content and processes.

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