Allscripts Hospital and Health System Solutions

It’s all about Outcomes
A new way of doing business in healthcare is upon us. How can hospitals and health systems thrive in this environment while delivering improved care quality and margins?

MARKET FORCES REQUIRE ADAPTABILITY

Market forces are changing the landscape of the healthcare industry at a fast pace. It is more important than ever that every aspect of a hospital's operations—financial, clinical and operational—shares information and streamlines transactions across the care continuum.

Hospitals and health systems are being squeezed even more—do more with less, further reduce costs in an era of cost-cutting, and potentially deal with a large influx of patients due to aging populations and stretched healthcare resources. These challenges require solutions that are adaptable, a platform that enables processes to be streamlined and information that can be shared across the hospital and in the community.
How Allscripts Helps

Allscripts provides innovative solutions that empower all stakeholders across the healthcare continuum to deliver world-class outcomes. Our clinical, financial, connectivity and information solutions for hospitals, doctors’ offices and post-acute organisations are the essential technologies that enable A Connected Community of Health®. We believe that an Open platform is crucial to a connected community of health.

Being Open is key to a thriving healthcare community because care must be coordinated across every setting; from the doctors’ office to the hospital to post-acute settings and even the patient’s own home. We’re open to working with many partners and systems across this continuum of care because Open is not just the solutions we build, it’s who we are.

Our foundation for hospitals and healthcare systems is built on a flexible and industry-recognized technology platform that focuses on connecting information and streamlining workflows across access, clinical and financial processes. Your goals to provide quality care and outcomes will not change, but the care and financial models you will use are evolving. Your technology foundation must evolve with you. We provide an adaptable infrastructure that easily supports evolving industry models and programs.

1,500 hospitals

180,000 doctors in 50,000 practices

10,000 post-acute organisations

30,000 care providers use Allscripts in patients’ homes

Nearly 200 hospitals across the Australia, United Kingdom, Canada, Singapore, Malaysia and Italy

Connecting the Information
Solutions Across the Enterprise

Allscripts provides core clinical and financial solutions, as well as other critical areas that will help hospitals and health systems thrive in today’s healthcare environment. Each solution area can be combined and tailored to meet an individual organisation’s needs, providing minimum risk and maximum control to help drive achievement of positive clinical, financial and operational outcomes.
Core Clinical

Core clinical solutions ensure that organisations have put the right clinical system in the hands of providers to drive towards best-practice coordinated care for patients. Core clinical solutions can provide enterprise-wide, evidence-based guidelines while improving clinical workflow. Additionally, these solutions help you meet the regulations of today and tomorrow with a single patient record. This enables the most cost-effective, quality care by providing visibility across the care continuum.

Acute Care EMR

Sunrise Acute Care™ is an advanced, interdisciplinary clinical solution that helps the care team embed desired practices and protocols into their workflows. It is a comprehensive solution with advanced decision guidance, including order management, communication and e-prescribing, note and flowsheet documentation, clinical summary views and other key workflows necessary for driving patient care in the acute setting.

Outcomes

- Improve quality scores and strengthen clinical outcomes by prompting clinicians with evidence and workflows
- Improve outcomes, encouraging standardisation and reducing adverse events
- Adapt to complex situations and promote utilisation of new processes in near real-time

Outpatient

This EPR enables GP’s and Specialists to manage the complex medical needs of patients in multiple care settings. This provides the ability to focus on wellness and proactive chronic disease management for improved patient care outcomes.

Outcomes

- Improve care coordination by offering a continuous patient record from outpatient to inpatient
- Promote rapid adoption by providing doctors the same tools in all of their practice settings
“About 85% of Salford Royal NHS Foundation Trust’s nursing records are now electronic...The system ensures we can standardise care and improve patient safety...With electronic documentation there is a really clear audit trail, which increases accountability and quality of care.”

—Helen Carter, Corporate Matron, Salford Royal NHS Foundation Trust, Salford, United Kingdom

### Mobile

Sunrise Mobile MD II™ extends Sunrise Clinicals to the iPhone®, iPad® and iPod touch®, enabling doctors to go mobile to manage many of their daily activities. With its native integration into Sunrise Clinicals, Sunrise Mobile MD II enables secure, direct access to and from Sunrise. This native integration for Mobile increases overall efficiency and accuracy, while providing clinicians real-time access to critical information.

Sunrise Mobile Care™ creates and displays a list of clinician’s patients, with alert icons with management by patient bi-directional updates to the EMR.

### OUTCOMES

- **Improve productivity** by providing the ability to take immediate action on many treatment issues; and offers potential (with progress notes on iPad) to do up to 80 percent of doctor work on a mobile device
- **Improve quality** with real-time access to information
- **Improve patient relationship** by getting the doctor out from behind a desktop computer

### Surgery

Sunrise Surgical Care™ is a solution for the perioperative environment developed on the Sunrise platform utilising existing Sunrise capabilities and solutions. It expands and enhances our solution to embrace the unique needs of the perioperative environment and delivers a single patient record, database and platform.

### OUTCOMES

- **Improve efficiency** through effective coordination of all people, places and things required for a surgical event
- **Manage expenditure and use** with accurate and complete capture of supplies and high dollar items
Accident & Emergency

As part of a health system’s Sunrise clinical information solution, Sunrise Emergency Care™ is a comprehensive A&E information system. It provides an integrated and continuous workflow between the emergency department and acute settings, while meeting the unique needs of the A&E environment. Since most hospitals receive more than two-thirds of their admissions from the ED, seamless flow and information integration improves the efficiency of and transitions in care.

OUTCOMES

• Reduce ED throughput time by providing visibility to patient status and results through a centralised tracking board
• Improve patient satisfaction by reducing overall ED wait times and length of stay
• Promote quality outcomes by prompting clinicians with evidence and protocols for common conditions

Pharmacy

Sunrise Pharmacy™ is a full-featured pharmacy information system that provides hospital pharmacists with control over the medication management process. Sunrise Pharmacy improves quality and safety in the complex medication management process, provides for greater efficiency and productivity and improves operational margins with smarter inventory control.

OUTCOMES

• Reduce medication delivery time through seamless integration of order management, communication and e-prescribing to the pharmacists’ work queue
• Improve continuity and quality of care with an integrated pharmacy solution that matches home medications with discharge instructions
• Reduce costs with improved inventory management

“It’s crucial that staff can see what the real benefits are to patients...The health care in England is currently so high-pressured and busy. If nurses perceive it will be extra work, they will not be supportive.”

—Helen Carter, Corporate Matron, Salford Royal NHS Foundation Trust, Salford, United Kingdom
Hyland OnBase enterprise content management is a comprehensive electronic health information management (HIM) solution for the legal electronic patient record. It includes storage and management of information generated by clinical information solutions, as well as paper documentation such as living wills, advanced directive and consents that must be incorporated into the record. Hyland OnBase enterprise content management includes workflow tools for HIM staff, HIM management and clinicians.

OUTCOMES

- **Reduce costs** for storage and retrieval by transforming the paper portion of the medical record into electronic documents
- **Streamline registration and access to care** through quick capture of patient documentation such as insurance cards and consent forms and immediately add it to an electronic patient record
- **Improve physician satisfaction** with enhanced coding efficiency and reduced chart duplication

“**You can measure outcomes much easier than you could before. As a Ward Manager, you look at those things on a regular basis. You have your objectives and can tell the electronic system what to audit—things such as drug doses, patient evaluations—at the click of a button. It definitely has improved patient safety.**”

—Helen Carter, Corporate Matron, Salford Royal NHS Foundation Trust, Salford, United Kingdom
Core Financial

Core financial solutions ensure preparedness for current and future payment structures such as risk-based contracts and the ability to proactively manage cost per case and variability across care providers. Additionally, core financial solutions provide the ability to help organisations manage the entire revenue cycle and help ensure they optimise their financial performance.

Access Management

Sunrise Access Manager™ is an integrated patient registration and scheduling solution that enables organisations to collect vital patient information early in the process and share it across the enterprise. The solution includes Sunrise Enterprise Registration™ and Sunrise Enterprise Scheduling™. It provides a workflow, connected to our clinical and financial solutions via a single database. This reduces errors and redundancy and helps ensure better workflow and complete reimbursement.

OUTCOMES

• Improve access to care by streamlining operations and optimising utilisation of existing resources enterprise-wide
• Improve accuracy of information through a single database and integrated processes which improves accuracy of information across the enterprise
• Reduces denials with medical necessity and eligibility on the front end combined with the ability to gather the most accurate information early in the process

Revenue Cycle

Sunrise Financial Manager™ is a comprehensive financial solution for hospitals and health systems. It provides comprehensive revenue cycle functionality including revenue capture, billing and receivables management for both hospital and hospital-based physician billing. Sunrise Financial Manager builds a strong financial foundation that adapts and expands for new reimbursement and care models. It enables compliance, improves billing and collections accuracy and optimises revenue cycle through a unique visual view of your workflows; enabling you to easily adapt as your business changes. Sunrise Financial Manager is built on a single database platform with our clinical solution, enabling accurate and consistent information to be shared across the enterprise.

OUTCOMES

• Streamline operations through the elimination of re-work and manual processes
• Quickly adapt to change without interrupting your business with a unique workflow tool
• Improve cash flow by making the billing process accurate, complete and timely across the enterprise
Care Coordination and Connectivity

Connectivity and coordinated care is vital to all stakeholders in health care. The overwhelming majority of patients receive care from more than one caregiver, including solo practitioners, doctor groups, hospitals, laboratories, or pharmacies. Often there is no effective means of integration and data sharing. The end result is a fragmented patient experience which leads to potential errors and duplication. However, when done right, coordinated care can help reduce readmissions, better manage referrals, improve resource utilisation and help inform and transform the way an organisation manages and delivers care.

Community Record

Allscripts Community Record™ is a virtual patient record that logically and semantically brings together patient information from the existing systems you have in place today, without requiring their replacement. It’s a real-time, integrated virtual patient record across the continuum of care. The solution bridges the acute and community care settings by harmonising data from disparate health information systems, empowering caregivers with use of actionable, meaningful information.

Outcomes

- Improve care by delivering better access to providers, improving doctor alignment and satisfaction
- Reduce costs due to reduction in redundant test and orders
- Financial benefits: Offers a scalable solution without increased staffing, infrastructure, or services

Information Exchange

Allscripts Community Kinexus™ is a cloud based solution and service that enables hospitals to outsource and simplify the process of connecting all affiliated providers in a community. Using a Software-as-a-Service (SaaS) delivery model, providers are quickly enabled to exchange new types of data, such as lab orders and results to and from the hospital lab. This exchange translates into higher volumes of orders and results to support greater revenue opportunities. It can be used both with Allscripts solutions and third party health information systems.
Master Patient Index

Allscripts Community Identity™ is a master patient index (MPI) providing a single patient identifier across multiple providers, solutions and care settings. As a patient moves through a hospital, between affiliated facilities or throughout the community, Allscripts Community Identity makes medical, demographic and financial information related to the patient accessible.

Throughput Management

Allscripts Patient Flow™ is an enterprise-wide patient throughput management solution that automates complex and labor intensive operational processes, which improves care coordination and communication while increasing overall efficiency and resource utilisation. It addresses all aspects of patient flow in a hospital, from bed management to transport and turnover.

OUTCOMES

- Match patient records properly to avoid duplicate patient records
- Optimise patient flow by addressing all aspects of patient flow from bed management to transport and turnover
- Improve efficiency by eliminating silos, increasing transparency and communication among staff
- Reduce length-of-stay through decreased bed turnover times and greater operating capacity
Patient and Consumer Engagement

Today, patients are consumers of health care. They are more informed about care options and provider abilities, and more vocal about their expectations for care. Patient Engagement is not just providing access to information, but rather requires channeling information to and from patients in the right way, at the right time with access to tools, technologies and connectivity. This could be as simple as enabling online scheduling and prescription renewal to the idea of providing patients access to their entire medical record. These solutions help our clients deliver a better patient/family experience, increase satisfaction levels and help patients take more control of their health.

Patient Portal

FollowMyHealth™ is a feature-rich, user-friendly web portal that enables patients to manage their health information and creates better ways for providers to connect with patients.

OUTCOMES

- Connects patients to providers by improving communication and continuity of care
- Encourages patients to manage their health by enabling them to maintain a record of health indicators and trends associated with chronic conditions
- Promotes your health system’s image with ability to customise and brand the patient experience to your standards
Analytics

Analytics enable all stakeholders with clinical and financial data across the community and care continuum to draw upon insights and actionable intelligence at the point-of-decision to achieve world-class outcomes. The desired result is true clinical and financial intelligence: better data unification, availability, relevance and trustworthiness of information, with perspectives that enable prediction, comparison and benchmarking across large populations of patients, providers and healthcare organisations.

Allscripts Clinical Performance Management™ is the analytics solution Sunrise Clinical Manager™ users leverage to monitor and improve clinical performance. With prebuilt or customised reporting and dashboards, hospitals and health systems gain access to insights on performance to drive improved clinical outcomes.

OUTCOMES

• Improve care quality by utilising Clinical Surveillance reporting for quality metrics, which enables timely feedback and performance improvement before the patient is discharged

• Connect Provider Action to Patient Outcomes through advanced data-mining technology
Client Success

Alamance Regional Medical Center, a 238-bed hospital in Burlington, NC, USA, drove up AMI quality scores by 12.54 percent and reduced unadjusted mortality rates by 38 percent.

Summa Health System, a five hospital health system with over 2,000 beds in Akron, OH, USA, discharged 10 percent more stroke patients directly to home, while reducing stroke LOS by 7.5 percent and stroke readmissions by 35 percent.

Wellspan Health System, an integrated health system in Pennsylvania, PA, USA, used electronic eligibility checking to achieve $7.6 million in Medicaid claims for self-pay patients and improved clean claim throughput to 99 percent.

Summary

The healthcare industry is rapidly evolving, and, as a result, the tie between consistent outcomes and financial health is stronger than ever. It is important that healthcare IT solutions provide a platform that enables easy sharing of information across the care continuum without forcing providers’ attention away from practicing medicine. A solid foundation built to support your care delivery process from the first patient interaction through to wellness is critical for future growth and success.

Allscripts combines knowledge and an innovative approach to the market to enable clients the freedom of choice in solving their challenges through healthcare IT. We’re focused on building A Connected Community of Health that helps our clients create and measure world-class outcomes through coordinated care. Clinically, financially and operationally, it’s all about outcomes.
About Allscripts

Allscripts (NASDAQ: MDRX) provides innovative solutions that empower all stakeholders across the healthcare continuum to deliver world-class outcomes. The company’s Electronic Health Record, Computerised Physician Order Entry and other clinical, financial, connectivity and information solutions for hospitals, physicians and post-acute organisations are the essential technologies that enable A Connected Community of Health. To learn more about Allscripts, please visit Allscripts.com, Twitter, Facebook and YouTube.