
News from HIMSS10 for March 1

Holland Hospital in Holland, Mich., recently completed an organization-wide deployment of **Lawson Software's** Human Resource Management, a suite of applications that helps automate core human resources (HR) functions, including payroll, benefits administration and recruiting. The hospital is using the solution from Lawson to replace several disparate HR applications with a central, consolidated system that will help it increase efficiency and focus more time on critical business initiatives.

Holland Hospital is a 205-bed private, non-profit hospital with 1,750 employees serving the west Michigan lakeshore area. It has served area residents for more than 90 years, and specializes in cardiology, obstetrics, orthopedic, cancer, home health and behavioral health services, among others. Holland Hospital previously implemented the Lawson S3 Financial Management and Supply Chain Management suites, as well as Lawson Business Intelligence. In 2009, the hospital approached Lawson to implement the Human Resource Management solution to help consolidate applications and achieve more robust reporting and employee self service capabilities.

CancerCare of Maine (CCOM), operated by Eastern Maine Medical Center, recently selected the Versus Advantages solution from **Versus Technology, Inc.** for its new, state-of-the-art facility in Brewer, Maine. The new facility opened Dec. 14, 2009, with the Advantages Clinic solution in place. The Versus solution is used to automatically communicate patient care progression, room status and to maximize efficiency through integration with other systems such as digital phones, scheduling and nurse call, the company reported.

The Versus Real-time Locating System allows hospitals and clinics to identify unique patient needs, determine where to place the patient, notify staff of the patient's next milestone and monitor staff time with patients. Patients and staff wear locating badges that identify the individual and his or her location, which is communicated through the Versus sensory network. This technology not only helps staff locate patients and one another throughout multiple treatment areas, it also provides real-time census data, allowing facilities to monitor patient-to-staff ratios.

HealthEast Care System, one of the largest health care providers in the Minneapolis/St. Paul area, has signed a multi-year contract for a revenue management solution from **Craneware**. HealthEast will use Craneware's Chargemaster Toolkit, Online Reference Toolkit and Bill Analyzer.

When it comes to order set utilization, financial drivers take a backseat to improved quality, safety and compliance, according to the findings of an independent national survey of hospital clinical and IT executives and C-level administrators released today at HIMSS10. The survey, conducted on behalf of **Wolters Kluwer Health**, was designed to measure the prevalence and utilization patterns of, and satisfaction with, order sets and electronic order set solutions.

Eighty six percent of participating hospitals utilized order sets. Of those, 62 percent used paper-based order sets, including 83 percent who were actively considering the purchase of an electronic solution. Thirty eight percent used an electronic order set solution, two-thirds of which were integrated with CPOE/EMR.

Regardless of the order set environment, enhanced quality (54.9 percent) was the leading driver of order set usage, followed by advancing the practice of evidence-based medicine (52.8 percent), increased safety (49.5 percent) and improved compliance (45.7 percent). Financial drivers, including cost reductions (11.5 percent) and eligibility for stimulus funding (3.8 percent) ranked lowest.

Among respondents utilizing an electronic order set solution, more than 56 percent indicated that integration with CPOE/EMR was a significant factor in their purchasing decision, followed by ease of use (47.4 percent). Price was ranked as significant by just 29.8 percent of respondents in this group.

Of those considering the purchase of an order set solution, ability to integrate was a significant consideration for 59.3 percent, followed by price (57.7 percent) and ease of use (56.5 percent).

eMix, a new business venture incubated by **DR Systems**, launched its cloud-based technology for sharing imaging studies and reports.

eMix, which stands for Electronic Medical Information Exchange, enables secure sharing of images and reports among disparate institutions and physicians via the Internet. It also facilitates associating patient images with electronic medical records and patients' personal health records.

This vendor-neutral technology eliminates the need for the provider facility to burn CDs, print films or fax reports -- and is part of the trend toward universal access to medical imaging and patient electronic medical record information, according to eMix. Three medical institutions in Montana have gone live with a beta version of eMix after successfully testing the technology last fall. The three facilities -- Great Falls Clinic (Great Falls, Mont.), Kalispell Regional Medical Center (Kalispell, Mont.) and St. Luke Community Healthcare (Ronan, Mont.) -- are the first medical institutions in the nation to securely share live patient data via eMix. Since the initial eMix beta implementations in Montana, more than 20 health care institutions -- including imaging centers, community and large urban acute care hospitals -- are now participating in beta trials. Those eMix sites are geographically dispersed across the United States in Alaska, California, Colorado, Florida, Idaho, South Dakota, Tennessee and Washington.

InSite One, Inc., a provider of imaging data archiving, exchange and content management services, announced a new operational milestone with over 3 billion diagnostic images and related reports representing over 21 million patients in the United States in the InDex Enterprise Archive.

According to the company, this achievement demonstrates the performance and scalability of InSite One's managed service. "In a time when IT budgets are being scrutinized to reflect market conditions, the continued acceptance of a managed service model is recognition that InSite One's flexible pricing models are being adapted to meet the financial needs of health care systems deployment and maintenance. Uniquely, InSite One's InDex advanced middleware, open and vendor-neutral managed services continue to provide an innovative model of integrating the health care enterprise," the company reported.

FUJIFILM Medical Systems USA Inc. (Fujifilm) announced its largest virtualization implementation to date. Clarian Health, based in Indianapolis, replaced its legacy PACS with a fully virtualized Synapse system and a complete disaster recovery/ business continuance system. Since completing the rollout of this initiative, Clarian has reduced its overall costs while also documenting increased efficiencies across the health system that are enabling improved patient care, Fujifilm reported.

The initial Clarian Health Partners PACS project included five hospitals and nine outpatient imaging centers in the Indianapolis metropolitan area. Fujifilm replaced more than 80 legacy servers with six virtualized servers to run Synapse PACS for all of those facilities. Currently about 700,000 yearly exams are being hosted with capacity for up to one million exams that will require no additional investment or modification since it is a fully scalable solution, Fujifilm reported. By significantly reducing the amount of physical servers that need to be procured and maintained, Clarian is benefiting from notable cost savings as well as "green" advantages such as reduced power and cooling requirements. All of Clarian's hospitals have also noted the ability of the virtualized Synapse system to significantly reduce report turnaround times anywhere from one to five hours.

In addition to rolling out the Synapse system in a virtualized environment, Fujifilm also implemented a disaster recovery/ business continuance plan for Clarian, something the facility did not previously have. The entire Synapse system can be failed over to another data center in less than an hour, enabling the health system to provide uninterrupted care.

3M Health Information Systems released 3M Mobile Dictation Software on the iPhone platform, giving physicians greater control over their dictation workflow. The mobile application, also available on the BlackBerry and Windows Mobile platforms, offers physicians the freedom of using a single device for phone, e-mail, and dictation, and provides "anytime, anywhere" access via Wi-Fi or 3G wireless service, according to 3M.

Using 3M Mobile Dictation, physicians can dictate notes, view patient lists and display current patient information on the smartphone screen, saving time and freeing them to focus on patient care, the company reported. "The software provides always-on connectivity, eliminating the need to synchronize smartphones to a dictation system, and is enhanced with a full range of security features that fulfill HIPAA and hospital-specific guidelines for encryption and authentication," according to 3M.

Quest Software, Inc. and **HealthCast, Inc.** announced "an end-to-end clinical desktop and workflow solution that simplifies and automates secure clinician access to protected health care information with the benefits of virtualization," as described in a

statement released by the companies.

HealthCast's eXactACCESS single sign-on and clinical workflow solution, coupled with Quest vWorkspace virtual desktop management solution, optimizes performance and secures access to critical electronic health, order entry and clinical documentation systems, the companies reported. As a result, these systems can be centrally managed to reduce costs and security concerns while increasing control of the clinical desktop environment.

vWorkspace and eXactACCESS automate clinician access to and management of virtual desktops and applications by eliminating the need to enter multiple passwords to disparate systems. HealthCast's proximity badge functionality automates the login to the virtual desktop and launches a clinician's primary application based on identity, and then navigates the clinician to a default location within the application. When the badge is "tapped" again, the clinician's virtual desktop and applications are disconnected. Clinicians can go to any other workstation in the enterprise, and securely pick up their desktop and applications exactly as they had left them with another "tap" of their badge, the companies explained.

Eclipsys Corporation announced the addition of an integrated suite of mobility applications designed for the **Apple** iPhone and iPod Touch. The mobility applications are built on Helios by Eclipsys, the company's recently announced open platform.

"We've broken away from the industry practice of migrating desktop paradigms to smartphones," said John Gomez, Eclipsys' executive vice president and chief technology strategy officer. "Our ground-up design approach immerses our developers in extensive clinical observation and iteratively tests solutions within simulated hospital floors to enable them to create 'situational awareness' to decrease the need for users to physically stop and comprehend information they are viewing and entering." Eclipsys said it will be the first health care IT company to embed **Nuance Communications'** new Dragon Medical Mobile capabilities within a smartphone to enable physicians and nurses to have speech-driven navigation and recognition with a mobile device. Specific to physicians, Eclipsys' Apple iPhone application design focuses on enabling rapid access to patient information and order-entry capabilities. For nurses, highly graphical task lists and patient management features in the iPod Touch or iPhone will support improved workflows and enhanced ability to respond to patient needs, according to Eclipsys. In addition, a patient mobility application integrates with **Microsoft** HealthVault and Eclipsys' Sunrise Enterprise solutions to enable patients to make and reschedule appointments, reorder medications and interact with disease management and family health tools. Eclipsys said it plans to explore the advanced capabilities of other smartphone platforms, including **Google** Android and Microsoft Mobile.

Laserfiche demonstrated its new approach to enterprise content management (ECM) for health care organizations. The company also made available a new white paper outlining the approach, "ECM Agility for Healthcare."

"Pressured by regulations and driven by a clear need to streamline operations, health care organizations are standardizing on enterprise content management to improve data governance," said Tom Wayman, vice president of product strategy at Laserfiche. "Agile ECM systems are extensible and interoperable, so they are a natural complement to EHR, HIS and other clinical back-office applications."

According to Laserfiche, ECM allows hospitals, health care practices and medical billing companies to store, locate, route, approve and review both paper and electronic content. Such content includes medical records, lab results, signed privacy acknowledgments, explanation of benefits (EOB) forms, invoices, purchase orders, personnel files, compliance records, referrals and more.

An agile ECM system balances central control with local flexibility, according to Laserfiche. It enables individual facilities and departments to modify their own filing structures and business processes so that they can respond quickly to changing conditions, the company explained. At the same time, it also provides central control over content, uniting data stored in disparate filing systems, protecting confidential information and ensuring compliance with industry regulations.

"The ability to react quickly to changing conditions is pivotal in health care," said Wayman. "Organizations that employ an agile ECM strategy not only complement their existing IT infrastructures, they also improve operational efficiency and responsiveness by eliminating data silos, automating core business processes and minimizing ongoing maintenance demands for IT personnel."

Epocrates, Inc. announced that it will soon enter the electronic health records (EHR) market with the development of a new EHR solution. The company is designing a mobile and Web-based offering for solo and small group physician practices.

The company reported that more than 900,000 clinicians worldwide rely on Epocrates' mobile medical records tools in their practices to improve patient safety and care, and enhance practice efficiency.

"This was a logical next step for Epocrates," said Rose Crane, CEO of Epocrates. "Our understanding of how physicians work and what they need at the point of care is the foundation of our success. We owe it to our loyal physician subscribers to create an EHR solution that will work smoothly within their practices and allow them to continue caring for patients."

The Epocrates EHR solution will serve the more than 50 percent of U.S. physicians who work in solo and small group practices, according to the company. It will feature Epocrates' drug and safety content. The company noted that the new product will address physicians' requirements for an EHR solution that is easy to learn and use with minimal practice disruption; accessible at the point of care and on demand for convenient patient data entry; and affordable via a Web-hosted, customizable offering with low up-front investment that will meet meaningful-use and HIPAA-compliance requirements. The Epocrates EHR solution will be released in the fourth quarter of 2010.

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