Soarian Gaining Momentum

www.usa.siemens.com/healthcare
What is Soarian?

Soarian® is the next generation healthcare information system (HIS) solution from Siemens. Siemens has engineered Soarian for efficiency. Soarian offers a new approach to healthcare information technology with Healthcare Process Management (HPM), enabled by a service-oriented architecture (SOA). This architecture uses an infrastructure that can orchestrate your complex processes, large teams, diverse roles, and separate departments.

Siemens created Soarian through a collaborative process with our customers to enable healthcare organizations to quickly and cost-effectively respond to the demanding needs of today’s healthcare environment and to adapt quickly to change. It brings the advantages of business process management — used in other industries to continuously improve processes and evolve with change — to the healthcare industry with tools for designing, organizing, tracking, and delivering workflow.

“We sought a strong workflow solution with the components to help Yakima implement evidence-based medicine and drive compliance in a proactive manner. Soarian provides front to back synchronization of clinical information and processes in support of our key initiative: safety.”

Rick Linneweh, FACHE
Chief Executive Officer
Yakima Valley Memorial Hospital
Yakima, WA

How can I learn about Soarian Healthcare Process Management (HPM) and the benefits of workflow for my organization?

Engage with Soarian experts right from your desktop at the Siemens event: Navigating Healthcare in the 21st Century Virtual Speaker Series. In addition to keynote speakers in the series, learn about the Soarian enterprise application and how Soarian can benefit your organization right from your desktop in the virtual exhibit hall.

www.usa.siemens.com/Virtual-navigatingHC
How has Soarian Financials helped our customers achieve their revenue cycle goals?

Charles Santangelo, Chief Financial Officer  
**Susquehanna Health System, Williamsport, PA**

- Reduced days in AR to an all-time low of 40.9 days in July 2009  
- Eliminated dependency on outsourcing AR receivables  
- Maintaining denial write-offs as a percentage of gross revenues at or below 0.2%  
- Cash to Net Revenue for fiscal year 2009 was 99.38%  
- Achieved a $27.8M improvement in cash collections from FY08 to FY09

"With Soarian, revenue cycle is no longer strictly a finance process. It extends beyond traditional boundaries to integrate clinical and financial information, which our changing marketplace demands. Soarian is best positioned to help Susquehanna Health meet these new imperatives."

Mike Cofone, Chief Financial Officer  
**UMass Health Alliance Hospital, Leominster, MA**

- Reduced net days in AR to an all-time low of 32 days in March 2009  
- Collected $1.1M in Managed Care underpayments in the first six months of going live  
- Attributes a 4.1% cumulative increase in net patient revenue to capabilities within Soarian  
- Reduced duplicate medical records from 20 to 0 per month

"The integration of the clinical and financial systems, the embedded nature of the worklists and contract engine, and the availability of nearly real-time data for decision-making made an immediate and profound impact on our staff. We are no longer limited by the inability to access data. The real limitation has now become the pace at which we can foster innovation and put to use all that Soarian has to offer. The tool is here, now it's up to us to make great things happen."

Elizabeth D. Novak, Vice President, IT&S Transformational Strategies  
**University Hospitals, Cleveland, OH**

- Improved point-of-service cash collections by 28% in 2008  
- Achieved a cost-to-collect of 1.2%  
- On average, the five live sites experienced:  
  - 25% improvement in clean claims rate  
  - Nine-day reduction in days in AR

"Soarian enables us to integrate front and back office operations through workflows, improving data consistency and integrity within our organization."

Note: The outcomes achieved by the Siemens customers described herein were achieved in the customer's unique setting. Since there is no "typical" hospital and many variables exist (e.g., hospital size, case mix, level of IT adoption) there can be no guarantee that others will achieve the same results.
Soarian (EDM) Outcomes

Howard F. Harrison, MD
Yakima Valley Memorial Hospital, Yakima, WA

- Decreased Joint Commission delinquency rate (for chart completion) from 4.4% to 0.40% (91% improvement)
- Decreased the number of delinquent medical records from 293 to 35 records (88% improvement)
- Decreased turnaround time from discharge to physician from seven days to two days (71% improvement)
- Decreased the number of copies made from 300 to 85 (72% improvement)
- Decreased the number of days to respond to correspondence request from five days to one day (80% improvement)
- Decreased supply costs from $16,040 to $12,110 (25% improvement)

“...I think the most important benefit is ease of access to patient information from any location in the world with an Internet connection. I also appreciate accessing lab and X-ray reports and images, transcription, even entire records without first tracking down a chart and then having to convince someone you need the chart more than they do. Similarly, several people can round at the same time on the same patient and write their notes without waiting for access to a paper chart. [It has] freed me of trekking down to Health Information Management [Formerly Medical Records] to complete my charts. For me, this is some distance. I can do this anytime and from any location.”

Kim M. Murawski, RHIA, MHA, Director, Health Information
PinnacleHealth, Harrisburg, PA

- Decreased costs associated with the release of information by up to 26%
- Decrease in delinquent record count from approximately 50% down to 17%

“We’ve been able to give our physicians access from their homes and offices. This has helped the physicians work more efficiently and improve the workflow within the HIM department. Recently because the HIM department no longer stores any paper records and employees such as coders can work from home, the need for space has decreased. This space is now a part of the Emergency Room expansion project.”

CentraState Healthcare System, Freehold, NJ

- Decreased the number of delinquent charts from 853 to 249 (71% improvement)
- Within one month of signature capture pads rollout, registration times dropped from an average of 8 minutes to 7 minutes (13% improvement). With 65 inpatient admits, 160 emergency visits, and 260 OP visits per day, this time-saving equates to 485 minutes or 8 hours a day across all personnel and departments.

To learn more about Soarian and other Siemens solutions, visit www.usa.siemens.com/healthcareIT or call 1-888-826-9702.

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Customers achieving results with Soarian HPM

Pam Crawford, RN, MSN, PhD
Vice President of Nursing and Social Services, MedCentral Health System
MedCentral Health System, Mansfield, OH

MedCentral Leverages HPM to Meet National and State Performance Measures
MedCentral Health System is successfully leveraging Soarian’s workflow capabilities to meet national and state performance measures in the areas of fall risk, pressure ulcer prevention, infection prevention, and patient education.

“Using Soarian and the workflows has helped us address our patient safety initiatives and quality of care we deliver. We now have the data to support our decisions and the communication among care providers is improved.”

The Chester County Hospital (TCCH), West Chester, PA
The Chester County Hospital (TCCH) used Soarian’s Healthcare Process Management to create a MRSA evaluation workflow that would identify patients for meeting the high-risk criteria, notify nursing to obtain a screening test for MRSA, and to automate documentation that the process was accomplished. The process was implemented in 2008 and has resulted in:

- Of 517 patients identified over 10 months, 462 were screened for MRSA, representing an 89.4% compliance rate
- 20.7% of those patients screened turned out to have MRSA based on a sampling of 343 patients. This means approximately 96 patients were identified as carriers of MRSA which were hitherto unknown

The impact is significant as these patients:
- received proper care for this type of infection, which may not have happened or been delayed if MRSA, had not been identified quickly
- were properly isolated to protect other patients, staff, and visitors
- were properly identified for having the infection “present on admission”. This prevented the possibility of this infection, which would negatively impact the reported quality number

Chester County Hospital was also selected by Healthcare Informatics as one of three award winners from more than 80 healthcare organizations that competed for the publication’s 2010 Innovator Awards.

The Innovator Awards program, which recognizes exceptional achievement in healthcare IT innovation, chose TCCH for the “stunning results” made possible by its HPM-based infection control workflow, which helped the hospital reduce hospital-acquired MRSA cases by 60% over the past four years.

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Customized Web Resources
Numerous exclusive web-based resources are just a mouse click away for the latest information about industry trends and Siemens solutions.

American Recovery & Reinvestment Act
www.usa.siemens.com/ARRA-HITECH
A resource for the latest information on ARRA including policies and legislation.

Executive Gateway
www.usa.siemens.com/executivegateway
Access all Siemens gateways and obtain updates on Siemens events, products, and news on this resource designed for busy executives.

Clinical Gateway
www.usa.siemens.com/clinicalgateway
Nursing and clinical partners can find updates on the latest healthcare trends, Siemens events, and other news.

Revenue Cycle Gateway
www.usa.siemens.com/rcgateway
This gateway features information tailored to the interests of revenue cycle executives including industry and regulatory updates.

Physician Gateway
www.usa.siemens.com/physiciangateway
This site was designed by physicians for physicians and maintains updated information on CPOE and other topics of interest in today’s changing healthcare landscape.

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