MEDITECH

E X P A N S E

INNOVATION IN ACTION

MEDITECH customers are innovators.

From small, rural health organizations to large, urban IDNs with patient populations in the millions, our customers are leading the new age of healthcare.

Who uses MEDITECH's EHR?

- **Over 1,000 organizations** that have attested to Meaningful Use
- **More than 25%** of US hospitals
- **More than 40%** of Canadian hospitals
- Healthcare organizations in **22 countries**

Meet four leading customers who are among the most innovative in healthcare, learn more about our state-of-the-art technology, and discover how we outperform the competition.

Avera Health ↗
Innovation & Integration in the Heartland

Hilo Medical Center ↗
Investing in Financial Sustainability Leads to Stage 7

Ontario Shores Centre for Mental Health Sciences and Humber River Hospital ↗
Reengineering the Patient Experience

State-of-the-Art Technology for Advancing Your Organization

The Right Balance of Quality and Value

MEDITECH

E X P A N S E

GOING MOBILE

A **Revolutionary Approach** to the EHR

Provider efficiency and productivity were the driving forces behind MEDITECH Expanse.

All-new touch-based interface

Designed collaboratively with physician advisors

Optimized for iPads and other tablets

Runs on any device in any browser

Document by voice, template, dictation, or any combination

INNOVATION AND INTEGRATION IN THE HEARTLAND

Avera Health — a fully integrated health system based in Sioux Falls — serves South Dakota and the surrounding areas of Minnesota, Iowa, Nebraska, and North Dakota. One of the largest care networks in the Midwest, Avera leverages MEDITECH's EHR across acute, ambulatory, and home care settings.

INNOVATION TO CLOSE THE DISTANCE

Even with 330 locations in 100 communities, Avera's massive geographical range, combined with the low population density of its rural communities, can make it difficult for patients to travel to the appropriate facility.

Avera solved this challenge by developing one of the most advanced telemedicine programs in the country. Launched more than 20 years ago, Avera eCare™ links clinicians in their Sioux Falls-based "virtual hospital" with local care teams in remote communities. The program won Hospital & Health Network's 2012 Innovator Award for using high-definition videoconferencing tools, ceiling-mounted microphones, and a dedicated broadband network to provide emergency services. In addition, Avera eCare garnered attention and a visit from NATO to assist in their initiative to develop a multinational telemedicine system for delivering disaster relief from remote locations.

Avera continues to expand their telehealth services. More recently, they launched AveraNow, a direct-to-patient mobile health offering that enables 24/7 virtual visits via smartphone, tablet, or laptop.

> *Our goal is to empower patients to be as healthy as possible, and to remain independent longer," says Avera Clinical Integration Analyst Jenni Peterson, BSN, RN. "A key advantage is that MEDITECH's EHR is truly integrated across our system, giving all Avera patients smoother transitions, more empowering tools, and timelier changes to their care.*

AVERA HEALTH

· 4 Avera Health hospitals, including Avera McKennan Hospital & University Health Center, have achieved **ANCC Magnet Recognition®**

· 3 Avera Health hospitals, including Avera McKennan, have earned **Stage 7 designation from HIMSS Analytics**

· Avera eCARE™ eEmergency received a **2016 Innovations in Rural Health Award**

Read more about Avera Health's successes in our case studies:

It's in Their DNA: Avera Health Drives Precision Medicine at the Point of Care

Sepsis Screening Leads to 45% Mortality Rate Reduction and $10 Million Cost Savings

ED Nurse Navigator Program uses MEDITECH's EHR to Steer ED to $475,000 Annual Cost Savings

GAINING A COMPETITIVE ADVANTAGE

Today, Avera is implementing MEDITECH Expanse: a touch-enabled, browser-agnostic EHR designed for mobility and efficiency. In fact, the organization performed a side-by-side timing study of the new mobile physician interface against their previous desktop-based version; they concluded the average physician would save 2.5 hours per day.

Andrew Burchett, DO
Medical Information Officer
Avera Health

LEARN MORE

Learn more about this study from Avera Medical Information Officer Andrew Burchett, DO.

DESKTOP-BASED SOLUTION	MEDITECH EXPANSE	SAVINGS
6,100 clicks per clinic day	2,140 taps/swipes per clinic day	3,960 clicks per clinic day
4 hours spent	1.5 hours spent	2.5 hours saved
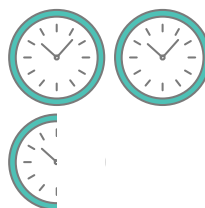
>> **NEXT:**
Investing in Financial Stability Leads to Stage 7

INVESTING in FINANCIAL STABILITY LEADS to STAGE 7

Hilo Medical Center (Hilo, HI) is the largest employer on the Big Island of Hawaii and, at 276 licensed beds, the largest facility in the Hawaii Health Systems Corporation. A safety-net hospital, HMC provides care to predominantly uninsured, underinsured, and vulnerable populations in its 100-mile service area.

Located in a medically underserved area, HMC provides care to a community that exhibits some of the highest rates of cardiovascular disease, smoking, and diabetes in Hawaii. Approximately 72 percent of their patients rely on Medicare or Medicaid for coverage, and physician shortages hover around 35 percent.

Facing these challenges, HMC's operating losses continued to mount. In response, the organization decided to invest in MEDITECH's EHR, to address the lack of integration between their clinic and hospital systems; siloed data not only undermined care continuity, it impeded their revenue cycle.

RETURN TO PROFITABILITY

HMC saved millions of dollars in the years following their MEDITECH EHR implementation. With more efficient care delivery and revenue cycle management, the organization saw a 100 percent return on investment; their remarkable turnaround was recognized with the 2015 HIMSS Enterprise Davies Award.

But HMC's turnaround wasn't just financial — their clinical performance improved significantly. Medication error rates plummeted, and cases of the hospital acquired condition Clostridium difficile dropped by two-thirds. Over a two-year review, the ICU's length of stay fell from a high of 4.4 days to a low of 1.6 days; the department continues to maintain an average LOS of 2.9 days.

Most importantly, HMC was among the nation's top hospital performers for sepsis reduction, with a mortality rate of less than 10 percent. The national average is 17 percent. In addition, data from 2015 to 2016 indicated a significant drop in the incidence of severe sepsis — from 39 percent of all sepsis cases to just 13 percent.

HILO MEDICAL CENTER

ROI and Savings

- **$10 million hard ROI** from reduced AR days
- **$4 million hard ROI** through reduced clinic AR days
- **$2.1 million increase** in charge revenue via integrated documentation and billing
- **$5.5 million saved** from reduced staffing in HIM, clinics
- **$2.2 million saved** from reduced transcription
- **$1.4 million saved** annually from reduced adverse drug events

Clinical Value/Quality

- **66% decrease** in *C. difficile*
- Medication error rate **fell from 16.8 to 2.7** per 10,000 doses administered
- **Less than 10%** mortality rate from sepsis, in comparison to the national average of 17%
- Incidences of severe sepsis dropped from 39% of all sepsis cases **down to 13%**

🖹 LEARN MORE

MEDITECH Customers Recognized for HIMSS Enterprise Davies Award

REENGINEERING THE PATIENT EXPERIENCE

ONTARIO SHORES

Ontario Shores was the first HIMSS Davies Enterprise Award recipient in Canada and first behavioral health organization in the world to reach HIMSS EMRAM Stage 7.

[📄] [Read more](#) in the HIMSS Analytics Stage 7 Case Study on Ontario Shores.

Nurse Call

[📄] LEARN MORE

[📹] Watch **"Patient Care Reinvented,"** produced by the Intelligent Health Association in cooperation with the Ontario Hospital Association and Humber River Hospital.

ENGAGING BEHAVIORAL HEALTH PATIENTS FOR BETTER OUTCOMES

A HIMSS Davies Award recipient and Stage 7 hospital, Ontario Shores Centre for Mental Health Sciences (Whitby, ON), specializes in comprehensive mental health and addictions services. The public teaching hospital, which provides both inpatient and outpatient care, serves a regional population of 2.8 million.

Ontario Shores Centre for Mental Health Sciences has proved that patient portals can be used not just to enhance engagement and satisfaction, but to improve outcomes.

Following the implementation of MEDITECH's Patient and Consumer Health Portal, Ontario Shores conducted a rigorous benefits evaluation. Using the Mental Health Recovery Measure, a robust self-reporting instrument, along with a portal usage survey and system-generated reports, the study revealed these remarkable results:

- Nearly **10% decrease** in missed appointments for portal users
- Roughly **85% reduction** in portal users' release of information requests
- Administrative time savings of **10.5 to 40 hours** per portal user.

Above all, Ontario Shores detected significant improvements in portal users' scores for basic functioning, overall well-being, spirituality, and other domains after only six months of access.

ACCELERATING CHANGE

Humber River Hospital (Toronto, ON), one of the largest regional acute care hospitals in Canada, is recognized as the first fully digital hospital in North America. The key objective of a digital hospital is to leverage the most innovative technologies for maximized efficiency, so that staff can focus on patient care and safety.

When Humber River Hospital broke ground to build North America's first fully digital hospital in 2011, one of its visions was to reengineer the patient experience from the ground up. Designed to help patients and their families move comfortably through the facility and through the care delivery experience, Humber River Hospital is modern and open, with kiosks that guide them on their way.

Once inside, visitors perceive a sense of calm, as automated, guided vehicles deliver supplies and medications through interior corridors — totally out of view to patients. Behind the scenes, robotic devices test blood and specimens, mix chemotherapy drugs, and dispense medications. Patient-facing technology is equally impressive, including a bedside information and entertainment system that allows patients to order meals, adjust the room temperature, and access their medical information via MEDITECH's patient portal.

Humber River has set a new standard for healthcare organizations around the world, accelerating the evolution of technology by inspiring others to be bolder in its adoption. For his work in leading the development of this state-of-the-art facility, CIO Peter Bak was recognized with the Information Technology Association of Canada (ITAC) 2016 Canadian CIO of the Year Award for the public sector.

STATE-OF-THE-ART TECHNOLOGY FOR ADVANCING YOUR ORGANIZATION

Real-Time Clinical Surveillance for Identifying At-Risk Patients

MEDITECH's Quality and Surveillance solution analyzes real-time data and automatically identifies patients at risk of developing specific conditions. Our integrated toolset fits smoothly into clinical workflows, helping your care teams to increase compliance, respond to emerging HACs, and manage issues.

📄 Detecting the Undetected: MEDITECH Identifies and Prevents Infections at Valley

Clinical Decision Support for Personalizing Care

Provide more personalized care with flexible rules and notifications that support your care teams at the point of clinical decision-making. Our solution evaluates data in real time, triggers alerts, and educates clinicians, whether they're placing orders, administering care, or managing follow-up. Tailor results and notifications to specific patients and conditions — even pharmacogenomic lab results.

📄 It's in Their DNA: Avera Health Drives Precision Medicine at the Point of Care

Integrated Critical Care for Streamlining Clinical Workflow

Seconds count. Minimize navigation with a flowsheet that lets critical care nurses document and view patient information simultaneously, on a single screen. Combine MEDITECH's EHR with our new Critical Care software to complete the patient narrative, for smoother handoffs and more effective transitions.

📄 Benefits of an Integrated Approach to Critical Care

Actionable Patient Registries for Managing Patient Populations

Build your organization's care management program with actionable registries that help you understand your patient populations. These intuitive and interactive web-based lists stratify patients by chronic conditions, immunizations, demographics, health maintenance, and more; they can be sorted and filtered on the fly using a wide range of criteria. Take immediate action directly from the list, route the resulting list to staff for follow-up, or save it for later.

📄 Ambulatory Patient Registries: A Cornerstone of Population Health Strategy

Interoperability for Improving Patient Care and Supporting Population Health

MEDITECH's interoperability solutions improve patient care and provide the foundation for a solid population health strategy by supporting the active exchange of EHR data across care settings of all sizes. Our commitment to interoperability includes membership in the CommonWell Health Alliance® and the Argonaut Project, which bring a multitude of exchange possibilities.

📄 MEDITECH's Solutions to Support Interoperable Care

>> NEXT:
The Right Balance of Quality and Value

THE RIGHT BALANCE OF QUALITY AND VALUE

MEDITECH customers choose our EHR to help them deliver the most innovative and cost-effective care on a financially sustainable platform. No other vendor produces integrated, cutting-edge healthcare solutions at our price point.

According to one recent independent study by Navin, Haffty & Associates, hospitals that use MEDITECH's EHR outperform those using other leading vendor systems based on CMS Quality and Value measures. The report demonstrates that MEDITECH hospitals perform as well or better than those using other leading competitor EHRs, with a substantially lower overall cost of ownership.

Another independent study by Navin, Haffty & Associates focused on operating margins for hospitals in all bed-size tiers, for the three leading vendors. Hospitals that implemented MEDITECH realized significant operating margin improvements over hospitals that implemented the other two vendors.

How Hospitals Using MEDITECH 6.0, 6.1, and Expanse Outperform Other Leading Vendors' Hospitals on CMS Quality and Value Measures

- **Hospital-Acquired Conditions**
  Considerably fewer MEDITECH hospitals were penalized for HACs than hospitals that use the other two leading vendors

- **Value-Based Purchasing**
  A higher percentage of MEDITECH hospitals in VBP programs had positive adjustments, and a lower percentage had negative adjustments

- **Readmissions**
  A smaller percentage of MEDITECH hospitals were penalized for readmissions

Read the Full Report

BOLD INNOVATION FROM A TRUSTED SOURCE

MEDITECH customers are innovators. Their accomplishments have been recognized with the most prestigious awards from the healthcare industry, including the HIMSS Enterprise Davies Award, the Malcolm Baldrige National Quality Award, and hundreds of Most Wired awards. In addition, 21 percent of all HIMSS Analytics Stage 6 and 7 hospitals use MEDITECH.

We make the power of health IT accessible to a wider range of healthcare organizations than any other vendor. From Critical Access Hospitals to large, urban IDNs, our customers ensure their care delivery models are supported by an EHR that's both clinically effective and financially sustainable. That's why the overwhelming majority of healthcare organizations that sign with MEDITECH stay with us long term: 40 percent of customers have partnered with MEDITECH for 20 years or more, and over 80 percent of our customers have been with us for ten years or more.

Hundreds of sites have already signed for MEDITECH Expanse — our leading edge, web-based EHR for touch-based devices. Designed for clinicians and by clinicians, MEDITECH Expanse offers an intuitive, streamlined, and customizable user experience that empowers care teams and improves productivity. It's our boldest move yet, because being ahead of the curve will always be a part of our identity.

Expanse breaks down the walls erected by 'desktop medicine,'

MEDITECH EXPANSE

See the big picture with MEDITECH Expanse, our next generation web-based EHR. Designed specifically for the post-Meaningful Use era, Expanse navigates today's virtual landscape with unparalleled clarity and confidence. Welcome to the new vision of healthcare.

LEARN MORE

Access the multimedia version:
mdte.ch/innovationinaction

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