

HIMSS® 2009 Annual Conference & Exhibition

IHE In the Real World

"What Are They Doing & How Do I Get Started?"

ACQUIRE RESOLVE IHE

Initiate® | Know your data. Trust your data.

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What Healthcare Faces Worldwide...

- Hundreds of siloed solutions deployed (not integrated) to share the care data
- Expectation to deliver healthcare information to patients, providers, and even payers
- Expectation to better manage and share disease outbreak information
- Ecosystem is confused with standards:
 - W3C (XML) - HL7 (V2.X or HL7 V3) – Dicom - CDA
 - ANSI (X12/ISO) - CHIT & ASTM (CCR Continuity of Care Record)
 - OMG (EIS and RLUS) - AIIIM (Document Interchange)
 - NCPDP (Telecommunication Standard Version 5.1 and Batch 1.1)
- National initiatives try to clear clutter, but how do vendors prove themselves?
 - Canada (Infoway)
 - US (ONC, HIPAA, HITSP, NIST, HISPC)
 - Australia (NEHTA)
 - Europe (Various country & government sponsorship)
- Funding for improvements have no room for error or implementation missteps

2

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The Net Result: Inefficiencies from Fragmented Data

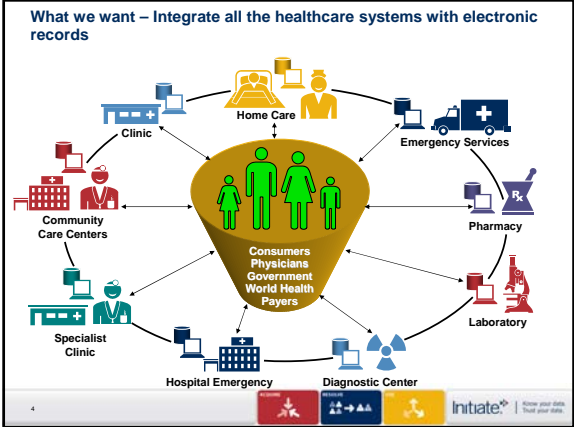
- 1. Clinicians Don't Have Access to Information**
...for decision making and treatment
- 2. Registration Systems Are Not Connected**
...manually re-entering patient demographic and insurance information – time consuming & error prone
- 3. Healthcare Systems Unable to Recognize Physicians**
...and notify them in a timely & consistent manner
...multiple sources of information & outdated contact information
- 4. System Adoption is Slow**
...clinicians continue to 'hunt & peck' for information
- 5. Costs Continue to Increase**
...implementing new systems, never realizing ROI

Recognizing that a Single View of Data Increases Efficiencies...is the First Step

3

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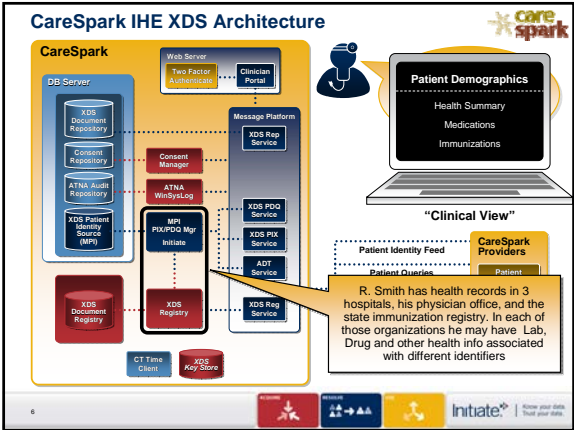
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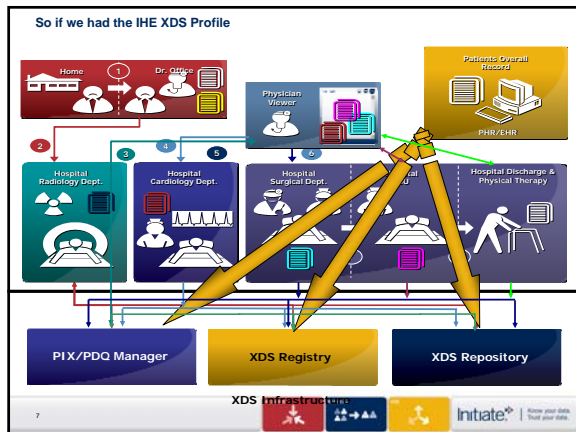


What Problems Are CGI Asked to Fix?

- **What Do I Build?**
 - Devising HIE architectures that navigate through a complex set of health interoperability standards (hint: use IHE!)
- **How Do I Build It?**
 - Connecting systems that support standards
 - Connecting systems that don't support standards
 - Translating and transforming data
- **How Do I Operate It?**
 - Operational support
 - Help Desk
 - Training & Rollout
 - Hosting
- **How often is CGI consulted for IHE based solutions?**

5






I Have Some Questions!

- **How do I get started?**
 - Start with the infrastructure to enable sharing and insist on vendors who support that infrastructure
 - Most will tackle the Patient Identity issue first
 - Use and insist on IHE profiles for the infrastructure vendors
- **Do I have to throw away what I already have?**
 - No – Insist that your current vendors support IHE
 - Many of the vendors already support these industry standards:
 - HL7 – messaging
 - Dicom – document/image transfer
 - PDF – document transfer

I Have Some Questions! (Cont'd)


- **What drives success?**
 - Patients
 - Healthcare is about the patient!
 - Providers want to provide the best care, at the right time, for a reasonable price
 - Patients want more direct knowledge and control over their healthcare
 - Education
 - Familiarize your staff in IHE profiles, and how your vendors support them
 - Follow HITSP, HISPC, and CCHIT
- **How does this help me deliver an EHR/PHR?**
 - IHE profiles are all about:
 - Knowing the right patient
 - Knowing what information is available about that patient
 - Providing a standard, secure way to share that information
 - Breaks down data silos and creates a true virtual EHR

The Value of Interoperable Health




Improve Patient Care & Reduce Medical Risks

- Connect the right patient with the right results
- Understand patient/provider relationships
- Reduce hunting and gathering for information




Optimize Existing Investments

- Increase productivity by connecting fragmented information
- Lower Total cost of ownership
- Enable physician connectivity



Achieve a System-Centric View


- Recognize patients across all points of care
- View the same information across the care team
- Know providers at all points of service

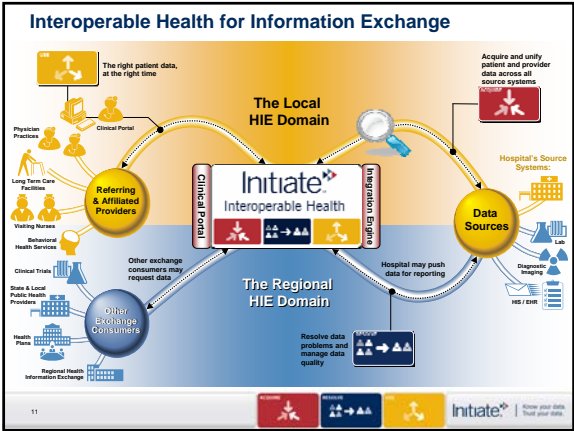


Streamline Business Processes

- Humanize the patient experience
- Avoid duplication and improve data quality
- Enhance Fraud Detection
- Reduce time to payment

- Transform key business processes and speed the pace of adoption
- A single foundational technology can support all of these initiatives





CGI: The Value of Meaningful HIT


One of the Top Global IT Service Providers

- Implement solutions that provide value, not just technology
- Connect providers, patients, payers, and government
- Help collect and distribute clinical and administrative information
- Where and when it is needed, providing value in every step along the way
- Physicians: clinicians get meaningful use out of their EHR
- Patients: Allow access to help make important personal decisions
- Government: solutions to meet needs of the public


CGI Developments

- Critical Mass:
 - Over 26,000 professionals worldwide
- Financial Strength:
 - US\$3B Revenue run rate
 - Backlog of over \$1.0B
- Recent News:
 - Dr. Loewski appointed CMO
 - NHIN Option Year award
 - Medicare Appeals System renewal
- 5th largest IT firm in North America


Recognized by the Analysts




North American Full IT Outsourcing




North American Data Center Outsourcing




North American Full IT Outsourcing
METAspectrum™ Evaluation



Offshore Outsourcing
METAspectrum™ Evaluation





Forrester Wave™: Transformational Outsourcing - Desktop



Forrester Wave™: Transformational Outsourcing - Distributed

A Base of Major Clients





Q & A

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13
