



Meet Andy Eckert, New President and CEO of Eclipsys



It's one of the biggest Eclipsys news stories of the year. After an extensive six-month search, Eclipsys named *R. Andrew Eckert* as its president and chief executive officer on October 20. Andy will officially assume leadership of Eclipsys on

November 14. But before he does, *Insights* sat down with Andy to get some "insights" into his past experience and future plans.

First, congratulations on your appointment as Eclipsys president and CEO. Can you tell us what attracted you to the position in the first place?

Thank you. Well, I had a strong desire to return to the healthcare industry and was attracted to the unique opportunity that Eclipsys presents. The company is in a competitive, but growing market and it has incredible potential. That's really exciting and challenging to me.

What was your last position?

Before joining Eclipsys I was chief executive officer and director of SumTotal Systems in Mountain View, California. It is a public company listed on the NASDAQ exchange under the symbol SUMT. SumTotal is the largest provider of learning and business performance technologies and services. From 2002 to March 2004, I was the CEO of Docent, Inc., until Docent merged with Click2learn to form SumTotal Systems in 2004.

What do you consider to be some of your major accomplishments at SumTotal?

Today, SumTotal is the clear leader in its market space – moving up from fourth position in 2002 to number one in 2005 – with

two times the revenues, three times the customer base and four times the cash position of any direct competitor. In a flat market, I helped the company grow revenues by 18 percent in the first year. Currently, SumTotal has 17 million licensed users in more than 1,500 customer organizations – including over 60 of the Fortune 100 – spread across five continents.

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You mentioned that you had a desire to get back into the healthcare business. What experience do you have in this market?

Prior to SumTotal, I spent 11 years with ADAC Laboratories, Milpitas, California, a global leader in nuclear medicine and radiation therapy planning systems. I held various senior positions there including CEO, chairman and president until it was acquired by Philips Medical Systems in 2000. I'm also a fellow of the College of Nuclear Medicine and co-chairman of the Pacific Vascular Research Foundation, a vascular disease research and public awareness organization and I sit on the boards of two healthcare companies. So I come to Eclipsys with a broad understanding of many of the opportunities and challenges in the market today. Yet I'm anticipating that Eclipsys, with its knowledgeable staff and a customer base that includes some of the most impressive healthcare innovators out there, will expand my knowledge and understanding. Basically, I can't wait to get started.

What did you accomplish at ADAC Laboratories?

As I said, ADAC Laboratories was a global leader in nuclear medicine and radiation therapy planning systems. But it wasn't always that way! I helped build the company from a \$50-million business on the verge of bankruptcy to an industry leader with \$350 million in annual revenues over the course of 10 years. We dominated each of our core businesses against entrenched leaders by focusing intensely on all aspects of our customer interactions. From product innovation to implementation to post-sale

customer support, we were the gold standard. In fact, under my guidance, ADAC Laboratories was the first healthcare company

to be honored with the Malcolm Baldrige National Quality Award, which happened in 1996.

What is your educational background?

I earned a Bachelor of Science in Industrial Engineering with distinction from Stanford University in 1983 and a Masters in Business Administration from Stanford Graduate School of Business in 1988. This combination of disciplines has given me good hands-on knowledge as well as the business knowledge to turn good ideas into profitable ventures.

What opportunities and challenges do you think Eclipsys faces in the healthcare information technology (HIT) market?

It seems that many forces are currently influencing the HIT market and contribute to significant growth potential. Some of these factors include the federal interoperability initiative, the Institute for Healthcare Improvement's 100,000 Lives Campaign, shortages of experienced healthcare workers and low clinical systems adoption. It's a little surprising to me that the adoption of clinical systems remains so low industry-wide. So that presents significant room for growth. However, competition in this market is fierce. Eclipsys has an incredible opportunity, but as a company we have to excel across many areas to fully capitalize on that opportunity. That's my job and our main challenge.

What are your goals for Eclipsys?

Well, I'm just getting my feet wet and still familiarizing myself with the company's strengths, but I will say that I want Eclipsys to set new industry standards for product development, functionality, implementation, sales and marketing, and ongoing service after the sale. The first step of this process will be conducting a closer assessment of how our organization can be more effective.

What strengths do you plan to leverage to ensure Eclipsys' success?

Eclipsys is in a unique position, with an ability to help customers transform healthcare that is unmatched. We have a long and successful track record of delivering systems that work for our customers. Eclipsys customers successfully implement our solutions and achieve rapid ROI because their clinicians and healthcare workers use our systems. And lastly, through the hard work of a lot of people over many years, Eclipsys delivers enterprise solutions that connect the care system with a shared electronic medical record, leading CPOE solution, evidence-based clinical

decision support, interdisciplinary clinical documentation, and financial and analytic systems that help maximize organizational and financial well-being.

We also have amazing customers that get actively involved in how we develop and deliver our products. They keep us on our toes. And thanks to them, Eclipsys is able to keep making our products better and well-suited to an evolving, highly regulated and often chaotic industry. And finally, Eclipsys employees are top-notch. This company has expertise in so many areas. We've got physicians, nurses, technology experts, business professionals... you name it. All of the essential talents for developing absolutely great healthcare solutions are represented at this company. All of these strengths are significant and illustrate what a great company Eclipsys already is and what potential it has to grow further.

What will you be doing between now and November 14?

A lot of reading! In all seriousness, I will be spending a great deal of time over the next few weeks meeting with the senior management team, getting to know as many Eclipsys employees as I can, and learning about the product and services portfolio. I'll be at EUN in Chicago on my official first day as president and CEO of Eclipsys and really look forward to meeting as many of our customers as I can.

What do you think Eclipsys customers will think of your appointment?

I hope they will be as happy and excited as I am. In the near-term, my stepping in as president and CEO does not affect customers – our business remains the same, our senior management team remains the same, and it's business as usual for Eclipsys. However, I expect that there will be longer-term benefits for customers. I am committed to intensifying our operational focus, including setting and achieving a new industry standard for customer support and service, and I think all customers will understand and be supportive of that. Customers are the lifeblood of any business and we need to be sure we are meeting

their needs and expectations in every way. I intend to make sure that occurs.

Welcome aboard Andy and good luck!

Thank you very much. ■

"Customers are the lifeblood of any business and we need to be sure we are meeting their expectations in every way."

Andy Eckert

Saving Lives: National Patient Safety Expert Keynote at EUN 2005



John J. Nance is a consultant on healthcare safety issues and a founder and board member of the *National Patient Safety Foundation*. As a U.S. Air Force veteran, he is a well-known international advocate of using lessons learned from the recent revolution in aviation safety to revolutionize patient safety in hospitals, and all healthcare. We are proud to feature him as the closing keynote speaker at the 2005 Eclipsys User Network™ (EUN™)

Annual Conference November 13-16 in Chicago.

Don't be surprised if Nance looks familiar. He has appeared countless times on such national television shows as *Larry King Live*, *PBS Hour with Jim Lehrer*, *Oprah*, *NPR*, *Nova*, *The Today Show*, and many others. He is also the current aviation editor for ABC's *Good Morning America*.

Nance recently answered some of our questions in anticipation of his presentation at EUN:

You talk a lot about the similarities between the aviation and healthcare industries, both in terms of the role of consumers and the inherent risk. What are some of these similarities?

As users of the aviation system, we accord its practitioners (pilots, flight attendants, airline managers) the same level of blind trust most patients give to their healthcare providers. And, like medicine, aviation as a system is extremely vulnerable to human mistakes. In fact, more than 90 percent of all aviation accidents result not from mechanical failures, but from human failures – failures usually nurtured, created or caused by the system in which the flawed humans were working. That realization has created a crisis – and a revolution in aviation safety in the past 15 years – and has led to profound changes.

How would you characterize the state of healthcare?

While Risk Management awareness has burgeoned throughout the healthcare industry in the last few years, the practice of managing risks has too often simply reinforced the medical “Blame Culture,” the tendency to ask only one question in any incident, accident or problem: “Who’s wrong?” rather than the systemic question, “What’s wrong?”

The flawed, inherent assumption of the “Blame Culture” is that human error is largely volitional, and that the “system” is only culpable if it has failed to eliminate such flawed humans before they erred.

How did you see this play out in the aviation industry?

Aviation has been down the same road, and it turned out to be a dead end. In fact, until the mid-'80s, hundreds of passengers were dying needlessly every year because airlines, military aviation programs and even private aviation had great trouble understanding that professionals do not fail because they want to; they fail for two reasons. First, humans are forever imperfect and second, systems that are NOT constructed to safely absorb

anticipatory human mistakes are doomed to foster expensive and disastrous accidents caused by those mistakes.

Specifically, what kind of human imperfections are you talking about?

For starters, fatigue, distraction, attitude, anger, upset, personal emotional trauma, task saturation, confusion, misunderstanding verbal input, and many other well-known, well-understood human frailties – including the inherent failure to communicate. These all frustrate teamwork and fragment large organizations.

So, in a nutshell, what will your talk at EUN be about?

Basically, the need to change an entire culture: breaking down the barriers that block communication among professionals, getting rid of the blame culture, and instilling true teamwork in every corner of the organization. Aviation has killed a host of innocent people in learning these lessons. In fact, you could say we've paid in blood for them.

You'll hear some galvanizing aviation stories in my presentation – stories set in cockpits instead of operating rooms or ICUs. But the world you'll enter is so similar to healthcare in terms of the human dynamics that the lessons can be lifted intact from that world to yours.

And Don't Miss...

Among the many other thought leaders sharing their insights at EUN 2005 will be *Clair M. Callan*, MD, MBA, CPE, senior fellow of The National Alliance for Health Information Technology (NAHIT); and *Marion J. Ball*, EdD, vice president of Clinical Informatics Strategies for Healthlink, an IBM company.

Dr. Callan will be featured in Sunday's Physician Focus Track with a presentation titled “**Achieving a Tipping Point for Healthcare Information Technology**,” on how the experience of successful early adopters like Eclipsys customers can be combined to form the tipping point for overcoming the barriers to widespread HIT adoption.

Dr. Ball will be the opening speaker for Sunday's Nursing Focus Track, presenting “**Serving Those Who Give and Receive Care: Technology as Enabler**.” A long-time ambassador for nurses, she will provide unique insights into the role technology must play in creating safe environments for nurses, interdisciplinary teams and patients.

Learn More

To learn more about the educational and networking opportunities at EUN 2005, including presentations by other industry thought leaders, visit www.eclipsys.com and click on the EUN logo.

We hope to see you November 13-16 at the Sheraton Chicago Hotel & Towers in downtown Chicago. ■



PRODUCT PULSE

Saving Lives: Eclipsys Solutions and the 100,000 Lives Campaign

Eclipsys is committed to providing information solutions that help save lives while improving the use of healthcare resources. Among the industry groups we support that share this commitment is the Institute for Healthcare Improvement (IHI).

Less than a year ago, IHI announced the 100,000 Lives Campaign – an initiative to get U.S. hospitals to implement changes in care delivery proven to prevent avoidable deaths. The campaign is the first-known national effort to promote saving a specified number of lives by a certain date (June 14, 2006). Thus far, more than 2,800 hospitals – including many Eclipsys customers – have joined the campaign.

The 100,000 Lives Campaign – and how Eclipsys solutions are helping hospitals meet this challenge head-on – will be featured in a number of presentations Monday through Wednesday, November 14-16 at the upcoming 2005 Eclipsys User Network (EUN) Annual Conference as part of the conference's "Saving Time, Saving Costs, Saving Lives" theme.

"The 100,000 Lives Campaign recognizes that poor outcomes almost always come from poor

processes, not bad people," says *Jim Cato*, RN, CRNA, MHS, MSN, CPEHR, Eclipsys chief nursing officer. "The campaign recognizes that, without a serious commitment to change, the American healthcare delivery system won't be able to provide the public with the quality care it expects and deserves."

The campaign's six current safety-enhancing interventions include:

1. Deploy rapid response teams (RRTs)
2. Deliver reliable, evidence-based care for acute myocardial infarction
3. Prevent adverse drug events (ADEs)
4. Prevent central line infections
5. Prevent surgical site infections
6. Prevent ventilator-associated pneumonia

Eclipsys CPMRC™ Subsidiary an IHI Node

The success of the 100,000 Lives Campaign depends upon communication, planning and information-sharing among thousands of healthcare professionals across the country. To help this ambitious initiative succeed, IHI has implemented a "node" concept, where organizations are certified to act as communications relay points, identifying and responding to emerging issues, raising awareness within their network, driving enrollment and helping facilities track their progress in achieving the campaign's goals.

Node organizations can be a large health system, an organization such as a hospital association, an organization such as a hospital association, or a group of organizations working together to form a coalition (such as medical societies or quality improvement organizations). Vendors cannot normally be nodes. Eclipsys is an exception.

Because Eclipsys' subsidiary CPMRC (the Clinical Practice Model Resource Center™) is a consortium of partnering healthcare organizations dedicated to improving the quality of practice for both those who give and those who receive care, CPMRC was in a unique position to qualify as a node. This is a significant honor for Eclipsys to have this connection and be able to participate in this important national patient-safety initiative. The 100,000 Lives Campaign initiatives can be supported by healthcare information

technology, and our direct involvement is gaining us valuable insights that will enable us to continue to enhance the value our customers receive from our solutions.



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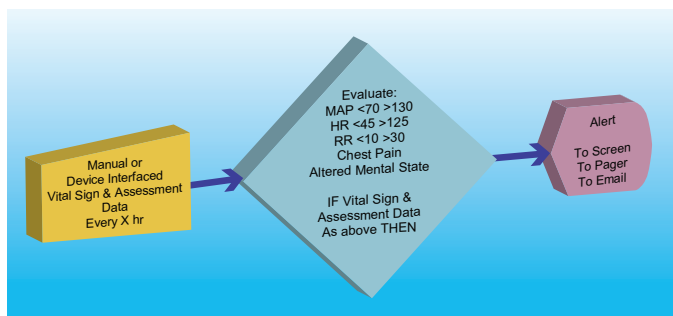
Missing the 'Window of Opportunity'

"Most healthcare delivery processes still don't take full advantage of the window of opportunity, that six to eight hours after a patient begins to present a problem when a healthcare intervention can have the most-positive impact," says *Russell Dumas*, RN, product director, Eclipsys clinical solutions. "Eclipsys evidence-based solutions are designed to immediately alert clinicians to potential errors and changes in patient status and support the IHI interventions and help our customers maximize the potential of that critical window."

"At Eclipsys, we often demonstrate how our solutions help our customers prevent the third intervention, adverse drug events," Dumas says. "The rules and alerting capabilities of Sunrise Clinical Manager™ – combined with the system's evidence-based content and comprehensive patient-specific information such as medications and allergy history – do a superb job of that. But it's important to realize that Clinical Manager's clinical decision support (CDS) capabilities also support such IHI initiatives as the deployment of rapid response teams."

Supporting Rapid Response Teams

RRTs (also known as medical emergency teams) are specialized teams of healthcare professionals that can be called to the bedside at the first sign of worry (such as an acute change in vital signs, acute drop in blood oxygen level, decreased urine output, etc.). They can be alerted by a nurse or other clinician to come immediately, assess the patient and formulate an impression and a plan for intervention. Hospitals that have implemented RRTs report a reduction in cardiac arrests and deaths, as well as a reduction in ICU and hospital bed-days among survivors of cardiac arrest. Among surgical patients, the deployment of RRTs has been associated with a reduction in the incidence of respiratory failure, stroke, severe sepsis, and acute renal failure, as well as a reduction in the number of ICU admissions, length of stay, and postoperative mortality.



Dumas uses the graphic above to demonstrate how Sunrise Clinical Manager helps in deployment of rapid response teams.

"This graphic represents the basic flow of how Clinical Manager's clinical decision support capabilities work. At left, data is entered through automatic results reporting, device interfaces or manually. The center graphic represents the CDS system at work, evaluating the data against rules and other pertinent patient data. In this case, the presence of two true conditions over the past four hours determines that an alert should notify the designated user(s) that an RRT is needed."

Sunrise Clinical Manager supports three kinds of alert distribution to the computer screen, or to pager or email. These distribution options enable customers to decide how best to use the system to support the triggering and monitoring of patients for the conditions that require a rapid response.

Dumas notes that Sunrise Clinical Manager's monitoring capability can also allow the RRT alert to occur in a beta state. This allows healthcare organizations to make the alert live, even though users aren't able to actually see or interact with the alerts.

"What's the benefit of having an alert that clinicians don't see?" he asks. "This allows administration to monitor user actions based on the criteria. Did the clinician invoke the RRT? Is the alert too sensitive? Is the alert not specific enough? Did the alert fire with enough meaningful time to allow clinician response?"

Supporting the deployment of rapid response teams is just one example of how Eclipsys solutions not only deliver consistent, repeatable, quality-driven processes that save time, costs and lives, but also support key industry initiatives such as the IHI 100,000 Lives Campaign.

More at EUN 2005

Hear more about the 100,000 Lives Campaign and how Eclipsys solutions are helping customers today meet the IHI interventions at the upcoming 2005 Eclipsys User Network (EUN) Annual Conference, Sunday-Wednesday, November 13-16 in Chicago. For more information on EUN 2005 and to register, visit www.eclipsys.com and click on the EUN logo.

Learn More about the 100,000 Lives Campaign at AONE 2006!

Cato will be leading a panel presentation on rapid response teams and the 100,000 Lives Campaign at AONE 2006, the 39th Annual Meeting and Exposition of the American Organization of Nurse Executives April 19-22 in Orlando, FL. The panel is titled "Leveraging the Power of Nursing Knowledge in Support of the IHI's 100,000 Lives Campaign: Rapid Response Teams, HUP and Automation." **The Hospital of the University of Pennsylvania (HUP)** – the nation's first teaching hospital, Eclipsys customer and consistently ranked as one of the country's top hospitals by *U.S. News & World Report* – will share information on how it has established RRT criteria in support of the 100,000 Lives Campaign. For details on the annual meeting, go to www.aone.org.

About the IHI

Founded in 1991, the Institute for Healthcare Improvement is committed to improving healthcare worldwide by cultivating promising concepts for improving patient care – and turning those ideas into action. The organization is led by *Donald M. Berwick*, MD, MPP, a leading industry expert in improving healthcare delivery. For details on IHI and the 100,000 Lives Campaign, go to www.ihl.org. ■

Eclipsys Solutions for Oncology Management

Rick Mansour, MD, chief medical information officer at Eclipsys and long-time oncologist, is a passionate spokesperson for using technology to improve cancer care. "Dr. Rick" authored the following article discussing what Sunrise advanced clinical solutions do today for oncology support as part of the entire scope of care, as well as what's on the horizon.

As a long-time oncologist still in active practice today, I am proud to report that Eclipsys works with many world-class oncology care providers to develop and deliver oncology management tools that promote safety in ordering, dispensing and administering treatments. Further, the wealth of information our advanced clinical solutions gather as a byproduct of care delivery is supporting continued research into cancer treatment and prevention.

Thanks to a leading-edge electronic medical record (EMR), the partnership and expertise of a prestigious customer base highly focused on cancer treatment, and an open objects-based architecture (ObjectsPlus/XA™) that allows users to easily integrate and interface with their internally developed systems and expertise, Eclipsys is committed to providing solutions that meet the rigorous needs of North America's major cancer centers.

Where We Are

In June 2004, we released our initial version of a specialized oncology order entry system designed with the team at **Memorial Sloan-Kettering Cancer Center**. We released an enhanced version of this functionality in April 2005 and by year's end, we will make available the third release of this system designed to close the loop in medication management for high-volume outpatient and inpatient environments, including that of a cancer center.

Knowledge-Based Administration™, released earlier this year, is a "five-rights" bar-code system that, with our electronic Medication Administration Record (eMAR) system, is designed to enhance medication safety. The coming release includes the fully integrated Sunrise Pharmacy™ solution, which complements our best-of-class computerized physician order entry (CPOE) system. The release will also include enhancements to Knowledge-Based Administration and include a standard client electronic medication administration record (eMAR) as well as a Pocket PC version.

Sunrise Clinical Manager CPOE has been accepted for use and is being implemented by **The Johns Hopkins Hospital**. This world-renowned center of medicine has helped us enhance Clinical

Manager's oncology order-entry capabilities through the direct input of the hospital's adult and pediatric oncology physicians.

Sunrise Clinical Manager's oncology flowsheet system is modeled after a very successful intensive care product (our heritage Sunrise Critical Care™ solution) that has been successfully used for years in critical-care environments, including bone marrow transplant settings. The flowsheet system has the same power and flexibility as the heritage system and can function as the center of individual

patient care organizations. All treatments can be charted and viewed over time for a patient. This is a single view for the patient's entire course of cancer treatment – not merely one flowsheet per regimen.

The Eclipsys system has the standard weight-based and BSA and AUC dosing calculations. However, we differ from other systems in that our customers can build custom dosing routines by adding dose calculation Medical Logic Modules (MLMs). This affects the pediatric oncology clinicians who prefer, for instance, a measured creatinine clearance as opposed to an estimated creatinine clearance. When pediatricians do use estimated clearance, the formula can be tailored to the customary pediatric formulas, which differ from the three common adult formulas.

Where We're Going

Eclipsys continues to build upon the advanced oncology protocol management technology first developed by Vital Oncology, an industry-leading firm I co-founded and that Eclipsys acquired in December 1998. We are working to re-express that technology in the workflow of Sunrise Clinical Manager, utilizing our significant intellectual property in this area as well as our experienced developers and designers in the cancer treatment arena.

The new oncology protocol management system will create orders in Sunrise Clinical Manager either directly or through ObjectsPlus/XA. These orders will have the benefit of our clinical decision support capabilities, the order verification policies, the bar-code and eMAR features and either the integrated Sunrise Pharmacy system

or an interface to a third-party pharmacy management system.

Why Choose Eclipsys for Oncology Management?

I've watched a number of companies and products come and go in this space over the past 15 or more years. Those that have survived may have some protocol management functionality, but they're weak in the central core product capabilities. To provide comprehensive, high-quality cancer care as part of the total continuity of care, an oncology patient management system must



Rick Mansour, MD
Chief Medical
Information Officer
Eclipsys Corporation

"Eclipsys works with many world-class oncology care providers to develop and deliver oncology management tools."

be tied to a centralized electronic medical record, CPOE with clinical decision support, and integrated medication management and administration capabilities. If these are provided by different vendors, there will be extensive (and expensive) interface work required to bring the needed capabilities to the oncology department, typically a relatively small but important segment of a healthcare organization's total scope of services. And don't you already have enough interfaces to maintain?



Here are some of the many reasons why I'm proud to say that Eclipsys is being chosen more and more to meet the needs of world-class institutions with cancer treatment and research arms:

1. Eclipsys Sunrise solutions are built around an **enterprise-class EMR**, meeting the needs not only of the oncology department but the entire healthcare organization in feature/function, data access and security.
2. Eclipsys' CPOE system is **specifically enhanced** for chemotherapy order entry. It can handle the kind of complex orders that are common in oncology care.
3. Sunrise Clinical Manager's **clinical decision support** engine allows oncologists to screen patients for protocols, control access to research substances, institute rounding rules, track chemotherapy changes, track the lifetime dose of Doxorubicin, cap the dose of Vincristine, notify the clinical research associate (CRA) of events or toxicity, and cancer staging.
4. Sunrise clinical solutions include an advanced **cancer staging system**, powered by an Eclipsys-developed table that contains licensed content from the AJCC. The system can auto-stage based on TMN criteria. User-defined fields can be created to track new markers, and prognostic factors and selectively applied to individual cancer types. Examples are Her Nu for breast cancer and Bets 2 microglobulin for multiple myeloma.
5. The **order signoff policy** fits with major institution workflow. Orders can be written by fellows, approved by staff physicians, released to the Pharmacy by the nurse, verified, perfected and dispensed by the pharmacists all within the system. Or the pharmacy functions can be performed in another system with a bidirectional interface passing the information in and out of both systems.
6. The **chart access** "anywhere, anytime" model serves busy oncology physicians well.
7. **Continuity of care** is important for the oncology patient. The Eclipsys EMR is used in both the hospital and the ambulatory environment. Treatment flowsheets can provide one continuous view across all charts. Discharge medications are visible on the inpatient charts and discharge prescriptions are part of the outpatient record. Order entry can be viewed across the enterprise. For outpatient providers, **Sunrise Ambulatory Care Manager** is packed with features to improve the experience of both the clinician and the patient.
8. We view **facility boards and patient lists** as important organization constructs. The Eclipsys Status Board is a good fit for the busy oncology clinic and infusion center. This board can be used to track patients, orders, clinical activity and results from arrival to discharge in the cancer center. A team of people can work in concert when they all know the current status of a patient. Lab tests can be ordered, pending, collected, resulted and all of these visible states are created and modified as a byproduct of work that's already being done. Nursing documentation can be displayed on the board so the physician can see when the nurse has completed the initial patient assessment.
9. The **Prescription Writer** not only has clinical decision support for drug interactions and allergies but also major workflows such as pharmacy benefits management checking, sample tracking, one-click faxing to pharmacies, on-line drug information for prescribing physicians, and on-line drug information for patients.
10. Sunrise Clinical Manager CPOE works effectively not only with the new Sunrise Pharmacy solution, but with a variety of **third-party pharmacy systems**. Eclipsys has bidirectional pharmacy interface technology live at a number of high-volume sites.
11. The Sunrise **documentation system** is highly developed and improving with every release. This system includes mandatory fields, suggested fields, automated E&M coding, and automated passing of documents from resident to staff for review and signature.
12. **Communication** is a key function in oncology. Sunrise advanced clinical solutions enable physicians to easily communicate with each other, with Lab and Pharmacy, patients (for general messages and appointment requests and prescription refills) and even with themselves (Secure Health Messaging™ reminders and structured notes).

13. **Easy integration** to departmental, third-party and home-grown systems through the Eclipsys open-objects initiative, ObjectsPlus/XA, enable oncology centers to incorporate their specific expertise into a single user interface.
14. **Access to data.** The Eclipsys Sunrise EMR is built upon the Microsoft SQL server database. It can be replicated. It can respond to qualified requests using Web services. It can output data in XML. As the CDISC standards become more accepted, we will use the power of this database to automate the process of data flow to research systems with valid electronic request through a Web service.

In summary, Eclipsys is proud to deliver an enterprise-class EMR that meets the needs of oncology specialty centers within major healthcare institutions. We are fortunate to have a customer base highly focused on the delivery of cancer treatment. We are leveraging those customer partnerships to deliver advanced tools for oncology information support. We are utilizing our open-systems architecture to integrate and interface with pharmacy, radiology image storage and other departmental systems. And we are committed to continued development in this critical arena. Eclipsys is strongly focused on being the dominant EMR supplier to the major cancer centers of North America. ■

Best Practices at Work for You: Remote Hosting and Outsourcing Save Time and Costs

Just like a patient trusts a healthcare provider, healthcare providers have to trust the company and people running their information systems – especially if those systems are outsourced or remote hosted. As more than 100 healthcare organizations already know, they can trust Eclipsys and its Technology Solutions Center (TSC) and Outsourcing teams – 24 hours a day, seven days a week, 365 days a year.

The TSC provides a wide range of remote hosting services, ranging from remote processing of both Eclipsys and non-Eclipsys applications to remote network management, desktop services, help desk, disaster recovery and more. And for the third consecutive year, the TSC has passed a rigorous ISO 9001:2000 certification audit for its use of best practices in providing remote hosting services.

The ISO 9001 standard is an internationally recognized quality management system developed by the International Organization for Standardization (ISO). It defines a world-class approach to the quality of processes and services, and confirms adherence to this quality standard through independent auditing.

“ISO 9001:2000 certification is a clear reflection of our commitment to delivering top-quality services to our customers,” says *Linda Uhlik*, vice president of the Technology Solutions Center. “This certification is another reason why our customers can concentrate on the productive use of their Eclipsys applications to improve clinical and financial outcomes, and be confident in our ability to put information technology to work for them.”

While ISO certification is something to be proud of, the most important barometer of our success is the feedback we receive from our customers. Commenting on a recent clinical system upgrade, *Roberta H. Somers*, MIS project manager at **St. Barnabas Medical Center**, Livingston, NJ, sent the following note: “I want to thank you for making this move so smooth, uncomplicated and perfect. You have no idea how much I appreciate your attention to detail.”

Eclipsys Outsourcing Also ISO-certified, Receives Top Ranking in Customer Satisfaction

Eclipsys Outsourcing services also have achieved ISO 9001:2000 certification. And we're pleased to report that Eclipsys Outsourcing earned the top ranking for customer satisfaction in an independent industry survey released in June.

In KLAS Enterprises' *Professional Services Full IT Outsourcing Study 2005*, Eclipsys achieved the highest score (outright or tied) in 12 of the 17 satisfaction-related measurement areas.

A total of 91 percent of Eclipsys outsourcing customer respondents reported service performance increases with Eclipsys outsourcing, a higher improvement rate than any other vendor measured in the report. And – the figure for which we're most proud – a full 100 percent of Eclipsys customer respondents stated they would buy outsourcing services from Eclipsys again and would recommend Eclipsys outsourcing services to their peers.

For more information on KLAS Enterprises and the *Professional Services Full IT Outsourcing Study 2005*, go to the KLAS Web site, www.healthcomputing.com. For details on the ISO 9001:2000 standard, visit www.iso.org. ■

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CUSTOMER HEARTBEAT

Customer Interview: El Camino Hospital's 'Mark Z' on Reducing Errors, Improving Operations and Making IT Dollars Go Farther

In his role as chief information officer of the 395-bed **El Camino Hospital** in California's Silicon Valley, *Mark Zielazinski* constantly evaluates healthcare information technology (HIT) solutions to improve care delivery and overall operations. Here's a candid interview with "Z" regarding the National Health Information Technology initiative, interactive data and mobile physician order entry or MPOE.

El Camino Hospital is a pioneer of CPOE and IT in healthcare. Please give us a glimpse into your organization's future.

El Camino Hospital has always been a leader and an innovator. As you know, we pioneered CPOE back in 1969 and went live in '71. We're still running that same system (the Eclipsys 7000™) today. Our mission statement has been the same since the hospital was founded back in 1961. The fourth word in our mission statement is "innovative" – to be an innovative organization for the community. We're a district hospital that's supported by the public and I think we've lived that model of innovation since the beginning.

Our future looks very, very interesting, and one of the key components will be mobility. A lot of our strategy revolves around our new hospital building, which we conceptualized early on as "The Hospital of the Future" and hope to open in late 2008. When we started planning for the new building, the thing we knew immediately was that we wanted less wired devices and more mobility – more hands-on devices for our employees.

People talk about CPOE now. We like to talk about mobile physician order entry or MPOE because we think mobilized physicians and clinicians are really the future. There's going to be less tying down, more data that happens interactively with the patients at the bedside, and more education. We see this as what the world wants in healthcare now, and we need to have an information technology vision that supports where healthcare is going. And I think that is really much more mobile and much more involved with the patient and the patient's family.



**Mark Zielazinski, CIO
El Camino Hospital
Mountain View, CA**

"We've had a long relationship with Eclipsys Corporation. In fact, we were client number one. So we have a very important relationship with Eclipsys."

What's your reaction to the National Health Information Technology initiative?

Dr. Brailer, national coordinator for health information technology, was part of an organization for a number of years called Health Tech, which is a Northern California-based think tank for healthcare technology. We are part of this organization so we've known Dr. Brailer for a while. He's an interesting guy.

This federal initiative ushers in an interesting time for the national government in terms of where its support is going to lie

on the infrastructure side of healthcare. I think this initiative will rely on building a foundation. There have been some real problems in healthcare where historically we haven't had good standards and we haven't used the same definitions. A lot of things are missing in healthcare that aren't missing in other industries.

People often compare healthcare to banking and finance or retail. While it is interesting to look at those other industries, I always point out that in banking there are basically three kinds of transactions: there's a withdrawal, a deposit, and a transfer. You might do billions and billions of those transactions, but they're fairly simple and they're well-defined. That's not the case in healthcare. In comparison, there are many different types of transactions and some of them take place very infrequently. And as a result, the standards aren't well defined. Fixing that is the first step in what we have to do.

If the federal government helps us define standards, that will be great. If it helps involve the patients, the public and the consumers in the healthcare practice, that's great too. And if it ties physicians and hospitals together a little tighter, those would all be wonderful things and they're important things for us to do in the near future.

Sounds like a big job.

(Laughing) It's interesting. I think Dr. Brailer has a very difficult task ahead of him. But the government is good at making definitions and proclamations, and then getting everybody to follow suit. Often people refer to those as unfunded mandates, but in some cases

that's what is needed, some type of mandate that says we can do something.

I listened to Tom Peters recently talk about the healthcare problems. And the bottom line in his message was that you guys are all smart, you know what to do, just go out and do it. Start doing it and it's amazing what can happen. I think that's part of what's got to go on.

How would you describe your relationship with Eclipsys?

We've had a long relationship with Eclipsys. In fact, we're client number one. So we have a very important relationship with Eclipsys. When I came to El Camino Hospital in 2001, we looked at establishing a small number, no more than maybe a dozen, key relationships with technology organizations that are leaders in their various areas. Eclipsys is one of those organizations and the things that we do with them have grown over time. We chose to outsource our entire IT function to Eclipsys.

Just last year we chose to outsource our entire Health Information Management function to Eclipsys as well, so it's a very strong partnership. We think that the relationship is going to drive even better results in terms of our medication errors, CPOE outcomes and clinical outcomes as we start to use more and more Eclipsys tools. But more importantly, I think it's the services that Eclipsys delivers onsite and offsite that are going to help us succeed.

Why did you decide to outsource with Eclipsys?

We decided to outsource with Eclipsys for a couple of reasons. While we were the first client to do CPOE and build the product that currently is the Eclipsys E7000 product, we haven't had a mainframe computer on our campus since 1971 when we went live with the product. We've always had that offsite, at the Eclipsys Technology Solutions Center. So outsourcing with Eclipsys isn't new to us.

This past year, the Eclipsys Outsourcing Group achieved ISO 9001:2000 certification. That means, as an Eclipsys client, we can expect best-practice application of technology services in our organization. That's something that El Camino Hospital could never have even dreamt of trying to do on its own. That's a tremendous and very prestigious certification for Eclipsys to have gone after and achieved. It brings great results to us – results that I think we could have in no other way achieved.

**El Camino Hospital has implemented many of Eclipsys' latest-generation Sunrise™ advanced information solutions, including Sunrise Clinical Manager™ to replace the heritage E7000 system. What results have you achieved?**

In the past two years, we've reduced our medication-error rate from just over 6 errors per 1,000 patient days to fewer than 4 per 1,000 patient days. That has a huge, very positive impact on our organization, clinicians and patients.

Thanks to our outsourcing arrangement with Eclipsys, we're able to expend a reasonable portion of our budget on IT. About 4.7 percent of our operating budget goes towards technology and that gets us clear results. For us to achieve more than a 20-percent reduction in two years required us to have a significant technology infusion in our medication process. And we were able to do that with Eclipsys, because it was able to bring resources and expertise to our organization that we, otherwise, would not have had.

Thanks, Mark, for your great insights.

About El Camino Hospital

El Camino Hospital is a progressive, full-service, acute care community hospital in Mountain View, CA, the heart of Silicon Valley. El Camino Hospital has created and maintained a culture committed to technology innovation to continually improve patient care, staff satisfaction and cost management. For the second consecutive year, in 2005 El Camino Hospital received the highest rating in the California Hospital Experience Survey, not only in the main category of overall dimensions of care, but also in coordination of care, physical comfort, likelihood of recommending the hospital, and rating of care. For more information, go to El Camino Hospital's Web site, www.elcaminohospital.org. ■

Want your own copy of *Insights*?
Go to www.eclipsysinsights.com and subscribe today!

Customer Involvement: Working Collaboratively to Save Time, Costs and Lives

As we noted in the Summer issue of *Insights*, Eclipsys places great value on customer knowledge and input. After all, as industry leaders in the use of advanced healthcare information technology you are the most valuable “subject matter experts” we can possibly tap for ways to enhance our solutions.

We want to know how Eclipsys solutions can help you save more time, costs and lives and we want to make it easy for you to provide input, which is why we’re expanding our range of customer involvement initiatives. For your reference, we’ve prepared a short overview profiling these many initiatives. Go to www.eclipsys.com and click on Customers. While some initiatives are development-focused and were mentioned in last issue, other opportunities for participation are highlighted here.

We hope you’ll consider participating in one or more of these forums. You’ll not only help increase the value your organization receives from Eclipsys solutions, but your insight will also positively impact the quality and cost-effectiveness of care delivered at hundreds of other Eclipsys customer healthcare facilities throughout North America.

Sign Up Today

Contact insights@eclipsys.com today to get involved in any of these initiatives and help influence the future of Eclipsys solutions. ■

Customer Success Stories: Eclipsys Customers on America’s Best Hospitals List

We all know that Eclipsys customers lead the industry in providing high-quality, cost-efficient care. So it’s no surprise that our customers made a strong showing again this year among those named “best” in 2005.

All 16 hospitals named to this year’s Honor Roll of America’s Best Hospitals by *U.S. News & World Report* use one or more Eclipsys solutions. A full 50 percent of the Honor Roll hospitals use one or more of our core clinical information solutions – including the perennially top-ranked facility, **The Johns Hopkins Hospital**. Seventy-five percent of the Honor Roll

hospitals use Eclipsys Sunrise Decision Support Manager™ to help effectively analyze and manage their operations.

The 2005 report’s findings were featured in the magazine’s July 2, 2005 issue and are available on its Web site www.usnews.com.

This marks the 16th year that *U.S. News & World Report* has sponsored the America’s Best Hospitals study. Medical centers are ranked in 17 specialties, from cancer and heart disease to pediatrics and urology. Only 176 of the nation’s 6,007 medical centers scored high enough this year to rank in even a single specialty, and only 16 were named to the Honor Roll. According to *U.S. News*, Honor Roll status is “a mark of particular distinction. To be on the Honor Roll, a hospital had to demonstrate breadth of excellence by achieving a high ranking in no fewer than six specialties.”

The annual study also ranks the best U.S. hospitals in 12 key specialties. Eclipsys clinical solutions were well represented in a number of these categories, including:

- Best Pediatric Hospitals (24 percent use Eclipsys solutions)
- Best Cancer Centers (36 percent use Eclipsys solutions)
- Best Rehabilitation Hospitals (50 percent use Eclipsys solutions)
- Best Ear, Nose and Throat (ENT) Hospitals (50 percent use Eclipsys solutions)

Sunrise Decision Support Manager is used in nine out of the top-10-ranked hospitals in the specialties of Heart and Heart Surgery; Kidney/Nephrology; Digestive Disorder; Gynecology; and Urology; eight of the top 10 in the specialty areas of Cancer Care, Respiratory Care and Neurology; and seven of the top 10 in Orthopedic Care, Pediatrics, and ENT. ■

**Numbers and percentages of Eclipsys customers named to the America’s Best Hospitals survey are based on an Eclipsys analysis of the survey statistics published by U.S. News & World Report.*



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Go to www.eclipsysinsights.com and subscribe today!

*An Eclipsys Success Story***Knowledge-Based Transcription™**

“Most of our physicians have no knowledge that we use Knowledge-Based Transcription on the back end, because they don’t do anything different on the front end.”

John Avedian, RHIA, MPH
 Director of Health Information Management
 Maine Medical Center
 Portland, Maine

Maine Medical Center Saves Time and Money with Knowledge-Based Transcription

- **Customer:** The 606-bed Maine Medical Center (MMC), Portland, is the largest hospital in Maine and the flagship of MaineHealth, the state’s dominant health organization. MMC is the premier referral hospital for Maine and northern New England.
- **Situation:** Burgeoning transcription volume, rising costs and a tight labor market for medical transcriptionists propelled MMC to seek a more efficient way to transcribe and distribute dictated reports.
- **Solution:** Maine Medical Center chose Knowledge-Based Transcription, powered by eScript, to streamline transcription. Medical transcriptionists no longer have to type entire documents from scratch and clinicians do not have to change how they dictate.
- **Bottom Line:** Through productivity and efficiency gains as well as reduced medical costs, Maine Medical Center has saved more than \$1 million to date in transcription and related costs.

The Story

Maine Medical Center has a commitment to being one of the first truly paperless hospital and achieving a single, complete electronic health record (EHR) for each patient. With increasing transcription volume and a shortage of experienced medical transcriptionists, the hospital needed to boost productivity, cut rapidly rising labor costs, and ease recruiting and retention challenges. As a result, MMC began looking for a transcription alternative that would take advantage of the latest speech-recognition technologies.

After reviewing many options, MMC selected Eclipsys Knowledge-Based Transcription, a state-of-the-art voice-recognition technology with Natural Language Processing (NLP) that produces near-perfect, formatted drafts of dictated reports in record time.

 **ECLIPSYS®**
The Outcomes Company®

With Knowledge-Based Transcription, clinicians can dictate their reports as usual and the software automatically generates highly accurate initial drafts in the proper format for the specialty and type of report. Skilled medical transcriptionists then review and edit the drafts and send them to the dictating clinician for review. Using the system's Web-based electronic signature feature, clinicians review and approve reports online. Signed reports are immediately available to appropriate caregivers as part of the patient's EHR and reports can be distributed to clinician offices via remote printing, fax or the Internet.

Maine Medical Center first implemented Knowledge-Based Transcription in 2000. Today, MMC has over 600 physicians dictating more than 60 different types of reports created by Knowledge-Based Transcription.

Physician adoption has been painless because the solution requires no change in traditional dictating behaviors. Its speech-recognition capabilities use acoustic and language models to quickly learn each clinician's individual speech patterns. According to *John Avedian*, RHIA, MPH, director of Health Information Management at MMC, "Most of our physicians have no knowledge that we use Knowledge-Based Transcription on the back end, because they don't do anything different on the front end."

"When medical transcriptionists are asked to edit instead of type, they feel valued for their knowledge, rather than for how fast their fingers can move."

The Benefits

Since adopting Knowledge-Based Transcription, Maine Medical physicians have noticed better and more consistent turn-around times for reports. This has delivered real gains in productivity, efficiency and cost savings for MMC. Specific benefits include:

Productivity has doubled. Medical transcriptionists produce reports twice as fast compared to typing reports from scratch. Avedian reports that transcriptionists can produce about 340 lines per hour editing as opposed to 170 lines per hour with manual transcription. MMC's turnaround is consistent, despite increasing volume, but no increase in staffing.

Fewer outside medical transcriptionists hired. Increased productivity has markedly reduced the need for outside medical transcriptionists, increasing transcription accuracy and slashing costs associated with using contract workers.

Increased job satisfaction. "When medical transcriptionists are asked to edit instead of type, they feel valued for their knowledge, rather than for how fast their fingers can move," Avedian notes. Furthermore, fewer repetitive-motion injuries occur.

Improved process management. Backlogs and bottlenecks have been virtually eliminated at MMC.

Fewer fax errors. Faxes used to have a failure rate of 20 to 30 percent. This has now declined to under three percent with Eclipsys Knowledge-Based Transcription.

According to Avedian, the productivity, efficiency and manpower gains realized through Knowledge-Based Transcription have saved Maine Medical Center more than \$1 million since 2001. These savings represent real money that MMC can dedicate to directly providing care, rather than the expense of documenting it.



About Maine Medical Center

Maine Medical Center, the largest hospital in Maine, is the premier referral hospital for Maine and northern New England. Located in Portland, the 606-bed facility is both a teaching hospital and an active research center, providing comprehensive services in all medical specialties. It is the flagship facility for MaineHealth, the state's dominant health organization. For details, see www.mmc.org.

About Knowledge-Based Transcription

Knowledge-Based Transcription, powered by eScription, improves medical transcription workflows and costs through advanced speech processing, editing and electronic signature capabilities. It improves document turnaround time and access, adding information rapidly to patients' comprehensive electronic health records without requiring doctors and other clinicians to change dictating patterns or behavior. Knowledge-Based Transcription actively supports compliance with HIPAA, the Health Insurance Portability and Accountability Act of 1996, with audit trails, encrypted PINs (personal identification numbers) and role-based access.

About Eclipsys

Eclipsys is a leading provider of advanced clinical, financial and management information software and service solutions to more than 1,500 healthcare facilities. Eclipsys empowers healthcare organizations to improve patient safety, revenue cycle management and operational efficiency through innovative information solutions.

Find out more about Eclipsys, Knowledge-Based Transcription and our other solutions. Contact your Eclipsys representative, email us at info@eclipsys.com or visit www.eclipsys.com.

*An Eclipsys Success Story***Sunrise Enterprise Person Identifier™**

Sunrise ePI Helps MaineHealth Deliver Complete and Accurate Electronic Patient Records Across 36 Organizations

- **Customer:** A non-profit health system of 36 member and affiliated organizations serving the southern, central and western areas of Maine. It is the state's dominant health organization.
- **Situation:** MaineHealth needed a reliable way to positively identify each patient – regardless of where in the organization that patient was served. Success would depend heavily on the ability to identify, reconcile and avoid duplicate patient records.
- **Solution:** The health system selected the Eclipsys Sunrise Enterprise Person Identifier to assign each patient a unique number, which serves as a link to the patient's complete MaineHealth record. As it is rolled out across MaineHealth, Sunrise ePI is also enabling the health system to identify and clean duplicate entries in its existing systems and prevent new duplicates when organizations join the growing MaineHealth family.
- **Bottom Line:** MaineHealth has improved efficiencies as medical records are more complete and accurate. Costs, duplication and the potential for avoidable medical errors have decreased while resource utilization and customer satisfaction have improved.

The Story

To enhance patient care across its 36 member and affiliated organizations, MaineHealth established a clinical data repository (CDR) for sharing clinical patient data. The organization's leaders knew that achieving a high return on investment depended on maintaining the integrity and completeness of patient data. Otherwise, physicians would quickly lose confidence in the accuracy of the CDR.

“Without Sunrise ePI, we couldn't ensure the integrity of the patient records in our clinical data repository and provide the highest quality, most cost-effective care across our health system.”

Ralph Johnson
Interim Associate Vice President of Information Services
MaineHealth
Portland, Maine

Using Eclipsys Sunrise Enterprise Person Identifier (ePI), MaineHealth now assigns each patient a unique “enterprise master patient identifier” (EMPI). As patients move between MaineHealth’s multiple facilities, specialties and information systems, this identifier “follows” them as part of their electronic health record. Sunrise ePI retains all other medical record numbers assigned to the patient, while enabling the centralized storage of the patient’s complete medical record in the shared CDR.

At MaineHealth, Sunrise ePI operates in the background of the registration system to flag duplicate or potential duplicate records. If ePI (based on unlimited, pre-defined criteria) identifies that a likely duplicate has been created, it alerts the Health Information Management staff so they can make a final determination and merge records as appropriate. Sunrise ePI can also be used to interact directly with the ADT (admission/discharge/transfer) system during the registration process to minimize the creation of duplicate patient records.

“Sunrise ePI helps us ensure that we don’t cause potential duplicate records as we bring new members into the MaineHealth family.”

Bringing the Team Together

Implementing an EMPI, no matter how superior a solution, across many affiliated organizations can indeed be a challenge. Here, the clinical transformation and best-practices expertise of the Eclipsys Consulting Group™ came into play. Eclipsys consultants helped guide staff across MaineHealth in planning, implementing and managing this major workflow change.

The Benefits

Sunrise ePI has delivered solid results. *Ralph Johnson*, the health system’s interim associate vice president of Information Services, reports that system-wide, the average rate of potential duplicate records has dropped from 25 percent to only 8 percent. Similarly, efficiency has skyrocketed: for example, the two employees who previously resolved duplicates for just one hospital (the system’s 606-bed flagship, Maine Medical Center, Portland) now handle duplicates across all 36 organizations.

As MaineHealth continues to grow, ePI helps it grow efficiently. Sunrise Enterprise Person Identifier enables MaineHealth to clean the master patient indexes of new associated healthcare organizations before they begin utilizing the CDR. “As we bring new members into the MaineHealth family, Sunrise ePI helps us ensure that we don’t cause potential duplicate records while we’re adding that wealth of additional patient data,” Johnson says.

So what is the bottom-line value of Sunrise Enterprise Person Identifier to MaineHealth? Johnson put it succinctly: “Without Sunrise ePI, we couldn’t ensure the integrity of the patient records in our CDR and provide the highest quality, most cost-effective care across our health system. And that’s what our population counts on us to provide.”



About MaineHealth

MaineHealth is a not-for-profit, community-owned, comprehensive delivery system providing the continuum of care from prevention and health maintenance through tertiary services, rehabilitation, chronic care and long-term care. Building on its growing membership, MaineHealth works to ensure high-quality, locally governed healthcare for southern, central and western Maine. For details, see www.mainehealth.org.

About Sunrise Enterprise Person Identifier

Sunrise Enterprise Person Identifier helps healthcare organizations correctly identify patients regardless of where care is being delivered, what departments or facilities are providing services, and what information systems are being used. Sunrise ePI can minimize the creation of duplicate medical record numbers and manage multiple system identifiers for the same patient, increasing the accuracy and completeness of patients’ electronic health records across the continuum of care.

About Eclipsys

Eclipsys is a leading provider of advanced clinical, financial and management information software and service solutions to more than 1,500 healthcare facilities. Eclipsys empowers healthcare organizations to improve patient safety, revenue cycle management and operational efficiency through innovative information solutions.

Find out more about Eclipsys, Sunrise Enterprise Person Identifier, the Eclipsys Consulting Group’s range of transformational services and our other solutions. Contact your Eclipsys representative, visit www.eclipsys.com or email us at info@eclipsys.com.

Recent Eclipsys Activations:

Customers Already Live on Sunrise™ 4.0 XA™

Just seven months after its March 31 release, more than a dozen customer sites are already actively using the Sunrise 4.0 XA clinical suite to care for patients.

Executive Vice President *Russ Rudish* speaks for all of Eclipsys when he expresses his pride in this accomplishment. “The speed at which implementations are occurring and the diversity of the customer environments where our advanced solutions are being implemented are testaments to the power of our open, flexible and scalable architecture, the skill set of our implementation and other support teams, and especially the expertise and commitment of our customers. With every implementation, we build upon our proven service methodology through our customers’ insight. We couldn’t do it without them.”

Developed over many years and through hundreds of successful implementations, the Eclipsys Service Methodology enhances the value of every service Eclipsys provides. It encompasses our commitment to operationalizing best practices with the collective experience and expertise of our customers and our own healthcare and HIT professionals to help ensure success.

2005 Activations & Upgrades

Healthcare providers of all sizes and types are finding that Sunrise 4.0 XA improves workflows throughout the organization, with significant benefits to safety, efficiency and quality of care. In 2005, Sunrise 4.0 XA implementations to date have shown the solution’s flexibility and scalability, occurring in community hospitals, multi-facility healthcare enterprises such as Florida’s **Health First** and academic medical centers.

Health First Vice President and CIO *Rich Rogers* noted that its three-site implementation of 4.0 XA was “an extremely smooth transition with no interruptions to clinical workflow. I have never been more impressed. Eclipsys delivered, tested and installed Sunrise 4.0 XA ahead of schedule and the quality of code was outstanding.”

For more information on the Sunrise 4.0 XA clinical suite, visit www.eclipsys.com. ■



TECH Rx

Sunrise eLink

Did you know that you can search the eLink interface queues for records with MSH.10 to determine all of the interface queues that the record had gone through as it passed through the eLink system? This is helpful if a record being sent to Sunrise Clinical Manager is producing an error because the “data field” was not set correctly.

Using the dataflow Excel spreadsheet, which is part of the eLink Support Turnover document, the last queue to send the data to Clinical Manager can be read to determine if the eLink record contained the erroneous information. If it did, the spreadsheet can display the next upstream queue to examine it for the erroneous data. The process can be followed until the first receiving queue shows that the data came into eLink with the incorrect data in the record.

Now you can determine who should change the data that is sent to the eLink system. The problem may be with the system that sent the data to eLink, or a change may have to be made to one of the Sunrise Integration Module™ formatting tables that are used to convert incoming data to a new format. ■

Sunrise Decision Support Manager™/Transition II Midrange

Do you want to save time by submitting your batch jobs from the command line, or create custom CL programs to submit your batch jobs? You can, by using the T1BCH command.

On the AS/400 command line, enter <T1BCH>, and then press F4 on your keyboard. Fill in the parameters for Company, Fiscal Year, and Batch Request.

The Batch Request name should match one of the existing batch requests that have been created within the Transition II application.

You can use this command to submit batch jobs using the Job Scheduler (WRKJOBSCDE) or with the Submit Job (SBMJOB) commands. Following is an example of using the T1BCH command to submit the POSTMR job as a batch job:

SBMJOB CMD(T1BCH COMPANY(00001) FYEAR(2005)
BCHRQS(POSTMR)) JOB(POSTMR) JOBD(TSIAUX/TSI-
BATCH)

For more details, access SOLAsphere and select the eSupport link (your site administrator can make this available to you). Select "Find Solutions" on the left-hand side of the eSupport window, enter S32232 in the Solution ID field, and click Search. ■

Decision Support Mainframe Host Platform

Do you know how to change the characteristics of the Model 204 message so that you can get a return code of zero on your batch jobs and prevent a potential problem from being hidden?

During batch processing, any jobs that get a non-zero return code will typically get the support staff called. To reduce this problem, many customers allow a return code of four, which can hide a potential problem. The good news is that you can change the characteristics of the Model 204 message so that you can get a return code of zero on your batch jobs. Use the MSGCTL command to change the return code for several expected messages. Place the MSGCTL command after the login password in the CCAIN of all batch jobs.

Following is a list and an example of where the MSGCTL statements should be placed in the CCAIN. (Note: Please check with your Eclipsys CareCenter before adding any more than what is shown here).

```
----- USER 0 LINE -----
LOGIN SUPERKLUGE
Password
```

```
MSGCTL M204.0105 NOCOUNT RETCODEB=0
MSGCTL M204.0468 RETCODEB=0
MSGCTL M204.0552 RETCODEB=0
MSGCTL M204.0554 RETCODEB=0
MSGCTL M204.1068 RETCODEB=0
MSGCTL M204.1260 RETCODEB=0
MSGCTL M204.1743 RETCODEB=0
```

We hope you find these tips and our solutions database helpful. If you have a tech tip you'd like to share, please send your idea to insights@eclipsys.com. ■



RSNA 2005: Connecting for Lifelong Learning

McCormick Place, Chicago, IL
Booth #8558, Hall B
November 27-December 2, 2005

Talk to Eclipsys thought leaders and view the latest Eclipsys Diagnostic Imaging Solutions™ at this, the 91st Scientific Assembly and Annual Meeting of the Radiological Society of North America.

More than 60,000 radiologists and other healthcare professionals are scheduled to attend RSNA 2005, the largest trade show in the healthcare industry. Eclipsys will demonstrate and discuss our Sunrise RIS™ (radiology information system) and Sunrise PACS™ (picture archiving and communications system) solutions and their role in a comprehensive, enterprise-wide electronic patient record.

40th ASHP Midyear Clinical Meeting and Exposition

Las Vegas Convention Center, Las Vegas, NV
Booth 1041
December 4-8, 2005

Learn more about the comprehensive, integrated Eclipsys Medication Management Solutions™ – from CPOE to the clinical data repository and eMAR, point-of-care bar-coding/five rights checking and new fully integrated departmental Sunrise Pharmacy™ functions – at the Midyear Clinical Meeting of the American Society of Health-System Pharmacists. ■



Questions or comments about this issue of *Insights*? Contact insights@eclipsys.com.