



Welcome to EUN 2005!

This is an exciting time for Eclipsys and we are pleased that you, our customers, can share it with us at the 2005 Eclipsys User Network (EUN) Annual Conference. Our most exciting news, as you may have heard, is that R. Andrew Eckert has taken the helm as our new president and chief executive officer. In returning to my original post as chairman of the board, I will work closely with Andy and the rest of the management team to realize our strategic goal of becoming the premier healthcare information technology provider in the marketplace. Most importantly, Andy's appointment strengthens our ability to make our vision of a connected healthcare community a reality and will help us achieve our mission: to enable our customers to be the best places to give and receive care.

Andy Eckert has a proven track record of customer service excellence and wants to hear directly from you about what is working, suggestions for improvement and, most importantly, expectations for the future. We are welcoming Andy on board just in time for him to meet as many customers as possible at EUN 2005.

Saving Time. Saving Costs. Saving Lives.

The theme of the 2005 Eclipsys User Network event addresses three of the most critical issues that healthcare organizations face daily – saving time, saving costs and saving lives. We developed this theme because you told us that you want to learn how to work faster and more efficiently, continually improve your organization's financial outcomes and, most importantly, improve patient safety and quality of care. You also told us that you wanted fewer tracks and sessions to choose from so that you could devote more time on key areas specific to your needs during the four-day conference. We listened to you and have put together a streamlined EUN event for 2005 that will be better than ever before!

This year you can choose from nearly 50 training classes designed to enhance your productivity, plus special focus tracks on topics related to Financial Performance Management, Nursing, Physicians, and Medication Management. Plus, in the new interactive sessions at EUN 2005 you will:

- Learn how to create a connected healthcare enterprise where providers, suppliers, consumers and payers are connected – to each other and to relevant content – at anytime and from anywhere
- Explore interoperable patient- and clinician-centric solutions supported by best-practice workflows
- Discover how Eclipsys is working with healthcare organizations to provide safer, more efficient and more cost-effective care today
- Exchange ideas with the best and brightest users, innovators and visionaries of healthcare information technology

You won't want to miss the opening welcome address by John Gomez, chief technology and strategy officer, and others who will preview some of the upcoming Eclipsys software innovations available in 2006. In addition, we are fortunate this year to have renowned author and safety consultant John Nance to deliver the closing keynote address on Wednesday.

And don't miss the Sunrise Discovery Center, where you can see interactive demonstrations of our latest products and services, plus get valuable one-on-one time with Eclipsys staff. Check the detailed conference schedule in this program guide and plan your days so you won't miss the EUN events and opportunities that are most important to you.

On behalf of everyone at Eclipsys, I am happy that you have chosen to take advantage of this unique opportunity to network with peers, learn about technology, gather practical tips and tricks and see firsthand the latest solutions designed to enhance the practice of providing care. Thank you for attending EUN 2005 and for your continuing loyalty to Eclipsys.

Sincerely,

Eugene V. Fife
Chairman of the Board
Eclipsys Corporation



Saving Time

Monday, November 14

Time is an especially precious medicine at the first point of patient care, when a fast diagnosis and treatment decision is often critical to a positive outcome. Monday's agenda revolves around *saving time*. In a connected enterprise, clinicians have the information they need at their fingertips – through electronic medical records and embedded knowledge-driven content – to make the best-possible decisions for their patients, anytime and anywhere.

This day will be full of customer success stories and interactive presentations that will show you how to achieve a connected enterprise by saving time and increasing efficiency with the goal of delivering improved patient care.



Saving Costs

Tuesday, November 15

Improving financial outcomes is a key business driver for healthcare organizations today. How can you hold down operating costs, while striving to provide the highest quality of patient care and meet strict JCAHO standards?

In the Eclipsys Vision of Health, a connected enterprise has minimal issues with paperwork and achieves financial health by eliminating waste and maximizing revenue. Tuesday's sessions focus on *saving costs*, featuring lessons learned and interactive discussions about solutions that break down the silos of information that cause inefficiencies, miscommunication and waste. You'll hear from fellow users who have figured out how to work smarter, not harder, with streamlined clinical and revenue cycle management processes that translate to automating key tasks, reducing turnaround times, eliminating duplication, and thus significantly reducing costs.

A connected enterprise also has IT operations that are managed by experts at the lowest total cost. Healthcare IT departments are challenged to do more with less, yet do it more efficiently and cost-effectively at increasingly higher levels of quality. EUN's saving costs presentations will enable customers to exchange ideas about new, innovative and cost-effective IT operations.



Saving Lives

Wednesday, November 16

Saving lives is the ultimate goal and purpose of every healthcare organization. Initiatives such as the 100,000 Lives Campaign, spearheaded by the Institute for Healthcare Improvement (IHI), call for changes in clinical workflow practice patterns to eliminate threats to patient safety, such as adverse drug reactions. And increasingly strict JCAHO accreditation standards for 2006 focus on improving the quality of information that support patient handoffs from one clinician to another.

In the Eclipsys Vision of Health, a connected enterprise operates efficiently and moves patients across the continuum of care in an effective manner to enhance patient care, safety and overall satisfaction. Wednesday's sessions focus on *saving lives*, featuring the processes and technology necessary for achieving accurate, complete and accessible patient information delivered in a timely manner for the highest quality of patient care.

You'll also learn how your peers use Eclipsys end-to-end software solutions that channel all patient information directly into an electronic medical record, thus supporting faster, higher-quality decision-making from the very moment a patient enters a healthcare system – regardless of entry point and at every stage of the care process.

Speakers



Monday Welcome Address

The opening session will look at how Eclipsys solutions are helping healthcare professionals make their organizations the best places to give and receive care.

Attendees will see the latest technology innovations that are fulfilling the promise of the Eclipsys Vision of Health. Chief Technology and Strategy Officer John Gomez and Executive Vice President of Sales John Cooper will host an interactive demonstration of new developments in Eclipsys' clinical, patient financial and business intelligence solutions.

Building upon previous releases, the latest version of the Sunrise™ clinical suite will be unveiled. This release enables healthcare providers to integrate their workflows and operations like never before – and support initiatives to save time, costs and lives. Attendees will also see firsthand how recent enhancements to Sunrise Patient Financial Manager™, Sunrise Decision Support Manager™ and Sunrise Discovery™ help institutions save significant time and costs by improving revenue cycles, enable the mining of information automatically gathered as a by-product of care, and analyze that data for ongoing process improvement. The result: an integrated solution to promote best practices throughout the organization and across the entire continuum of care.

Following this roundup of Eclipsys product enhancements, John Gomez and Hans Boerma, MD, MSc, vice president of Product Solutions, will provide a forward-looking presentation of where the company is headed, technologically and strategically.

Monday 8:10 – 10:15 a.m.

Location: Sheraton Center Ballroom

Tuesday General Session

With a focus on saving costs, this session will enable attendees to learn how Eclipsys customers are achieving this important goal through technology, knowledge, quality and efficiency.

The morning will start off with practical lessons learned by exploring some common, and costly, healthcare pitfalls – and ways Eclipsys customers have successfully overcome these challenges.

Join David Ash, vice president of Decision Support Solutions; Diane Bradley, MD, chief medical officer; and John Gomez, along with a panel of Eclipsys experts, as they showcase the opportunities for saving costs through interactive discussions, product demonstrations and customer stories. Attendees will learn how to cut costs through technology and how running a more cost-efficient operation can translate into higher-quality care. The session will also explore ways that healthcare organizations can leverage data to analyze, manage and avoid costs.

Tuesday 8:15 – 10:00 a.m.

Location: Sheraton Center Ballroom

Sponsored by:



Special Focus: IHI Initiatives: Saving 100,000 Lives

Founded in 1991, the Institute for Healthcare Improvement (IHI) is committed to improving healthcare worldwide by cultivating promising concepts for improving patient care – and turning these ideas into action. 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 processes to prevent avoidable deaths. This 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 campaign's six current safety-enhancing interventions include:

- Deploy rapid response teams
- Deliver reliable, evidence-based care for acute myocardial infarction
- Prevent adverse drug events
- Prevent central line infections
- Prevent surgical site infections
- Prevent ventilator-associated pneumonia

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 throughout the program. Eclipsys chief medical officer Diane Bradley and other Eclipsys experts will detail the specific ways in which Eclipsys and its customers are already well on their way to achieving the IHI goals. Learn how Sunrise advanced clinical solutions help rapid response teams act quickly and proactively during an acute care patient's typical 6- to 8-hour "window of opportunity." Discover how rules and alerts on medication and allergy histories are helping reduce adverse drug events, and how sophisticated monitoring and alert-distribution features support evidence-based care for acute myocardial infarction.

The success of the 100,000 Lives Campaign depends upon communication, planning and information-sharing among thousands of healthcare professionals across North America. We encourage you to get involved and learn about how we can together meet this important goal.

Monday, 8:10-10:15 a.m.

Tuesday, 8:15-10:00 a.m.

Wednesday, 11:30 a.m.-1:45 p.m.

Location: Sheraton Center Ballroom



Wednesday Keynote Speaker: John J. Nance

John J. Nance is an internationally known consultant on aviation and healthcare safety issues and is a founder of the National Patient Safety Foundation (NPSF). Nance has appeared regularly as a guest and analyst on *ABC World News*, *Larry King Live*, *PBS Hour with Jim Lehrer*, *Oprah*, *NPR*, *Nova*, *The Today Show*, and other shows, and is currently the aviation editor for ABC's *Good Morning America*. He is the author of five nonfiction books and 12 fiction best-sellers, including *Pandora's Clock* and *Medusa's Child*. The native Texan is a decorated U.S. Air Force pilot veteran of Vietnam and Operations Desert Storm/Desert Shield and is a Lieutenant Colonel in the USAF Reserve. A former Boeing 737 Captain for Alaska Airlines, Nance is also a licensed attorney, with a Juris Doctor from SMU School of Law.

Drawing from his experience as a pilot, Nance has become an advocate for applying the lessons learned from aviation safety to the problem of patient safety in healthcare. In his talk, Nance will draw parallels between emergency situations in aviation with similar life-and-death crises in healthcare. As with aviation, Nance argues, most healthcare mistakes are caused by human – rather than mechanical – failure, yet healthcare systems are rarely designed to anticipate flaws such as fatigue, distraction, emotional trauma, and verbal miscommunication.

Nance will show how recent changes in aviation safety analysis can be applied to improve risk management awareness in healthcare. In short, he argues, the industry must move from a "blame culture" approach to a new focus on improving the systems that support health practitioners. Keys to this effort include improved communications and teamwork among healthcare professionals and the adoption of systems that are designed to anticipate human imperfections.

Wednesday 11:30 a.m.-1:45 p.m.

Location: Sheraton Center Ballroom

Conference Overview



Eclipsys Vision of Health

Eclipsys delivers its vision of connecting healthcare communities through:

- Technology based on an architecture that's open, modular and scalable to connect the healthcare enterprise and support interoperability initiatives
- Practice interoperability in which Eclipsys combines best practices and technology to help create an environment where healthcare workers are least likely to make mistakes
- Content within context from more sources than any other vendor, developed from clinical practice guidelines collected over 20+ years and continuously updated, embedded into software and delivered at the point of care
- Services that offer methodology based on experience with hundreds of successful implementations and a world-class Outsourcing Solutions Group

NEW! Specialty Sessions

Below is a sampling of the many interactive learning opportunities you can expect at this year's conference:



Eclipsys Q&A – An Eclipsys-led, problem-solving session organized by product area. Each session will feature Eclipsys staff who will answer technical questions and discuss best practices.



Futures Forward – A detailed review of the Eclipsys product roadmaps presented by the company's product marketing experts, who will answer questions and discuss future product enhancements and product development timelines.



Tips and Tricks – Customer-led roundtable sessions, organized by product, which will allow customers to share issues they have solved using Eclipsys solutions and best practices.



Birds of a Feather – Customer-led sessions targeted to peers in specific organizational types (such as community hospitals, IDNs, academic institutions, etc.) to discuss clinical, financial, operational and business issues specific to their unique environments.



Joint Presentation – Eclipsys experts team with customers to discuss innovative applications and the use of features of Eclipsys products from both the theoretical and practical point of view.

And Don't Miss...

Sunrise Discovery Center

The Sunrise Discovery Center will feature information and interactive demonstrations of the latest products and services offered by Eclipsys and its strategic business partners. The Discovery Center is designed to provide one-on-one time with Eclipsys staff who can help you experience Eclipsys solutions and their benefits in the context of each healthcare department, some of which include: Admitting, Emergency Department, Physician's Office, Critical Care, Nursing, Inpatient Physician, Surgery, Pharmacy, Diagnostic Imaging, Health Information Management, Business Office, Executive Office, Information Technology and Professional Services.

Monday 12:30-6:30 p.m.

Tuesday 10:00 a.m.-5:30 p.m.

Wednesday 8:00-11:00 a.m.

Location: River Exhibition Hall



“I’ve been coming to EUN for 13 years, and it’s the only conference in the year I say I HAVE to go to.”

Michael Stewart
Director, Decision Support
St. Michael’s Hospital
Toronto, Ontario

Focus Tracks

These in-depth sessions led by a host of industry experts, customers and Eclipsys thought leaders cover practical issues, industry trends, government dynamics and interactive learning for Nursing (Sunday – see page 20), Physicians (Sunday – see page 21), Medication Management (Monday – see page 30) and Financial Performance Management (Tuesday – see page 40).

Product Support Services

Product Support Services team members from all major product areas will be on hand to discuss product-related concepts, answer questions about your existing systems, coordinate resources and assist in resolution of new or existing support issues as needed.

Breakfast Topics

International Healthcare Consortium for Practice Transformation

Begin your day with good food and excellent dialogue with CPMRC™. The CPM Resource Center™, a subsidiary of Eclipsys, will be welcoming you whether you have been a member of the CPMRC Consortium for 20+ years, recently joined with Knowledge-Based Charting™ or just want to explore more about practice interoperability supported by a clinical practice framework that is used by the interdisciplinary team. Please join Bonnie Wesorick, Eclipsys executive vice president of practice and CPMRC founder, and her team for an opportunity to connect and chat over breakfast.

Wednesday 7:00-8:15 a.m.

Location: Chicago 8

EUN Orientation

First-time attendees can join EUN Advisory Committee members and Eclipsys staff at conference-orientation tables during breakfast on Sunday and Monday. Tables will be marked “Orientation.” No RSVP is required.

Sunday 7:00-8:30 a.m.

Location: Sheraton Center Ballroom

Monday 7:00-8:00 a.m.

Location: Chicago 8 & 9

Wellness at Sunrise

The class will focus on Pilates mat work. Using only your own body weight and gravity, the mat work will tone, strengthen and lengthen your entire body, with a focus on the body core. The class will focus on integrating the entire body, rather than exercising each body part separately.

Tuesday 6:30-7:30 a.m.

Location: Michigan

Registration Badges

Admission to all conference-related sessions and activities will be by registration badge only. Please wear your conference badge to all EUN-related events.



Continuing Education Accreditation

Continuing Medical Education (CME)/Nursing Contact Hours (CEU)

This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of the American Board of Quality Assurance and Utilization Review Physicians (ABQAURP) and Eclipsys.

The American Board of Quality Assurance and Utilization Review Physicians designates this educational activity for a maximum of 31.50 hours in Category 1 credit towards the AMA Physician’s Recognition Award. Each physician should claim only those hours of credit he/she actually spent in the activity.

The American Board of Quality Assurance and Utilization Review Physicians is an approved provider with the Florida Board of Nursing to provide continuing education for nurses. This activity has been approved for 40 contact hours by the Florida Board of Nursing.

Continuing Professional Education (CPE)

Eclipsys is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Web site: <http://www.nasba.org>



To qualify for a continuing education credit, follow the steps below:

1. At each approved session, write your name and organization on the Attendance Verification Form located in registration bags or that can be picked up at the EUN Registration Desk.
2. Complete an evaluation for each session you attend. Education evaluation forms can be picked up at the session and dropped off at the EUN Registration Desk.
3. Return completed verification and evaluation forms to the EUN Registration Desk by the end of the conference.
4. Certificates of Completion will be mailed to you after the program.

Please note: It is your responsibility to follow the steps above in order to qualify for a certificate of attendance. You must attend the entire session to qualify for one credit. Eclipsys will retain records of program attendance for five years. Questions should be directed to elizabeth.young@eclipsys.com.

Cell Phone & Pagers

To show consideration for speakers and other attendees, cellular phones and pagers should be turned off during sessions. Attendees carrying such devices are requested to keep them in quiet mode throughout the conference.

Presentation Handouts

Electronic conference proceedings will be made available by Eclipsys to all customer attendees after the event.



Ad-hoc Meetings

A few rooms will be available Sunday-Wednesday for ad-hoc meetings. Rooms are available on a first-come, first-served basis and must be reserved through the EUN Registration Desk.

Speaker Ready Room

A speaker ready room will be available during conference daytime hours on Saturday-Wednesday for speakers to prepare for their presentations. It will include an LCD projector and connections for your laptop. The room is available on a first-come, first-served basis and must be reserved through the EUN Registration Desk.

Sharing/Confidentiality

The Eclipsys User Network Conference is designed to provide an open forum for the free sharing of ideas among Eclipsys customer representatives and those from select Eclipsys strategic business partners. By attending this conference, participants agree that any information they provide can be shared with other Eclipsys customers, the company and its strategic business partners. This includes, but is not limited to, distribution of conference materials on-site and inclusion in the conference proceedings. Information shared by Eclipsys at this conference is considered proprietary and is not to be duplicated or disclosed to unauthorized persons.

Changes, Errors or Omissions

Any changes, errors or omissions noted after completion of this book and its accompanying conference grid will be distributed separately and can be found in your on-site registration packet.

Receptions

Welcome Reception

You won't want to miss our first social/networking opportunity for the 2005 EUN Annual Conference! This popular Sunday-evening event includes a delicious array of foods with a view overlooking the Chicago River from the Sheraton Ballroom Promenade. Dress is business casual.

Sunday 6:30-9:30 p.m.

Location: Sheraton Ballroom Promenade

Sponsored by:



Sunrise Discovery Center Reception

Back by popular demand from last year's EUN Annual Conference is the Sunrise Discovery Center Reception on Monday late afternoon. This provides you with more time to network with other attendees who utilize the same Eclipsys solutions as you do. This is your chance to mingle with your peers before your free night in Chicago.

Monday 5:00-6:30 p.m.

Location: River Exhibition Hall

Awards Banquet

The exciting Awards Banquet on the final evening of the conference is always an EUN highlight. Here, we celebrate the achievements of many of Eclipsys customers' best and brightest...coupled with good food and drink, music, dancing, fellowship and more than a little fun, of course! Make sure you plan to attend this evening of celebration with the many Stellar and VIP Award winners to truly cap off your EUN Conference experience.

Tuesday 6:30-11:00 p.m.

Location: Sheraton Center Ballroom

Sponsored by:



Wednesday Awards Luncheon

After a luncheon keynote by noted author and safety expert John J. Nance, and a presentation on saving lives led by Eclipsys chief medical officer Diane Bradley, we'll wrap up the conference with a brief awards ceremony and the announcements of drawing winners. The three drawings will be based on entries from the Sunrise Discovery Center Bingo Card, the Sunrise Discovery Center Customer Survey, and the Session-Evaluation Drawing, respectively. You must be present to win.

Wednesday 11:30 a.m.-1:45 p.m.

Location: Sheraton Center Ballroom

"I'm always trying to plan our next move. EUN is a great opportunity to learn about new things Eclipsys is doing and other folks' successes. The information sharing makes us all more successful."

Greg Kall, CPHIMS
Regional Vice President, CIO
Cleveland Clinic Health System
Cleveland, OH

Conference Sponsors

Join us in thanking the following strategic partners, who support this conference through their sponsorships of various EUN events and services. At time of publication, sponsors include:

ADVANCED MEDICAL SYSTEMS

Advanced Medical System (AMS) (www.ams-ormed.com) provides healthcare information solutions that improve operational efficiencies and process control. The partnership of Eclipsys and AMS brings to Eclipsys customers AMS' program of "total expense management," which is the integration, control and management of all aspects of non-payroll expenses, from budget to purchasing to payables for cost-effective finance and operations. Integrated with the Eclipsys Sunrise solution, the AMS-ORMED system includes Finance, Supply Chain and Human Resources application suites. With more than 20 years' experience, AMS teams with Eclipsys to provide a full spectrum of implementation, training and post-live support to ensure all systems fully fit healthcare facilities and meet their business needs.



Capsule Technologie (www.capsuletech.com) is the world's leader in Medical Device Connectivity software and solutions. The company's flagship product, DataCaptor, interfaces standalone and/or networked medical devices and clinical information systems and EPRs, including Eclipsys. DataCaptor collects, decodes and distributes all the medical data made available by the digital communication port of the device. With a library of nearly 300 supported devices, from virtually every leading manufacturer, DataCaptor provides interfaces to the largest list of biomedical devices available on the market. Capsule Technologie is ISO 9001-certified and DataCaptor is FDA 510(k)-cleared.



Cisco Systems (www.cisco.com) is the worldwide leader in networking for the Internet. Eclipsys customers rely on Internet protocol-based (IP) networks powered by Cisco hardware, software and service offerings to provide the secure, reliable, and high-speed communication of clinical and financial information, ensuring connected care throughout the enterprise. Eclipsys' Mobile Workstation, which enables mobile wireless access to patient information at the point of care, as well as Sunrise, Sunrise Secure Health Messaging™ and Sunrise Remote Access Services™ solutions can be optimized by Cisco networking, and configured by Eclipsys' Network Services Group. Eclipsys is pleased to have been recently selected as a Cisco Premier Certified Channel Partner.



Computer Sciences Corporation, Global Health Solutions (www.csc.com/industries/healthservices) offers consulting and outsourcing solutions globally to serve all aspects of the healthcare industry – provider, payer and supplier (pharmaceutical, biotech and distributors) in both the commercial and public health sectors. Eclipsys and CSC have developed a partnership to deliver and manage Eclipsys Sunrise solutions tailored to meet the needs of healthcare organizations. Eclipsys customers can draw on CSC's extensive experience to deliver high-performance solutions that generate bottom-line results.



Deloitte Consulting LLP (www.deloitte.com) and **CTG HealthCare Solutions** (www.ctg.com/healthcare) are proud to be alliance partners in the delivery of Eclipsys-led clinical transformations and co-sponsors of this conference. Deloitte's National Provider Consulting Practice designs and implements process and cultural change to enable provider organizations to achieve clinical, operational, human capital and financial excellence. CTG HealthCare Solutions is a leading IT consulting firm dedicated to assisting healthcare institutions achieve their financial and clinical objectives by using their information systems more effectively.



EMC Corporation (www.emc.com) is the world leader in products, services, and solutions for information storage and its management. EMC is the information storage standard for every major computing platform and, through our solutions, serves as caretaker for more than two-thirds of the world's most essential information. For healthcare organizations, EMC has partnered with Eclipsys to provide advanced information management solutions to improve patient care, while reduce clinical and administrative costs, and regulatory compliance.



Healthlink, an IBM company (www.healthlinkinc.com) delivers information technology consulting services that maximize healthcare providers' clinical and business performance. Healthlink's partnership with Eclipsys has resulted in a proven track record of creating custom-fit solutions that improve the quality and efficiency of both patient care and business performance.



Hewlett-Packard (www.hp.com) innovates to solve customer problems, pioneer new markets and growth opportunities, and to create new and better experiences for our customers by simplifying technology. In fact, innovation has always been at the heart of HP. Eclipsys Sunrise and E7000™ solutions running on HP servers and SANs deliver a range of functionally rich and highly integrated solutions for improving healthcare and reducing costs. We drive product and technology leadership, collaborate with our partners to develop valuable customer solutions, and apply innovation across our product lines to create more meaningful experiences. And we are committed to advance research in key emerging areas that will shape the future of technology.



HSS (www.hssweb.com) is an Ingenix company and a nationally recognized leader in solutions for streamlining coding, regulatory and reimbursement processes. Its software and consulting services enhance compliance, maximize reimbursement accuracy, and manage provider-payer contracting. Together, Eclipsys and HSS deliver HSS' industry-leading groupers/pricers in the Eclipsys Sunrise Access Manager™ and Sunrise Patient Financial Manager solutions. Eclipsys is pleased to be an HSS Business Partner.



IBM Healthcare and Life Sciences (www.ibm.com/healthcare) brings real-life business and information technology solutions to customers in the fields of pharmaceutical research and development, compliance, biotechnology, genomics, information-based medicine, biomedical imaging, healthcare delivery and other specialties. IBM is a proven leader in data integration, supercomputing, high-performance storage, and on-demand information technology services. Long-term projects at IBM Research Centers and the IBM Deep Computing Institute foster collaboration with life science and healthcare companies – bringing domain expertise and innovative technologies to the development of our solutions. IBM actively collaborates with companies like Eclipsys, whose knowledge, products and resources can help build valuable solutions for our mutual customers.



InterSystems' (www.intersystems.com) Caché post-relational database enables the rapid development and fast integration of high-performance applications for professional application development and organizations worldwide, such as Eclipsys Sunrise Access Manager/Patient Financial Manager.



MaxIT Healthcare LLC (www.maxithc.com) is an independent consulting firm specializing in application consulting services for the hospital and healthcare marketplace. MaxIT Healthcare consultants have both broad and deep applications expertise with the Eclipsys product family and can fully support Eclipsys customers by providing expertise for application installation, configuration and training, as well as project management.





Microsoft Corporation (www.microsoft.com), founded in 1975, is the worldwide leader in software services and Internet technologies for personal and business computing. The company offers a wide range of products and services designed to empower people through great software – any time, any place and on any device. The Eclipsys XA™ extended architecture is based on the Microsoft .NET Framework and leverages Microsoft Windows Server and Microsoft SQL Server, and is Web Services-enabled via Eclipsys ObjectsPlus/XA™ open-objects capabilities. As a result, healthcare organizations are empowered with a flexible, customizable Eclipsys solution that is both easily deployed across the enterprise and integrated with other legacy systems.



PanGo Networks (www.pangonetworks.com) is the leading provider of platforms and applications for enabling the location-aware enterprise. PanGo Locator is an 802.11-based asset tracking solution that provides real-time asset monitoring, robust searching and filtering capabilities, event-driven notifications and alerts and powerful reporting and analytics. Assets worth millions of dollars are constantly on the move in hospitals, and tracking them is often a major challenge. From critical equipment to direct materials to key personnel, quickly locating and effectively deploying or servicing these important assets is critical to success in organizations worldwide. The inability to control costs, lost time and – above all – compromised business performance. The outcome is tremendous operating inefficiencies and lost revenue amounting to millions of dollars per year.



Sculptor Developmental Technologies, Inc. (www.sculptorsoftware.com) is a software engineering company dedicated to providing software solutions to the healthcare industry. Sculptor's newest product is VeriScan, a wireless handheld medication verification system that increases patient safety by reducing bedside medication errors. Sculptor has been providing Eclipsys customers enterprise output management capabilities through NetPrint since 1998. E7000, Sunrise Access Manager/Patient Financial Manager™, and Sunrise Clinical Manager customers have utilized NetPrint as an output manager. Sculptor is affiliated with St. Clair Hospital, Pittsburgh, an Eclipsys outsourcing customer.



Sentillion (www.sentillion.com) provides identity and access management solutions to the healthcare industry, allowing healthcare organizations to know who their users are, help them be productive, guard their systems and protect their patients. Its Vergence product suite, including user provisioning, strong authentication, single sign-on, clinical context management, and privacy management solutions, enables Eclipsys applications to simply and efficiently share patient and user context with all applications on the desktop.



Symbol Technologies (www.symbol.com) has been at the forefront of innovation in mobility technologies for over 30 years. Today, Symbol's bar-code scanning/advanced data capture products and rugged/sealed mobile computers combine with advanced clinical application software from Eclipsys to provide a powerful solution for nurses and doctors that bring computing power to the point of care or anywhere it is needed. Whether at the bedside, in the lab, at the pharmacy or in the blood donor centers, these solutions can reduce the likelihood of human errors and improve nursing and physician efficiency and effectiveness.



Sysware (www.syswareinc.com) is the developer of PowerLAB a leading-edge Laboratory Information System (LIS) designed to streamline, simplify and support the mission-critical activities of IDN, hospital, and reference laboratories. PowerLAB Enterprise Edition, provided through Eclipsys' partnership with Sysware, represents the most powerful, flexible and comprehensive laboratory information system available today. PowerLAB integrates with the Sunrise clinical suite and provides clinicians the full functionality of a sophisticated laboratory workflow solution and the full outcome improvements of an integrated clinical information solution.



Unisys (www.unisys.com) is a worldwide information technology services and solutions company. Its people combine expertise in systems integration, outsourcing, infrastructure, server technology and consulting with precision thinking and relentless execution to help clients in more than 100 countries quickly and efficiently achieve competitive advantage. Sunrise solutions powered by Unisys hardware and software offer high-performance, scalable information technology platforms.



Vitalize Consulting Solutions, Inc. (www.getvitalized.com) provides a wide variety of clinical, business and IT solutions for healthcare enterprises across the country. Its comprehensive range of programs and services includes system implementation, optimization, project management, custom reporting, system integration, education and knowledge transfer in all the Eclipsys solutions. Vitalize consultants become part of your team, and together through a blend of professional services and packaged solutions, seek to provide predictable outcomes, based on agreed-upon goals all for a predictable cost.



Vocera Communications (www.vocera.com) offers the only wearable, hands-free, instant voice communication system that allows healthcare staff to immediately speak with the resources they need. The system consists of two key components: the Vocera System Software which controls and manages call activity and the Vocera Communications Badge, a wearable, voice-controlled communication device that operates over a wireless LAN. Eclipsys is an authorized Vocera partner.



Through a strategic partnership between Eclipsys and **Wolters Kluwer Health** (www.wkhealth.com), Sunrise and legacy customers have access to a world-class suite of decision support tools such as Clin-eguide (www.clineguide.com). The Clin-eguide order sets are integrated for CPOE use. Wolters Kluwer Health also provides highly respected textbooks, drug references, and healthcare databases and is a leading provider of information for professionals and students in medicine, nursing, allied health, pharmacy, and the pharmaceutical industry. Major brands of Wolters Kluwer Health include traditional publishers of medical and drug reference tools and textbooks, such as Lippincott Williams & Wilkins and Facts & Comparisons; electronic information providers, such as Ovid Technologies and Medi-Span; and pharmaceutical information provider Adis International.



Saving Time. Saving Costs. Saving Lives.



EUNTM2005
 Eclipsys User NetworkTM
 November 13-16, Chicago

Eclipsys User Network 2005 Conference Grid

Sunday, November 13, 2005 - Eclipsys-Led Training

 Continuing Education
for Nurses

 Continuing Education
for Physicians


 ECLIPSYS
Q&A


 TIPS &
TRICKS


 JOINT
PRESENTATION


 FUTURES
FORWARD


 BIRDS OF A
FEATHER

	Decision Support	Decision Support	Decision Support Mainframe	Decision Support Midrange	Clinical Documentation	Clinical Manager	Clinical Manager	Technical	Access Manager/ Patient Financial Manager	Record Manager	Nursing Focus Track	Physicians Focus Track
Room	Michigan A	Michigan B	Superior A	Superior B	Huron	Erie	Ontario	Mississippi	Ohio	Missouri	Chicago 8 & 9	Chicago 10
7:00 - 8:30	Breakfast – Sheraton Center Ballroom											
9:00 - 10:00	Web-Based Budgeting: Part I	Overview of Sunrise Discovery Midrange & Mainframe Platforms	Getting Started with Contract Management - Mainframe	Getting Started with Contract Management - Midrange	Positioned Observations on Structured Notes	Linked Order Sets	Writing Called MLMs	Best Practices in a Citrix/Windows Terminal Services Environment	System Management	Security Components in Sunrise Record Manager 7.1.5	8:30 Serving Those Who Give and Receive Care: Technology as Enabler 9:30 Staying True to Our Roots: Clarity on the Essence of Practice 10:45 Patient Acuity Can Improve Your Life! 1:00 IT Goes Back to School: The Next Generation of Nursing Education 2:00 Co-Creating with our Customers Best Places to Give and Receive Care: Wisdom from the Field 3:45 Taking the Pulse: Eclipsys Practice and Technology Leaders 4:45 Focus Track Wrap Up	8:00 Achieving a Tipping Point for Healthcare Information Technology 9:30 Rapid Response Teams: Process, People and Informatics 10:45 ED Manager's Support of the IHI AMI Initiative 1:00 Transition of Care 2:00 Medication Reconciliation - Including Panel Discussion 3:15 Affecting Outcomes through Clinical Decision Support 4:00 Focus Track Wrap Up
10:15 - 11:15	Web-Based Budgeting: Part II	Leveraging Business Intelligence to Enhance Decision Support Capabilities: Part I	Allocating Indirect Expenses in Sunrise Decision Support Manager - Mainframe	Patient Reporting in Sunrise Decision Support Manager/Discovery - Midrange/Mainframe	Clinical Documentation Express Load/Unload Tips & Tricks for Success	Desktop Integration	Clinical Decision Support Features: What's New in Sunrise Clinical Manager?	Practical Tips for Finding & Fixing Suspended Clients IDs	Reconciling Made Easy	Chart Completion in Sunrise Record Manager 7.1.5		
11:30 - 12:30	Web-Based Budgeting: Part III	Leveraging Business Intelligence to Enhance Decision Support Capabilities: Part II	Contract Management - Mainframe	Construct Your Indicator Library with a Concrete Foundation - Midrange	Clinical Documentation & Knowledge-Based Charting: Using Change Control Effectively	Sunrise Clinical Manager System Monitoring	Why Orders May Not Discontinue/Cancel on Patient Discharge	Insurance Records & Outcomes	Upgrading to Sunrise Record Manager 7.1.5			
12:30 - 1:45	Lunch – Sheraton Center Ballroom				Heritage	Lunch – Sheraton Center Ballroom				Medication Management	Mayfair	
2:00 - 3:00	Enhancing Your Clinical Reporting	HIPAA Midrange/Mainframe	Construct Your Indicator Library with a Concrete Foundation - Mainframe	Allocating Indirect Expenses in Sunrise Decision Support Manager - Midrange	E7000 Migration Update	Automatic Data Population Using HL7 Sender	Integration of Orders & Tasks in Sunrise Clinical Manager 4.5 XA	eLink 4.5 XA Release Functionality	Financial Class: Function, Movement, Outcomes	Overview of Integrated Medication Management Including Sunrise Pharmacy		
3:15 - 4:15	UTL/Files - Mainframe	Clinical View of Implementing a New or Upgraded Sunrise Decision Support Manager	Toolkit - Beyond the Basics	Contract Management - Midrange	Sunrise Critical Care Interfaces Overview & Troubleshooting	Creating MLMs to Enforce Policy & User Actions	SIM Implementation & Upgrade Tips	eLink Hand-Held Console: Features & Functions	The APC Billing Challenge			
6:30 - 9:30	Welcome Reception – Sheraton Ballroom Promenade											

Agenda items and program schedule subject to change



Monday, November 14, 2005 - Saving Time



	Clinical Transformation I	Clinical Transformation II	Evidence-Based Practice	Expense Management	Revenue Cycle Management	Implementation & Support I	Implementation & Support II	Emerging Technologies	Thinking Outside the Box	Medication Management Focus Track	Partner Theater
Room	Erie	Ontario	Mississippi	Superior A & B	Ohio	Michigan A	Michigan B	Colorado	Missouri	Chicago 10	Columbus A & B
7:00 - 8:00	Breakfast – Chicago 8 & 9 and East Waves Lobby										
8:10 - 10:15	Welcome Address – Sheraton Center Ballroom										
10:30 - 11:20	The Role of a Leadership-Driven, Workflow Redesign Model in a Successful Sunrise Clinical Manager Implementation Blessing Hospital ■ ◆	Integrating Emergency Department and Hospital Information Systems New York University Medical Center ■ ◆	Critical Care	The Newton-Wellesley Hospital Provider Dashboard: A True EUN Success Story Newton-Wellesley Hospital	Access Manager/ Patient Financial Manager	Reimplementing Sunrise Decision Support Manager & Replacing a Legacy of Failure: What a Difference a Year Makes! North Shore-Long Island Jewish Health System	The Road to Sunrise Clinical Manager Clinical Documentation Rush-Copley Medical Center	Development of an ED Discharge Summary Tab Using ObjectsPlus/XA Providence Health Care ■ ◆	Record Manager	Medication Management	Presenting Opportunities and Overcoming Challenges around Sunrise Clinical Manager Crystal Reporting Vitalize Consulting Solutions, Inc.
11:30 - 12:20	E7000	Ambulatory	Critical Care	Sunrise Decision Support Manager-Gold Budget: Lessons from the Lone Star State Texas Health Resources	A Paperless Patient Financial Reporting Process Community Hospital of the Monterey Peninsula	Healthcare Technologies 2005 Front Line Successes KLAS Enterprises LLC	AMH: Lessons Learned from Implementing Sunrise Clinical Manager Orders & Documentation Abington Memorial Hospital ■ ◆	Joint Presentation: Sunrise Clinical Manager 3.04, Wireless Carts & Citrix: A Solution to Make Your Data Secure University of Kentucky Chandler Medical Center ■ ◆	Making Custom Tabs Work for You! Memorial Sloan-Kettering Cancer Center	Implementing Chemotherapy: Pitfalls & Successes UK Healthcare ■ ◆	
12:30 - 2:00	Lunch – Sheraton Center Ballroom									Chicago 9 Medication Management	
12:30	Sunrise Discovery Center Opens – River Exhibition Hall										Chicago 10
2:10 - 3:00	Selling Sunrise Clinical Manager for Interdisciplinary Documentation: Will They Buy It? Providence Health Care	Nursing	Follow the Yellow Brick Road to Critical Path Development University of Iowa Hospitals and Clinics	Access Manager/ Patient Financial Manager	A Strategy for Results, Orders & Worklist Implementation in a Multi-Site Healthcare Organization Orlando Regional Healthcare	Reducing Costs and Reaching Goals in an Inner-City Teaching Hospital Cleveland Clinic Health System, Huron Hospital	Record Manager	The ABCs of APR Severity & Case Mix Index Reporting University of Iowa Hospitals and Clinics	Affecting Outcomes through Clinical Decision Support University of Pennsylvania Health System ◆	Engaging Clinicians in Clinical System Implementations CSC Consulting Group	
3:10 - 4:00	Sunrise Clinical Manager	NIC, NOC & Nursing Documentation Genesys Regional Medical Center ■	Decision Support Manager - Midrange	New and Improved Features in 11.5 Enterprise Scheduler Community Hospital of the Monterey Peninsula	Joint Presentation: An End-to-End Tour of Real-World Sunrise Decision Support Manager-Silver, Gold & Discovery Geisinger Health System	Finance, Schminance: Teaming Up with Clinicians to Understand Eclipsys Reports Banner Health	Integrating Various Applications into Sunrise Clinical Manager Using ObjectsPlus/XA Health First Inc.	Nuances of an eMAR The Johns Hopkins Hospital ■ ◆	Clinical Connectivity: Maximizing the Return on Wireless Investment Cisco Systems, Inc.		
4:10 - 5:00	Implementation of Sunrise Ambulatory Care Manager at UHS University Health System ■ ◆	Clinical Knowledge	Decision Support Manager - Mainframe	WQM: Improving Process & Profits! Tucson Medical Center	Physician Engagement: Methodology or Magic? Calgary Health Region ■ ◆	It's Alive! Bringing Sunrise Decision Support Manager 5.2.01 Budget Data Alive with SQL Reporting Services Geisinger Health System	Pocket XA	Emergency Department	Knowledge-Based Administration Product Design Workshop	Accelerating the Healthcare Digital Transformation EMC Corporation	
5:00 - 6:30	Sunrise Discovery Center Reception – River Exhibition Hall										



Tuesday, November 15, 2005 - Saving Costs



	Clinical Transformation I	Clinical Transformation II	Evidence-Based Practice	Expense Management	Revenue Cycle Management	Implementation & Support I	Implementation & Support II	Emerging Technologies	Thinking Outside the Box	Technical Tips	Financial Performance Management Focus Track	Partner Theater
Room	Erie	Ontario	Mississippi	Superior A & B	Ohio	Michigan A	Michigan B	Colorado	Arkansas	Huron	Chicago 10	Columbus A & B
7:00 - 8:00	Breakfast: Chicago 8 & 9 and East Waves Lobby											
8:15 - 10:00	General Session – Sheraton Center Ballroom											
10:10 - 11:00	<p>Emergency Department</p>	<p>PACU Implementation of CPOE: Real Benefits Boston Medical Center</p>	<p>The CPOE/MAR Experience in a Neuro-Trauma Intensive Care Unit Hartford Hospital</p>	<p>Managing Chronic Illness: Improving Outcomes, Reducing Expenses Using Physician Extenders Cleveland Clinic Foundation</p>	<p>Sunrise Access Manager & Sunrise Access Manager/Patient Financial Manager</p>	<p>Steps in Transforming Data into Useful Information to Support Clinical Processes BayCare Health System</p>	<p>Cheerleading for Success in Sunrise Clinical Manager Implementation El Camino Hospital</p>	<p>Extreme Makeover, Transcription Edition Presbyterian Intercommunity Hospital How Maine Medical Center Saved Over \$1 Million Using eScript Knowledge-Based Transcription Maine Medical Center</p>	<p>Establishing an Integrated Clinical Decision Support Model: Managing Content & Knowledge Blessing Hospital</p>	<p>Reporting with Advanced Date/Time Variable Functions in Crystal Reports University of California San Diego Medical Center</p>	<p>The Evolution of Decision Support Systems: Driving Corporate Performance with Information at the Speed of Thought</p>	<p>How Top Hospitals Leverage Active RFID to Stay Ahead PanGo Networks, Inc.</p>
11:10 - 12:00	<p>Hold That Needle! Reducing Lab Tests The University of Iowa</p>	<p>E7000</p>	<p>Critical Care</p>	<p>Decision Support Manager - Midrange</p>	<p>Bill Edits as an Automated Quality Improvement Tool Cottage Health System</p>	<p>When Did THAT Change?!! Maine Medical Center</p>	<p>Maximizing Implementation of a One-Way Medication Orders Interface Hartford Hospital Challenges & Benefits of a Pharmacy Bi-directional Interface The Johns Hopkins Hospital</p>	<p>Joint Presentation: Interoperable Networks, Interoperable Applications Cisco Systems, Inc. & Eclipsys</p>	<p>Outsourcing: Making it Work for Both the Hospital & Vendor! Trinitas Hospital</p>	<p>Getting the Specifics on Specificity (and Other Labor-Analysis Tools) Lifespan</p>	<p>Distributive Management Reporting using Sunrise Decision Support Manager Carle Foundation Hospital</p>	<p>Developing an Integrated Solution for Content Inside the EMR Wolters Kluwer Health</p>
12:00 - 1:20	Lunch – Sheraton Center Ballroom											
	Clinical Transformation I	Clinical Transformation II	Expense Management I	Expense Management II	Revenue Cycle Management I	Revenue Cycle Management II	Implementation & Support I	Implementation & Support II	Technical Tips	Financial Performance Management Focus Track		
Room	Erie	Ontario	Superior A & B	Arkansas	Ohio	Colorado	Michigan A	Michigan B	Huron	Chicago 10		
1:30 - 2:20	<p>Medication Management</p>	<p>Ambulatory</p>	<p>Decision Support Manager - Mainframe</p>	<p>Increasing Capacity & Reducing Cost Through Management of a Hospitalist Service MidState Medical Center</p>	<p>Record Manager</p>	<p>Managing Denials using Work Quality Monitor Boston Medical Center</p>	<p>From Paper to POE: Activation Strategies for Success The Johns Hopkins Hospital</p>	<p>Beyond the Chart: The Road to Reports The Hospital for Sick Children</p>	<p>SDSM Dashboard: Concept, Design and Implementation at UCSD Medical Center University of California San Diego Medical Center</p>	<p>AMS-ORMED: An Integrated Business Solution Advanced Medical Systems</p>		
2:30 - 3:20	<p>A Model for Clinical Informatics Orlando Regional Healthcare</p>	<p>RFID: Integration with Sunrise Clinical Manager & E7000 Clinical Applications St. Clair Hospital</p>	<p>Surviving the Transition to Web-Based Budgeting Geisinger Health System</p>	<p>Flex Variance Reporting That You Can Trust The Nebraska Medical Center</p>	<p>Budget: Making it Work for Your Organization Tucson Medical Center</p>	<p>Part I: Tips and Tricks: Nursing - Part I Norton Healthcare</p>	<p>Understanding the Importance of Physician Referral Data Norton Healthcare</p>	<p>Dashboard and Scorecard Content Development - A Panel Discussion</p>	<p>Identity and Access Management: Foundation for the Electronic Health Record Sentillion</p>			
3:30 - 4:20	<p>Sunrise Clinical Manager</p>	<p>Verification of Service Charges with Supportive Clinical Documentation University of Texas Harris County Psychiatric Center</p>	<p>Joint Presentation: Web Budgeting with Sunrise Decision Support Manager: Year Two, Comparisons & Outcomes Between the Two Budget Cycles Iowa Health System</p>	<p>Designing & Maintaining an Indirect Cost Allocation in a Complex, Ever-Changing Environment Lifespan</p>	<p>Modeling Non-Patient Payments at the Patient Level: Modeling Topside for Patient-Level Analysis North Shore-Long Island Jewish Health System</p>	<p>Standardizing Processes in a CBO, Using Sunrise Access Manager/Patient Financial Manager's Multi-Entity Functionality WellSpan Health System</p>	<p>Part II: Product Design Workshop - Nursing Clinical Documentation</p>	<p>Unisys Disaster Recovery and Business Continuation Solutions: Maintaining the IT Health of Healthcare Unisys</p>				
4:30 - 5:20	<p>Academic/Teaching</p>	<p>IDN</p>	<p>Community</p>	<p>Pediatric</p>	<p>Canada</p>							
6:30 - 11:00	Awards Banquet – Sheraton Center Ballroom											

Agenda items and program schedule subject to change



Wednesday, November 16, 2005 - Saving Lives



	Clinical Transformation I	Clinical Transformation II	Clinical Transformation III	Evidence-Based Practice	Revenue/Expense Management	CPOE	Implementation & Support I	Implementation & Support II	Emerging Technologies	Partner Theater
Room	Erie	Huron	Ontario	Superior A & B	Michigan A	Michigan B	Ohio	Mayfair	Colorado	Columbus A & B
7:15 - 8:15	Breakfast – Sheraton Center Ballroom									
8:30 - 9:20	Successfully Using Sunrise in a Busy Emergency Department Orlando Regional Healthcare 	Installation, Implementation, Transformation: The Road to Knowledge-Based Charting Rush-Copley Medical Center 	 Emergency Department	 Nursing	Access Manager/ Patient Financial Manager User Group 'Top 10' Enhancements Tucson Medical Center	CPOE: Blah, Blah, Blah, Blah, Blah... Get the Attention of Your Clinicians Before It's Too Late St. Vincent Hospitals 	 Diagnostic Imaging	Creating Integrated Clinical Documentation: Lessons Learned Fairview Health Services 	 Joint Presentation: Calling External Infusion Calculator The Johns Hopkins Hospital	maxIT Healthcare, LLC Company Overview maxIT Healthcare, LLC
9:30 - 10:20	 Sunrise Clinical Manager	Rightsizing Knowledge-Based Charting for Your Organization St. Vincent Indianapolis 	 Joint Presentation: System Design & Validation Focused on JCAHO Core Measures The Methodist Hospital System 	Patient Safety through Order Sets: Getting Physicians Together Calgary Health Region 	 Decision Support/Discovery	The Successful Implementation of CPOE in a Community Hospital Sarasota Memorial Health Care System 	Are We Really Ready?? Maine Medical Center 		Bringing Data from Best-of-Breed Systems Directly into Sunrise Clinical Manager Boston Medical Center	LIS & Technology Innovation Sysware Healthcare Systems Inc.
10:30 - 11:20	Blending of IT & Clinical Cultures: A Traditional IT Shop & Clinical-Driven Workflow Focus St. Vincent Indianapolis	Successfully Interfacing Sunrise with CBORD Orlando Regional Healthcare 	Patient Health Scores and Other Clinical Data Derived from Sunrise Clinical Manager Sarasota Memorial Hospital 			Safety & Physician Adoption: Don't Let the Tail Wag the Dog Piedmont Health System 	Strategy & Design of Pediatric Dose Checking The Johns Hopkins Children's Center	PAC Away the Film! A PACS Install Success Story Springhill Medical Center	Enterprise Allergy Integration: Maintaining the Continuity of Key Healthcare Data University of Michigan Health System 	
11:30 - 1:45	Lunch & Closing Speaker – Sheraton Center Ballroom									

Agenda items and program schedule subject to change

Eclipsys User Network 2005 Conference Grid



This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of the American Board of Quality Assurance and Utilization Review Physicians (ABQAUWP) and Eclipsys.

The American Board of Quality Assurance and Utilization Review Physicians designates this educational activity for a maximum of 31.50 hours in Category 1 credit towards the AMA Physician's Recognition Award. Each physician should claim only those hours of credit he/she actually spent in the activity.

The American Board of Quality Assurance and Utilization Review Physicians is an approved provider with the Florida Board of Nursing to provide continuing education for nurses. This activity has been approved for 40 contact hours by the Florida Board of Nursing.



Eclipsys Corporation is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit.

Eclipsys Product Training

A full day of training classes will be offered on Sunday. Sessions were designed based on customer input to Eclipsys Product Support Services, Education Services and various customer involvement programs. Each 60-minute session will cover a wide variety of product-related topics.

SUNDAY, NOVEMBER 13

Decision Support

9:00

Web-Based Budgeting: Part I

Sunrise Decision Support Manager Web-Based Budget Modeling brings the entire bottom-up budget modeling process online, including developing timelines and charting milestones, preparing and distributing the budget, monitoring progress, and submitting, accepting and exporting the budget. A budget model is developed within the context of a workflow, in which a budget/finance manager specifies a set of temporal, structural, communication and security parameters for the model. This is the first in a three-part series to demonstrate the time-saving functionality of the Budget Modeling capabilities.

Course level: Intermediate

Location: Michigan A

Overview of Sunrise Discovery Midrange & Mainframe Platforms

This session will provide participants with a basic understanding of Sunrise Discovery, including the server schema, application framework, data flows, review of the Financial Analytics and the Discovery ProClarity reports.

Course level: All

Location: Michigan B

10:15

Web-Based Budgeting: Part II

In the second of a three-part series, training will focus on the capabilities of Sunrise Decision Support Manager's Web-Based Budget Modeling functionality.

Course level: Intermediate

Location: Michigan A

Leveraging Business Intelligence to Enhance

Decision Support Capabilities: Part I

Part I of a two-part session will introduce the latest in business intelligence (BI) and data warehousing processes, services and technologies. Several topics will be addressed, including an introduction to data warehousing and business intelligence, BI in healthcare, and "buzz words" in context, such as data cubes, OLAP, data mining, data marts and more.

Course level: All

Location: Michigan B

11:30

Web-Based Budgeting: Part III

This presentation will complete the three-part Web-Based Budgeting series of sessions. It will review and discuss how to develop a plan for migration to the Decision Support Manager Web-based budgeting suite. Topics will include security features and suggestions, department manager education, general timing and training strategies, and recommended methods for transitioning from a current budgeting approach.

Course level: Intermediate

Location: Michigan A

Leveraging Business Intelligence to Enhance

Decision Support Capabilities: Part II

Part II of this two-part training session will build upon Part I and will focus on leveraging the Sunrise Discovery warehouse. This discussion will present business intelligence case studies that demonstrate techniques for extending Discovery analytics to meet custom reporting objectives. Two solutions will be presented. One focuses on construction of OLAP cubes using exclusively Sunrise Decision Support Manager data, while another presents a solution that integrates Discovery data from Decision Support Manager with data from an external source.

Course level: All

Location: Michigan B

2:00

Enhancing Your Clinical Reporting

Use your EOC/POC study set information in a more formidable environment for reporting purposes. Attend this session for a more thorough understanding of how to use the graphical tools within Sunrise Decision Support Manager to address Indicator/Episode of Care/Phase of Care reporting.

Course level: Intermediate

Location: Michigan A

HIPAA Midrange/Mainframe

Eclipsys customers are being held accountable to HIPAA patient-confidentiality requirements. Sunrise Decision Support Manager has the security features to support compliance with HIPAA requirements. This presentation will clear up the confusion about HIPAA and how Decision Support Manager can help ensure compliance.

Course level: All

Location: Michigan B

3:15

UTL/Files - Mainframe

This presentation will focus on the FILE ADHOC UTILITY functionality in Sunrise Decision Support Manager - mainframe. This utility allows the user to access files within the system, viewing the reotypes within each file along with record counts. The user can view a sample of each record type or actually generate a report of the records. The utility allows the user to qualify for the records to be seen as well as define specific elements from the record and the format to print those elements. This functionality can be useful in generating reports that are difficult or impossible to obtain through Toolkit and CCM Writer. The functionality is also valuable in troubleshooting processing and data issues.

Course level: Intermediate

Location: Michigan A

Clinical View of Implementing a New or Upgraded

Sunrise Decision Support Manager

Learn how to identify and engage a clinical interdisciplinary team that will run with the ball during the implementation phases and score the winning touchdown when the final hour approaches. Become familiar with the formalized implementation assets in the Decision Support Manager Project Plan to help customers reach their goal of being up and running with the system during activation.

Course level: All

Location: Michigan B



Decision Support - Mainframe

9:00

Getting Started with Contract Management - Mainframe

This session will cover introductory topics on contract management. Eclipsys staff will review the available reimbursement types and how to set up a basic contract in the application. Prerequisite steps and supporting structures required within the database will also be covered.

Course level: Beginner/Intermediate

Location: Superior A

10:15

Allocating Indirect Expenses in Sunrise Decision Support Manager - Mainframe

This session will review indirect allocation in Sunrise Decision Support Manager. Presenters will review why expenses are allocated from indirect to direct departments (that is, the philosophy behind the application design). The session will cover allocation methodologies, steps for setting up your allocation structure, running the jobs to allocate expenses to direct departments and then down to the product level, and reports for reviewing the results of the allocation.

Course level: Beginner

Location: Superior A

11:30

Contract Management - Mainframe

This session will provide an opportunity for customers to discuss how to model specific contract terms. Common examples will be provided; however, customers are encouraged to bring examples they wish to discuss with their peers and Eclipsys experts.

Course level: Advanced

Location: Superior A



2:00

Construct Your Indicator Library with a Concrete Foundation - Mainframe

This session will be a refresher course on building all types of indicators for the brick-and-mortar foundation of your Indicator Library. This course will cover basic construction and how to use the corresponding Indicator fields in MF (Crystal) Reporting Tools.

Course level: Beginner

Location: Superior A

3:15

Toolkit - Beyond the Basics

This presentation will provide an overview of some of the advanced features of Toolkit that will allow you to further customize your reports. The presentation will look at how to set up and maintain advanced row features like Top 10, Dynamic Groups, and Row Qualify and advanced column features like Derived Columns, Column Qualify, Vertical Derivation and multiple timeframes.

Course level: Beginner

Location: Superior A

Decision Support - Midrange

9:00

Getting Started with Contract Management - Midrange

This session will cover introductory topics on contract management. Eclipsys will review the available reimbursement types and the steps required to set up a basic contract in the application. Prerequisite steps and supporting structures required (such as day types) within the database will also be covered.

Course level: Beginner/Intermediate

Location: Superior B

10:15

Patient Reporting in Sunrise Decision Support Manager/Discovery - Midrange/Mainframe

This session will provide an overview of Sunrise Decision Support Manager/Discovery Encounter Reporting and End Product Analysis. The presenter will review how to build qualification sets, patient cube reporting and end product topic analysis.

Course level: All

Location: Superior B

11:30

Construct Your Indicator Library with a Concrete Foundation - Midrange

This session will be a refresher course on building all types of indicators for the brick-and-mortar foundation of your Indicator Library. This course will cover basic construction and how to use the corresponding Indicator fields in MR (Crystal) Reporting Tools.

Course level: Beginner

Location: Superior B

2:00

Allocating Indirect Expenses in Sunrise Decision Support Manager - Midrange

This session will review indirect allocation in Sunrise Decision Support Manager. Presenters will review why expenses are allocated from indirect to direct departments (that is, the philosophy behind the application design). The session will cover allocation methodologies, steps for setting up your allocation structure, running the jobs to allocate expenses to direct departments and then down to the product level, and reports for reviewing the results of the allocation.

Course level: Beginner

Location: Superior B

3:15

Contract Management - Midrange

This session will provide an opportunity for customers to discuss how to model specific contract terms. Common examples will be provided; however, customers are encouraged to bring examples they wish to discuss with their peers and Eclipsys experts.

Course level: Advanced

Location: Superior B

Clinical Documentation

9:00

Positioned Observations on Structured Notes

Positioning observations on a structured note allows a structured note template to be built placing observations in a column/row grid format. This functionality better utilizes screen space and minimizes the need for scrolling. The user then has the ability to view observation parameters in a bigger context of the structured note section.

Course level: Expert

Location: Huron

10:15

Clinical Documentation Express Load/Unload

Tips & Tricks for Success

This session will provide real-life examples of the Clinical Documentation Load/Unload feature of Sunrise Clinical Manager including steps for clean-up and loading of data. The presentation will highlight several tips and tricks for using the workbooks and express load tool, and will present a review of the recommended skill set for enhanced success.

Course level: Advanced

Location: Huron

11:30

Clinical Documentation & Knowledge-Based Charting: Using Change Control Effectively

Sunrise Clinical Manager's Clinical Documentation capabilities and Knowledge-Based Charting are a dynamic answer for interdisciplinary charting. But there are important considerations to consider regarding change control. This session will discuss issues around a combined database, the importance of change control in the modification of any structured note or flowsheet, how and why you might want to modify a Knowledge-Based Charting document, and when to make a change to a new document safely.

Course level: Intermediate

Location: Huron

Heritage

2:00

E7000 Migration Update

In partnership with our customers, Eclipsys continues to refine and strengthen the tools and methodologies available for migrating to Sunrise Clinical Manager. These capabilities offer each customer ways of preserving key aspects of the E7000 system while staging the Clinical Manager activation in meaningful and manageable phases. Eclipsys representatives will be joined in this session by current customers who will relate their real-life experiences utilizing these tools and techniques.

Course level: Intermediate

Location: Colorado

3:15

Sunrise Critical Care™ Interfaces Overview & Troubleshooting

This session will increase participants' understanding and abilities to troubleshoot the basic Sunrise Critical Care™ application. Topics to be covered include interfaces such as monitor, outbound, inbound, labs and ADT.

Course level: Intermediate/Advanced

Location: Colorado

Clinical Manager

9:00

Linked Order Sets

This session demonstrates the many configuration options for linked order sets to achieve a variety of desired behaviors in Clinical Manager. The following topics will be covered: configuration; behavior of a linked set; display of a linked set in the Orders tab; verifying orders in Signature Manager; performing order-maintenance actions; and working with tasks from linked orders on the Worklist.

Course level: Intermediate

Location: Erie

Writing Called MLMs

This session will provide an overview and demonstration of how to write a simple Called MLM using the Called MLM functionality available as of the Sunrise 3.5 XA release. This presentation will include a demonstration of how Called MLMs can update fields on your form, display message boxes or initiate a Visual Basic (VB) program. Knowledge of how to write MLMs is a prerequisite for this session.

Course level: Advanced

Location: Ontario

10:15

Desktop Integration

This session will provide an overview of Sunrise Clinical Manager desktop integration, including configuration, feature/functionality and a product demonstration.

Course level: Beginner/Intermediate

Location: Erie

Clinical Decision Support Features:

What's New in Sunrise Clinical Manager?

This session will provide those interested in clinical decision support an overview of the CDS functionality available in Sunrise Clinical Manager. The main focus of this presentation will be on how to configure the new drug interactions functionality. A summary of the enhancements to other CDS features will also be covered, including MLM enhancements.

Course level: Advanced

Location: Ontario



11:30

Sunrise Clinical Manager System Monitoring

This session on Sunrise Clinical Manager core clinicals will cover the core elements that should be monitored in Clinical Manager and the tools and techniques that can be used for setting up alerts and notifications. Topics will include planning for automated monitoring; assessing monitoring needs; comparison of various scripting tools and techniques; and notification strategies.

Course level: Advanced
Location: Erie

Why Orders May Not Discontinue/Cancel on Patient Discharge

The Sunrise Clinical Manager feature to discontinue/cancel orders on Patient Discharge/Visit Close is a common and desirable practice that many sites have configured. However, sometimes this process fails. This session explains why orders do not discontinue/cancel successfully on Patient Discharge/Visit Close, and will provide troubleshooting and configuration tips.

Course level: Intermediate
Location: Ontario

2:00

Automatic Data Population Using HL7 Sender

This session will outline how to take advantage of this capability. Two examples are adding providers automatically from a consult order message, and charting results on a task form and having them file as a result.

Course level: Advanced
Location: Erie

Integration of Orders & Tasks in Sunrise Clinical Manager 4.5 XA

Eclipsys is proud to present two major new pieces of functionality in Sunrise Clinical Manager 4.5 XA that integrate orders and flowsheet functionality: the ability for an order to automatically generate observation rows on a flowsheet, and the ability to document tasks on the worklist automatically from flowsheet documentation. This session will include an overview of the functionality and configuration tools that support these capabilities.

Course level: Intermediate
Location: Ontario

3:15

Creating MLMs to Enforce Policy & User Actions

This training session will describe both the benefits and challenges of creating Medical Logic Modules to enforce policy and user actions. Examples include verifying a discharge action against a physician order, dealing with duplicate alerts, validation of registration data, restraint policy enforcement and order manipulation.

Course level: Advanced
Location: Erie

SIM Implementation & Upgrade Tips

Learn how to get and stay current on the Sunrise Integration Module (SIM)... and why you should.

Course level: Technical
Location: Ontario

Technical

9:00

Best Practices in a Citrix/Windows Terminal Services Environment

This session will focus on Eclipsys recommendations for configuring and maintaining Eclipsys advanced clinical solutions in a Citrix/Windows terminal services environment. This intermediate level session will discuss terminal server and Citrix settings and configurations that our customers most commonly have questions about.

Course level: Intermediate
Location: Mississippi

10:15

Practical Tips for Finding & Fixing Suspended Clients IDs

Come and learn practical, proactive steps to a smooth-running XA interface.

Course level: Technical
Location: Mississippi

2:00

eLink 4.5 XA Release Functionality

This training session will include a demonstration and discussion of the benefits of new eLink features and functions, including a new WebConsole replacing the thick console.

Course level: Technical
Location: Mississippi

3:15

eLink Hand-Held Console: Features & Functions

Come to this training session to learn about the features and functionality of the eLink hand-held console device. A demo is planned.

Course level: Technical
Location: Mississippi



Access Manager/ Patient Financial Manager

9:00

System Management

Did you know that Sunrise Patient Financial Manager™ reports and system functions will work better if old data files are purged? Strategic file examples subject to purge criteria are posted batches and trial balance extracts. Come to this session to learn and share information about the Purge Files function and how it can work for you.

Course level: Intermediate
Location: Ohio

10:15

Reconciling Made Easy

There are fast and easy ways to reconcile daily and monthly reports in Sunrise Patient Financial Manager. Join us as we discuss Daily Room Charge reconciliation, Daily Cash reconciliation, Monthly A/R trial balance reconciliation, Monthly Income Analysis reconciliation, and Monthly General Ledger interface reconciliation.

Course level: Beginner
Location: Ohio

11:30

Insurance Records & Outcomes

How do insurance-related user workflow and database structure affect outcomes? How do you report or automate functionality based upon insurance records? There are a series of Report Processor (RP) attributes related to insurance. This session will discuss what they are, and how to determine which one will achieve the needed results.

Course level: Beginner
Location: Ohio

2:00

Financial Class: Function, Movement, Outcomes

Did you know there are four ways to automate financial class movement? What are the benefits of each method? How are financial class changes tracked, and what effect do they have on income analysis? This session will include a discussion of options and outcomes.

Course level: Beginner
Location: Ohio

3:15

The APC Billing Challenge

Eclipsys has significantly enhanced the APC billing solution with software version 11.5. In this session we share the evolution of the APC solution through 11.5. Included in this session is a review of the APC configuration. The session content includes common billing scenarios and expected billing results.

Course level: Intermediate
Location: Ohio

Record Manager

9:00

Security Components in Sunrise Record Manager™ 7.1.5

This presentation will outline the various security components within Sunrise Record Manager release 7.1.5. It will provide examples pertaining to the various users and document types within a healthcare facility.

Course level: Advanced
Location: Missouri

10:15

Chart Completion in Sunrise Record Manager 7.1.5

Chart Completion has incorporated a multitude of customer-driven enhancements since the early 7.x releases. Come and see the latest enhancements included in Record Manager 7.1.5.

Course level: Intermediate
Location: Missouri

11:30

Upgrading to Sunrise Record Manager 7.1.5

This presentation will discuss the methodology, timeline and high-level tasks for an upgrade to Record Manager 7.1.5.

Course level: Intermediate
Location: Missouri

“It’s nice to know that you have an Eclipsys family that you can count on and ask questions – and, most importantly, get answers back.”

Judy Guccione, BS, RHIT
Director, Health Information/HIPAA Compliance
MidState Medical Center
Meriden, CT

Medication Management Overview

2:00

Overview of Integrated Medication Management including Sunrise Pharmacy™

Join us for an in-depth review of the important additions to the medication management workflow solution from Eclipsys. This will include an overview of the capabilities of Sunrise Pharmacy, Knowledge-Based Administration™ for medications, and enhancements to our computerized physician order entry (CPOE) and electronic medication administration (eMAR) capabilities. This will be an exciting session to see the delivery of the integrated medication management features.

Course level: All
Location: Mayfair





Nursing Focus Track: Future of Informatics in Nursing

8:30

Serving Those Who Give and Receive Care: Technology as Enabler

Marion J. Ball, EdD

Vice President, Clinical Informatics Strategies

Healthlink, an IBM company

Fellow, IBM Global Leadership Initiative

Professor, Johns Hopkins University School of Nursing

Member, Institute of Medicine

Baltimore, MD

The Nursing Focus Track opens with an energetic keynote that provides global and unique insights to the role technology must play in creating safe work environments for nurses, interdisciplinary teams and patients. A long time ambassador for nurses, Dr. Ball will set the stage and call on participants to align their clinical information system initiatives to what matters most in the long run for caregivers and patients. She will share national initiatives calling for the reformation of nursing practice and education guided by healthcare informatics, and highlight the steps Eclipsys practice and technology leaders can take toward creating the future of healthcare.

Credits: 1 Nursing Credit

Location: Chicago 8 & 9

9:30

Staying True to Our Roots: Clarity on the Essence of Practice

Bonnie Wesorick, RN, MSN

Executive Vice President

Eclipsys Corporation

Founder and CEO, Clinical Practice Model Resource Center (CPMRC)

A subsidiary of Eclipsys Corporation

The future of practice rests in our clarity of professional practice and the fundamental elements that are required to create best places to give and receive care. Eclipsys Executive Vice President of Practice, Bonnie Wesorick, RN, will share emerging principles of what is necessary to create a sustainable healthcare system and the critical role that nursing and informatics plays in living evidence-based practice interoperability at the point of care.

Credits: 1 Nursing Credit

Location: Chicago 8 & 9

10:45

Patient Acuity Can Improve Your Life!

Ann Van Slyck, RN, MSN, CNA, FAAN

President & CEO

Ted McAllen, RN, BSN, MBA

Director of Business Development

Van Slyck Associates, Inc.

Phoenix, AZ

Wouldn't it be great to see improved, more complete and accurate charting being done by your nursing staff? How would you like to see better utilization of your nursing resources, increased nursing satisfaction and care quality? Would you like to have a documentation system that assist you to meet state regulations, JCAHO and ANA standards and Magnet "forces of magnetism"? Would you like to see optimized patient placement and the resultant improved bottom line? You can achieve all of this and more through the appropriate use and management of the Sunrise Patient Acuity™ powered by Van Slyck & Associates, Inc. The session will focus on how nurse charting seamlessly develops the acuity which allows you and your staff to manage your time, your resources and day to day staffing in your hospital.

Location: Chicago 8 & 9

1:00

IT Goes Back to School: The Next Generation of Nursing Education

Patti Abbott, PhD, RN, BC, FAAN, FACMI

Co-Director of the PAHO/WHO Collaborating Center for Nursing

Knowledge/Information Management and Sharing

Johns Hopkins University School of Nursing

Baltimore, MD

James A. Cato, RN, CRNA, MHS, MSN, CPEHR

Vice President and Chief Nursing Officer

Eclipsys Corporation

This session provides insight into how and why the academic partnership between Eclipsys Corporation and Johns Hopkins University was formed. The presenters will focus on the importance of collaborations between the HIT industry and academia aimed at increasing the competency of nursing graduates, promoting the adoption of advanced technology and ultimately improving patient safety and care delivery. The session will also examine how implementation of technology into curriculum can help improve retention and recruitment issues.

Credits: 1 Nursing Credit

Location: Chicago 8 & 9

"At EUN, you can interact with hundreds of other Eclipsys clients and take ideas home you can build into your culture. We're really happy to be a participant in EUN and I know we'll continue to do so."

Mark Zielazinski
Chief Information Officer
El Camino Hospital
Mountain View, CA

2:00

Co-Creating with our Customers Best Places to Give and Receive Care: Wisdom from the Field

Maureen Kahn, RN, BS, MHA

Chief Executive Officer

Blessing Hospital

Quincy, IL

Pamela S. Brown, PhD, RN

President/CEO

Blessing-Rieman College of Nursing

Quincy, IL

Geralyn Saunders, RN, MSN

Director, Application Delivery

Boston Medical Center

Boston, MA

Participants have the opportunity to engage in a lively panel discussion led by three Eclipsys customer RNs. During this session, the panelists will share their significant transformational experiences. Blessing Hospital will provide a unique perspective centered on significant transformational experiences for their hospital, faculty and students as a result of creating a practice-education partnership while implementing Knowledge-Based Charting. Boston Medical Center will discuss its journey in creating a safe and efficient medication administration process for clinicians. This session will be interactive and participants are encouraged to ask questions, comment or share their own experiences.

Credits: 1 Nursing Credit

Location: Chicago 8 & 9

3:45

Taking the Pulse: Eclipsys Practice and Technology Leaders

Michelle Troseth, RN, MSN

Vice President, Point of Care Automation

Clinical Practice Model Resource Center (CPMRC)

A subsidiary of Eclipsys Corporation

Time for reflection and group participation on where your organization sits with the fundamental success factors for practice and education success with healthcare technology as an enabler.

Credits: 1 Nursing Credit

Location: Chicago 8 & 9

4:45

Focus Track Wrap Up

Marion J. Ball, Ed.D.

Vice President, Clinical Informatics Strategies

Healthlink, an IBM company

Fellow, IBM Global Leadership Initiative

Professor, Johns Hopkins University School of Nursing

Member, Institute of Medicine

Baltimore, MD

Location: Chicago 8 & 9

Physicians Focus Track

8:00

Achieving a Tipping Point for Healthcare Information Technology

Clair M. Callan, MD, MBA, CPE

Senior Fellow

The National Alliance for Health Information Technology (NAHIT)

Chicago, IL

Better outcomes for patients and greater job satisfaction and quality of life for clinicians. Is this a pipe dream, or something you know can be achieved? The tools are there. Physicians are aware of the benefits of using IT in the healthcare environment. But has it been easy getting to where you are today? And why do less than 17 percent of your colleagues share your experience?

Healthcare is long overdue for computerization and integration, achieving a world where information can be shared and accessed easily, quickly and safely. This presentation will discuss the role of information systems including clinical decision-making tools as healthcare IT expands beyond its current boundaries. The session will highlight how we can coalesce the experience of successful early adopters into a solid mass that will be the tipping point for overcoming the barriers to widespread HIT adoption. The AHA quality initiative, the Institute for Healthcare Improvement's 100,000 Lives Campaign and the recently released recommendations from the Committee on Systemic Interoperability will be discussed.

Credits: 1 CME

Location: Chicago 10

9:30

Rapid Response Teams: Process, People and Informatics

Keith Sweigard, MD

Chief, Internal Medicine Division

Director, AMH Physician Network

Liaison Physician HIS

Abington Memorial Hospital

Philadelphia, PA

Institutions are seeing the benefits of instituting a rapid response team and we will explore the role of informatics in this key IHI initiative.

Credits: 1 CME

Location: Chicago 10



10:45

ED Manager's Support of the IHI AMI Initiative

Jorge A. Alsip, MD, MBA, CPE
Vice President
Springhill Emergency Physicians, PC
Mobile, AL

JCAHO and CMS have both identified delivering reliable, evidence-based care for acute myocardial infarctions as an important area for improvement in hospitals. Studies have shown that patients with AMI should receive specified components of care in order to reduce morbidity and mortality.

Credits: 1 CME
Location: Chicago 10

1:00

Transition of Care

Diane Bradley, MD
Chief Medical Officer
Eclipsys Corporation

Transition of care has been a source of miscommunication and potential errors. This presentation will focus on the physician-to-physician handoffs in a residency program using a clinical information system.

Credits: 1 CME
Location: Chicago 10

Phil Strong, MD
Chief Medical Information Officer
El Camino Hospital
Mountain View, CA

Continuing on Dr. Bradley's presentation on the transition of care, this presentation will focus on the handoff amongst hospitalists.

Credits: 1 CME
Location: Chicago 10

2:00

Medication Reconciliation - Including Panel Discussion

Eric A. Pifer, MD
Chief Medical Information Officer
University of Pennsylvania Health System
Philadelphia, PA

This panel discussion will focus on one of the industry's hottest issues: how to efficiently reconcile medications to avoid potential adverse events.

Location: Chicago 10

3:15

Affecting Outcomes through Clinical Decision Support

Eric A. Pifer, MD
Chief Medical Information Officer
University of Pennsylvania Health System
Philadelphia, PA

The University of Pennsylvania is working on a series of specific initiatives to implement and evaluate the impact of the clinical decision support features offered in Sunrise Clinical Manager. These include a comprehensive change to diabetes prescribing, a project to improve core measures, projects aimed at anticoagulant prescriptions and projects aimed at laboratory test utilization. The presenter will describe the development of each of these projects and how they have overcome them.

Credits: 1 CME
Location: Chicago 10

4:00

Focus Track Wrap Up

Location: Chicago 10



Sheraton Chicago Hotel & Towers



Saving Time.

MONDAY, NOVEMBER 14

Clinical Transformation

10:30

The Role of a Leadership-Driven, Workflow Redesign Model in a Successful Sunrise Clinical Manager Implementation

Maureen Kahn, RN, BS, MHA
Chief Executive Officer
Blessing Hospital
Quincy, IL

Making a wholesale change to clinical workflow design requires strong executive participation and leadership. Blessing Hospital's CEO will outline the methods and techniques used to integrate workflow redesign and configuration, based on a successful activation of Sunrise Clinical Manager. Learn the model and process that Blessing used to define the potential impact of the new electronic system on the current workflow and to develop configurations that would enhance a new workflow to ensure maximum system utilization and value.

Course level: Intermediate
Credits: .75 CME/1 Nursing Credit
Location: Erie

Integrating Emergency Department and Hospital Information Systems

Pravene Nath, MD
Senior Director, Information Technology and
Assistant Professor of Emergency Medicine
New York University Medical Center
New York, NY

This presentation will give an overview of how New York University Medical Center (NYUMC) selected a single integrated clinical system for ED and inpatient care over best-of-breed solutions, mapped existing processes to system functionality through workflow analysis, redesigned patient registration to allow electronic triage and tracking, developed administrative teams for design and oversight, and achieved

physician and nursing acceptance of process change. The presentation will highlight lessons learned through configuration, training and go-live support.

Credits: .75 CME/1 Nursing Credit
Location: Ontario

11:30

Eclipsys Q&A: E7000

Location: Erie

Futures Forward: Ambulatory

Eclipsys has targeted outpatient and ambulatory care as a key strategic area of expansion to help you achieve the Vision of Health from office visit to hospital. What enhancements in both clinical documentation and the front office will be added in the Sunrise 4.5 XA release? This session will help senior information officers and clinicians determine how soon to consider the Eclipsys Ambulatory Care solutions for their outpatient or walk-in clinics.

Location: Ontario



2:10

Selling Sunrise Clinical Manager for Interdisciplinary Documentation: Will They Buy It?

Cheryl Jolliffe
Professional Practice Leader, Social Work
Colette Wells, BSc
Clinical Applications Analyst
Providence Health Care
Vancouver, BC

This session will describe how Providence Health Care used the clinical documentation capabilities of Sunrise Clinical Manager to implement a Social Work Psychosocial Assessment structured note to improve timeliness and quality of their assessment. Presenters will discuss the Interdisciplinary Documentation Committee's involvement, challenges faced while working with a user group that was technologically challenged, and how the implementation was evaluated.

Course level: Beginner
Location: Erie

Eclipsys Q&A: Nursing

Location: Ontario

3:10

Eclipsys Q&A: Sunrise Clinical Manager

Location: Erie

NIC, NOC & Nursing Documentation

Sue Hendrix, RN, BSN, BC
Senior Systems Coordinator
Genesys Regional Medical Center
Grand Blanc, MI

This session will present the challenges of planning and implementing standardized nursing language (NIC and NOC) in Sunrise Clinical Manager 3.5 XA documentation. The implementation utilized flowsheets and structured notes functionality to support Genesys Regional Medical Center's Professional Nursing Documentation design.

Course level: Beginner
Credits: 1 Nursing Credit
Location: Ontario

4:10

Implementation of Sunrise Ambulatory Care Manager™ at UHS

Michael Dominguez, MD
Medical Informatics Officer
University Health System
San Antonio, TX

As well as utilizing Sunrise Clinical Manager at its 604-bed flagship University Hospital, University Health System has implemented the integrated Sunrise Ambulatory Care Manager in seven outpatient clinics in San Antonio. UHS began with a single doctor in a three-physician

office and progressed to 18 providers at the largest clinic. This session will discuss how understanding clinic-specific workflows and learning from the process improved implementation across the health system.

Course level: Beginning
Credits: .75 CME/1 Nursing Credit
Location: Erie

Futures Forward: Clinical Knowledge

Clinical content in Sunrise solutions is a key differentiator, bringing clinicians more-complete knowledge at their fingertips...knowledge that helps them make more-informed decisions. How and where is Eclipsys planning to add new content in Sunrise 4.5 XA and beyond? What should clinicians plan for in coming releases?

Location: Ontario

Evidence-Based Practice

10:30

Eclipsys Q&A: Critical Care

Location: Mississippi

11:30

Tips and Tricks: Critical Care

Location: Mississippi

2:10

Follow the Yellow Brick Road to Critical Path Development

Stacy Tompkins, BA
Data Manager
Mary Kay Brooks, RN, MSN
Quality Management Coordinator
University of Iowa Hospitals and Clinics
Iowa City, IA

This presentation will detail how Sunrise Decision Support Manager was utilized to develop clinical pathway variance tracking. Resource protocols and critical paths have provided the needed tools to identify variability across providers and populations that were not adhering to established implemented guidelines.

Course level: Intermediate
Location: Mississippi

Expense Management

10:30

The Newton-Wellesley Hospital Provider Dashboard: A True EUN Success Story

Cortlandt Montross
Senior Decision Support Analyst
Fred Millham, MD, MBA
Chair, Department of Surgery
Newton-Wellesley Hospital
Newton, MA

Inspired by a 2002 EUN Conference presentation, Newton-Wellesley Hospital (NWH) has implemented an online provider dashboard. Using data from Sunrise Decision Support Manager, NWH is now armed with a Web-based interactive reporting tool. Together, the departments of Surgery and Finance have found cost-saving opportunities and can track progress with a few clicks of the mouse.

Course level: Intermediate
Location: Superior A & B

11:30

Sunrise Decision Support Manager-Gold Budget: Lessons from the Lone Star State

Lynn Gipson, CPA
Corporate Director of Decision Support
Luke Gorman
Senior Decision Support Analyst
Texas Health Resources
Arlington, TX
Sherry Mercer, CPA
Director of Business Development
Nancy Hawkins
Budget Manager
Presbyterian Hospital of Dallas
Dallas, TX
Randy Dorin
Budget Manager
Harris Methodist Fort Worth
Ft. Worth, TX

Use of the Sunrise Decision Support Manager-Gold budget module can be achieved with methodical planning, management of expectations, and diligence in implementation and testing. Learn how a large, multi-unit health system supported two different budget-development approaches using Decision Support Manager to yield more time for budget analysis instead of budget paralysis.

Course level: Beginner
Location: Superior A & B

3:10

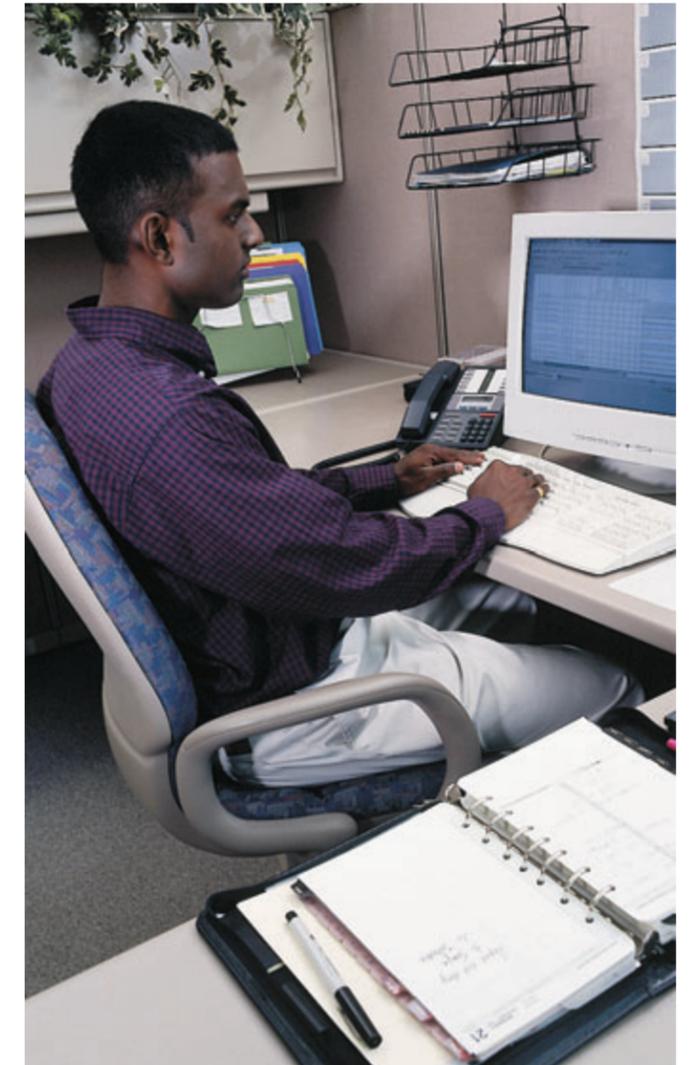
Eclipsys Q&A: Decision Support Manager - Midrange

Location: Superior A & B

4:10

Eclipsys Q&A: Decision Support Manager - Mainframe

Location: Superior A & B



Revenue Cycle Management

10:30

Eclipsys Q&A: Access Manager/Patient Financial Manager

Location: Ohio

11:30

A Paperless Patient Financial Reporting Process

Jean Liberman

System Analyst

Community Hospital of the Monterey Peninsula

Monterey, CA

CHOMP staff determined that many of the organization's reports needed to be viewed by several people in several different departments. The solution was to create a Report to Web environment. All reports are sent to a single server destination, with a Web-based front-end used for secure viewing on-line. Users only have access based on their individual security. The ability to email was locked down to comply with HIPAA security concerns and users can either view the report on-line or print it to their printer.

Course Level: Intermediate

Location: Ohio

2:10

Tips & Tricks: Access Manager/Patient Financial Manager

Location: Ohio

3:10

New and Improved Features in 11.5 Enterprise Scheduler

Joy Alabaster

Scheduling Analyst

Community Hospital of the Monterey Peninsula

Monterey, CA

Does your facility want to know more about the scheduling product? Community Hospital of the Monterey Peninsula will be giving you the 411 on it all. To list a few, the most talked about new and improved Recurring Appointments and Calendar View will be shown and demonstrated.

Course level: Beginning

Location: Ohio

4:10

WQM: Improving Process & Profits!

Cathy Umen

Financial Analyst

Tucson Medical Center

Tucson, AZ

Tucson Medical Center (TMC) had abandoned the Work Quality Monitor of Sunrise Access Manager/Patient Financial Manager. In June 2004, resurrection of this amazing tool began. This presentation will outline steps taken to clean out the existing follow-up protocols, reps and supervisors. The rebuilding process will then be discussed, including training tools, techniques and documentation methods. This session will

also follow TMC's progress to the next level: more-advanced protocols and the use of Work Quality Monitor statistics to improve staffing levels. TMC will share its experiences and benefits achieved, while fostering an open dialogue for suggestions on continued improvement.

Course level: Intermediate

Location: Ohio

Implementation & Support

10:30

Reimplementing Sunrise Decision Support Manager & Replacing a Legacy of Failure: What a Difference a Year Makes!

Linda Dahlmann

Director, Decision Support

Mike Benck

Vice President, Financial Planning

Dana Caulfied

Project Manager

Eric Jordan

Revenue Analyst

North Shore-Long Island Jewish Health System

Westbury, NY

The challenges of reimplementation, amidst a legacy of failure, requires leadership, partnership and commitment. In this presentation, representatives of North Shore-Long Island Jewish Health System will discuss the building blocks of their successful reimplementation of Sunrise Decision Support Manager, including the use of Eclipsys Consulting Group™ services and remote hosting from the Technology Solutions Center versus the health system's antiquated mainframe environment.

Course level: Intermediate

Location: Michigan A

The Road to Sunrise Clinical Manager Clinical Documentation

Erin Greenwood, RN

Coordinator, Clinical Analyst

Joan Caricato, RHIA

Clinical Analyst

Rush-Copley Medical Center

Aurora, IL

Rush-Copley needed to replace the heritage Sunrise Critical Care computerized documentation system on the acute units and paper documentation in Women's Health areas with the clinical documentation capabilities of Sunrise Clinical Manager. This presentation will highlight the data-collection process for the new system, how to successfully convert the data, and lessons learned during the process.

Course level: Beginner

Location: Michigan B

11:30

Healthcare Technologies 2005 Front Line Successes

Kent Gale

President

KLAS Enterprises LLC

Orem, UT

As new approaches to patient care are emerging, so too are new technologies and their use in healthcare organizations. Clinical care, decision support and clinical documentation processes are all steadily evolving in no small part due to advances in hardware, software and communications. What information technology advances are taking hold in 2005? What is gaining traction and what is slow to engage? What steps should healthcare organizations take to evaluate and deploy? Kent Gale, President of KLAS Enterprises LLC, a leading healthcare information technology organization that has provided guidance to hospital and health systems for over 20 years, will present KLAS' view on recent advancements and what to expect in the future.

Location: Michigan A

AMH: Lessons Learned from Implementing Sunrise Clinical Manager Orders & Documentation

Mary Ann Bolla

Associate Director, Applications

Abington Memorial Hospital

Willow Grove, PA

Abington Memorial Hospital (AMH) has been using Sunrise Clinical Manager for results retrieval and patient lists since December 2002. The hospital has continued down the XA pathway, toward the goal of implementing orders and documentation on the Clinical Manager 3.5 XA platform, which was achieved on January 22, 2005. This presentation will present the lessons learned, specifically how the upgrade was organized (with most of the functionality implemented prior to the official go-live), and how AMH lived through go-live. Helpful hints will also be offered.

Course level: Beginner

Credits: .75 CME/1 Nursing Credit

Location: Michigan B

2:10

A Strategy for Results, Orders & Worklist Implementation in a Multi-Site Healthcare Organization

Charmaine Frederick, RN, MSN, MBA

Director, Clinical Informatics

Orlando Regional Healthcare

Orlando, FL

Orlando Regional Healthcare has chosen a tiered implementation strategy for results, orders and worklist activation for the seven hospitals within the healthcare system. The rationale for this conservative strategy was to ensure system stability with increasing transaction volume and to slowly introduce workflow changes to clinicians' practice. Criteria for hospital and unit activation sequencing, clinician education and go-live support, the introduction of mobile devices and workflow changes will be presented. In this session, participants will learn about the outcomes and lessons learned during implementation.

Course level: Intermediate

Location: Michigan A

Reducing Costs and Reaching Goals in an Inner-City Teaching Hospital

Michael Mendoza, MS, MBA

Management Engineer

A. Gus Kious, MD

CAO

Balazs Nemeth, MBA

Manager of Medical Operation

Cleveland Clinic Health System, Huron Hospital

East Cleveland, OH

All organizations are tasked with cutting costs and hitting their numbers. Huron Hospital took a different approach to achieve their initiatives set for the year. A unique operations council was fashioned by the Chief Administrative Officer to empower middle management to initiate and make decisions on achieving the goals set forth. While participating in this group, all managers and executives acted in equal rank to promote the free flow and challenging of ideas. The Transition II system was used to monitor various metrics reflective of the goals. Microsoft Share Point was utilized to improve communications and share information among all the team members. The combination of these elements led to a major improvement in performance that the hospital had not experienced in the last several years.

Course level: Intermediate

Location: Michigan B

3:10

Joint Presentation: An End-to-End Tour of Real-World Sunrise Decision Support Manager-Silver, Gold & Discovery

David Mischick

Senior Technical Analyst

Geisinger Health System

Dina Mills

Implementation Consultant, Decision Support/Discovery

Eclipsys Corporation

This session will be presented by an expert from the Eclipsys Implementation team along with a hospital that has implemented the new Sunrise Decision Support Manager products. For many organizations in mid-implementation or considering an implementation of the new-technology solutions, one of the first challenges is to understand all of the available features. This presentation will provide commentary and insight on the most-useful features of Decision Support Manager, along with an inventory of all of the features available on each platform. Also discussed will be the critical concepts for preparing an organization for a successful Decision Support Manager implementation.

Course level: Beginner

Location: Michigan A



Finance, Schminance: Teaming Up with Clinicians to Understand Eclipsys Reports

Lori Sehr, CPA

Regional Director of TSI Decision Support

Courtney Wegscheid

Cost Accountant

Banner Health

Greeley, CO

This presentation will follow Banner Health Western Region's journey to meet an identified need for finance-related education to front-line and senior management. The Finance Department developed a curriculum of courses focused on Sunrise Decision Support Manager reports and information; courses included Finance 101, Finance 201, Budget 101, ALB Training and Cost Accounting Standards 101.

Course level: Beginner

Location: Michigan B

4:10

Physician Engagement: Methodology or Magic?

Rose Richea, BSc, PMP

Project Manager, Design

Patient Care Information System

Peter Jamieson, MD, FRCPC

Division Chief, Acute Care

Tom Rosenal, MD, FRCPC

Regional Leader, Clinical Informatics

Calgary Health Region

Calgary, AB

Calgary Health Region, a large, integrated healthcare delivery organization, has successfully obtained input from practicing physicians to influence Sunrise Clinical Manager system design and associated workflow. This involvement will ultimately improve the system's ability to enhance quality and safety of care. Physicians have also provided valuable insight into areas for inclusion in future project phases. Calgary representatives will present specific approaches they used to recruit physicians and engage their passionate involvement.

Course level: Intermediate

Credits: .75 CME/1 Nursing Credit

Location: Michigan A

It's Alive! Bringing Sunrise Decision Support Manager 5.2.01

Budget Data Alive with SQL Reporting Services

Christopher Seiler

Senior Financial Planning System Analyst

Michael Stefanowicz

Assistant Manager, Financial Planning Systems

Geisinger Health System

Danville, PA

The need to extract information from Sunrise Decision Support Manager release 5.2.01 in an organized manner was paramount to the successful implementation of Geisinger's Web-based budgeting product and the overall success of the budget process. Geisinger was able to create

real-time Employee, Job Code and Account-level reports to give end users the information they needed to make informed decisions using Microsoft SQL Server Reporting Services.

Course level: Intermediate

Location: Michigan B

Emerging Technologies

10:30

Development of an ED Discharge Summary Tab Using ObjectsPlus/XA

Eric Grafstein

Associate Research Director, Emergency Informatics

Providence Health Care

Vancouver, BC

Providence Health Care developed an electronic discharge summary by building a custom tab for Sunrise Clinical Manager 3.5 XA using .NET technologies and the Eclipsys exposed objects (ObjectsPlus) to facilitate the transfer of relevant clinical information to treating physicians. A prescription writer was embedded along with follow-up instructions to increase physician acceptance and functionality.

Course level: Intermediate

Credits: .75 CME/1 Nursing Credit

Location: Colorado

11:30

Joint Presentation: Sunrise Clinical Manager 3.04, Wireless Carts & Citrix: A Solution to Make Your Data Secure

Bruce Noe

Systems Programmer

Ernest Edwards

Lead Systems Programmer

University of Kentucky Chandler Medical Center

Lexington, KY

Todd Layton

Systems Engineer

Eclipsys Corporation

UK Healthcare has recognized that wireless carts are essential in facilitating physician order entry on rounds. This presentation highlights the barriers the organization overcame with wireless carts and how it provided secure remote access.

Course level: Beginner

Credits: .75 CME/1 Nursing Credit

Location: Colorado

2:10

Futures Forward: Record Manager

Electronic record management across a healthcare organization, enabling it to become a virtually paperless organization, remains the Holy Grail. Sunrise Record Manager is a comprehensive, integrated health information management solution that significantly improves cross-department workflows. Part of achieving the Eclipsys Vision of Health is implementing an episodic, longitudinal medical record that serves as the backbone of care across departments, teams and locations. How is Record Manager supporting that vision? Come to a presentation that describes where Eclipsys is on that product path and learn what is in the roadmap for the future.

Location: Colorado

3:10

Integrating Various Applications into Sunrise Clinical Manager Using ObjectsPlus/XA

Brian Crowe

Database Administrator

Laura Mackiewicz

Senior Systems Analyst

Health First Inc.

Rockledge, FL

ObjectsPlus/XA unleashes an almost unlimited customization potential for Sunrise Clinical Manager. Learn how Health First used the incredible power of ObjectsPlus to seamlessly bring data from several disparate applications into Clinical Manager. See how the integration was accomplished, keeping the appearance to the end user as if it were part of the original Clinical Manager default installation.

Course level: Beginner

Location: Colorado

4:10

Futures Forward: Pocket XA™

With Pocket XA, clinicians are truly mobile using Pocket PC-based devices. Not only can they access lab results and other diagnostic results, they can place orders and acknowledge alerts. Patient Lists are the same Patient Lists accessible through Sunrise Clinical Manager. What's new in 4.5 XA? Come see!

Location: Colorado



Thinking Outside the Box

10:30

Eclipsys Q&A: Record Manager

Course level: Beginner

Location: Missouri

11:30

Making Custom Tabs Work for You!

June Hunter, RN, MA, MPA

Senior Manager

Memorial Sloan-Kettering Cancer Center

New York, NY

Custom tabs are a powerful tool for customizing Sunrise Clinical Manager to fit your organization. Memorial Sloan-Kettering Cancer Center developed a custom tab that specifically addressed JCAHO requirements for the patient's health record. Other tabs were developed to meet physician needs to review patient data stored in non-Clinical Manager databases.

Course level: Beginner

Location: Missouri

2:10

The ABCs of APR Severity & Case Mix Index Reporting

Lynn Vining, RN, MSN

Quality Management Coordinator

University of Iowa Hospitals and Clinics

Iowa City, IA

Are your patients sicker? Do your clinicians equate CMI with severity? Learn how Sunrise Decision Support Manager tools enable you to report not only your resource utilization as measured by your case mix index, but can provide a severity index to evaluate your acuity.

Course level: Intermediate

Location: Missouri

4:10

Tips and Tricks: Emergency Department - A Snapshot of Springhill

Do you want to learn more about implementing Sunrise ED Manager™? Springhill Medical Center went live, big-bang, on both Sunrise Clinical Manager and ED Manager 3.6 XA at the same time. Springhill handles roughly 35,000 ED visits per year and boasts of 80% CPOE, physician utilization of documentation, triage notes and the tracking board in the ED. Come learn about ED Manager from an experienced team: the HIT director, nurse manager and an emergency department physician. Hear the pros and cons of their decision-making process, what went well and lessons learned. Springhill will share stories about the go-live during a hurricane and recent experiences of 70+ patients in their 14-bay ED during Hurricane Katrina.

Course level: Beginner

Location: Missouri





Medication Management Focus Track

10:30

Futures Forward: Eclipsys Medication Management

With Sunrise 4.5 XA, Eclipsys is meeting its commitment to deliver an integrated, medication management solution – from orders to verification, dispensing, administration and patient monitoring. This exciting new set of capabilities allows physicians, nurses and pharmacists to share a set of tightly integrated solutions that improves safety. What is available today in the Eclipsys Medication Management Solutions™ and what's on the horizon? The Eclipsys product expert for Medication Management will discuss the highlights of version 4.5 XA and plans for future releases.

Course level: Beginner

Location: Chicago 10

11:30

Implementing Chemotherapy: Pitfalls & Successes

Tiffany Morgan

Technical Project Specialist

Michelle Grate, RN

Clinical Systems Coordinator

UK Healthcare

Lexington, KY

UK Healthcare will explore the implementation of Sunrise Clinical Manager chemotherapy clinical pathways in the health system's cancer center. This presentation highlights the unique challenges confronted in the development of chemotherapy regimens. Clinical decision support will be explored by reviewing the Medical Logic Modules and other decision support that UK Healthcare staff implemented to support complex therapy.

Course level: Intermediate

Credits: .75 CME/1 Nursing Credit

Location: Chicago 10

12:30

Eclipsys Q&A: Medication Management

Location: Chicago 9

2:10

Affecting Outcomes through Clinical Decision Support

Eric Pifer, MD

Chief Medical Informatics Officer

Maggie Massary

Decision Support Architect

University of Pennsylvania Health System

Philadelphia, PA

The University of Pennsylvania is working on a series of specific initiatives to implement and evaluate the impact of the clinical decision support features offered in Sunrise Clinical Manager. These include a comprehensive change to diabetes prescribing, a project to improve core measures, projects aimed at anticoagulant prescriptions, and projects aimed at laboratory test utilization. Presenters will describe the development of each of these projects and how they have overcome them.

Course level: Intermediate

Credits: 1 CME

Location: Chicago 10

3:10

Nuances of an eMAR

James Smith, RN, MSITS

Project Leader

Sandi Mitchell, RPh, MSIS

Project Leader, Medication Use Information

The Johns Hopkins Hospital

Baltimore, MD

There are many unexpected nuances of an electronic medication administration record (eMAR). There is tremendous clinical and operational value to a healthcare enterprise using a bi-directional pharmacy interface within the design of a prescriber order entry project. The implementation of a pharmacy bi-directional interface presents many challenges regarding design, development and testing. JHH has successfully implemented such an interface to Sunrise Clinical Manager and will share the lessons learned.

Course level: Intermediate

Credits: .75 CME/1 Nursing Credit

Location: Chicago 10

4:10

Knowledge-Based Administration Product Design Workshop

Nancy Porter, RN

Product Manager, Knowledge-Based Administration

Eclipsys Corporation

This session will provide an overview of Knowledge-Based Administration 4.5 XA. Discussions will focus on the features and workflow of the existing solution, and will provide attendees with an opportunity to weigh in on the importance of particular features.

Course level: All

Location: Chicago 10



Saving Costs.

TUESDAY, NOVEMBER 15

Clinical Transformation

10:10

Eclipsys Q&A: Emergency Department

Location: Erie

PACU Implementation of CPOE: Real Benefits

Geralyn Saunders, RN, MSN

Director, Application Delivery

Boston Medical Center

Boston, MA

Boston Medical Center (BMC) has long experienced the benefits of 100% computerized physician order entry (CPOE), the use of Sunrise Clinical Manager's electronic medication administration record (eMAR) and a pharmacy interface to Clinical Manager house-wide in the inpatient environment. BMC has now successfully brought the capabilities to the pre-operative area, with clear efficiency and patient safety benefits – eliminating transcription steps, adding five safety checks, and reducing the overall steps from prescribing to administration. Learn how BMC's implementation of CPOE, on-line medication administration documentation, interfaced orders to the pharmacy system and real-time registration as well as order feeds to the bedboard have been successful and how this approach might apply in your organization.

Course level: Intermediate

Credits: .75 CME/1 Nursing Credit

Location: Ontario

11:10

Hold That Needle! Reducing Lab Tests

Mary Kay Brooks, RN, MSN

Quality Management Coordinator

The University of Iowa

Iowa City, IA

This presentation will detail how Sunrise Decision Support Manager was used to implement quarterly inpatient lab utilization reporting

across the institution. Lab test quantity and charge reports by nursing unit, department and ordering physician have provided the needed information to identify variability across providers, and identify potential sources of laboratory utilization reduction.

Course level: Intermediate

Location: Erie

Tips and Tricks: E7000

Location: Ontario

1:30

Tips and Tricks: Medication Management

Location: Erie

Eclipsys Q&A: Ambulatory

Location: Ontario

2:30

A Model for Clinical Informatics

Charmaine Frederick, RN, MSN, MBA

Director, Clinical Informatics

Orlando Regional Healthcare

Orlando, FL

The department of Clinical Informatics was created in 2003 to support clinicians and physicians before, during and after the implementation of Sunrise 3.5 XA results, orders and documentation. The team consists of nurses, physicians, pharmacists and educators. In this session, attendees will learn about the team structure, roles and responsibilities, and contributions to the success of results and orders implementation.

Course level: Advanced

Credits: .75 CME/1 Nursing Credit

Location: Erie



RFID: Integration with Sunrise Clinical Manager & E7000 Clinical Applications

Tom Ague, RPh, MPM
Executive Vice President and COO
Richard Schaeffer
Vice President & CIO
Jim Kohler
Director, IS
St. Clair Hospital
Pittsburgh, PA

RFID is an emerging technology that is likely to have as lasting an impact in healthcare as it has in retail and defense. Hospitals are wondering about the maturity and applicability of RFID with clinical applications. This session will focus on St. Clair Hospital's evaluation and use of RFID technology with Sunrise Clinical Manager and Eclipsys 7000™.

Course level: Beginner
Location: Ontario

3:30

Futures Forward: Sunrise Clinical Manager

The heart of the Eclipsys Sunrise clinical suite, Sunrise Clinical Manager is an integrated set of patient-centric, workflow-focused applications that supports physicians, nurses and other clinical professionals as they deliver and manage patient care. In this session, a senior Eclipsys product expert will highlight the major new capabilities in release 4.5 XA, as well as describe Clinical Manager's continued planned evolution path.
Location: Erie

Verification of Service Charges with Supportive Clinical Documentation

Jennifer Ray, RN
Project Manager, Clinical Application
University of Texas Harris County Psychiatric Center
Houston, TX

This presentation will outline how a leading psychiatric center is using Sunrise Clinical Manager clinical documentation capabilities to verify services for which the patient has been billed. Charging is performed using tasks and the Worklist Manager. The staff has developed a process to allow charges to pass through the interface to the center's patient management application only if supportive clinical documentation is present.

Course level: Intermediate
Location: Ontario



Evidence-Based Practice

10:10

The CPOE/eMAR Experience in a Neuro-Trauma Intensive Care Unit

Nicole Mailloux, RN, BSN, CNRN, CCRN
Clinical Leader, Neurosurgical ICU
Brian Hill, RN, BSN
Staff Nurse, Neurosurgical ICU
Hartford Hospital
Hartford, CT

Through a discussion with staff nurses, discover the pitfalls and pleasures of CPOE and electronic MAR implementation. Clinical leaders from the Neuro-Trauma ICU discuss their experience with project activities, transformation of clinician workflow and processes and the impact to the unit environment, staff and quality of care.

Course level: Intermediate
Credits: .75 CME/1 Nursing Credit
Location: Mississippi

11:10

Futures Forward: Critical Care

Sunrise Clinical Manager with Critical Care™ is a dynamic, comprehensive clinical solution designed to save lives and save hospitals money. In Sunrise 4.5 XA, Eclipsys continues to build off the capabilities of the industry-leading heritage Sunrise Critical Care solution, bringing them to the integrated Sunrise Clinical Manager platform. Eclipsys has extended the unified, proactive care model that helps identify and aids in reducing clinical complications, leading to reduced mortality, length of stay and inappropriate ICU admissions. What advances in clinical content, standardized care practices, workflow and alerting are on the horizon? This session is "critical" for customers who are either existing heritage Sunrise Critical Care users or considering adding such capabilities in the coming years.

Location: Mississippi

Expense Management

10:10

Managing Chronic Illness: Improving Outcomes, Reducing Expenses Using Physician Extenders

Dale Konrad, MBA, CHAM
Administrator, Pulmonary, Allergy & Critical Care Medicine
Deborah J. Atsberger, MSN, RN
Clinical Director
Cleveland Clinic Foundation
Cleveland, OH

The Cleveland Clinic Foundation (CCF) presented initial findings related to the impact of chronic illness on CCF costs and patient outcomes at the 2004 EUN Conference. These findings stimulated additional analysis and review utilizing Sunrise Decision Support Manager, which uncovered a relationship of reduced costs when physician extenders were collaboratively involved with managing care. This presentation will demonstrate how chronic care can be impacted with the use of physician extenders.

Course level: Advanced
Location: Superior A & B

11:10

Tips and Tricks: Decision Support Manager - Midrange

Location: Superior A & B

1:30

Tips and Tricks: Decision Support Manager - Mainframe

Location: Superior A & B

Increasing Capacity & Reducing Cost Through Management of a Hospitalist Service

Kerry Marrone, RN, MHA
Clinical Analyst
Deirdre McDonald, MPH
Director, Decision Support
MidState Medical Center
Meriden, CT

Establishment of a hospitalist program at MidState Medical Center has had many positive impacts, including decreased length of stay, increased patient throughput, increased patient and physician satisfaction, and measurable cost savings. Presenters will focus on how MidState Medical Center has used Sunrise Decision Support Manager data to monitor performance on a monthly basis, and enabled medical center staff to compare the program's physicians to their peers and calculate substantial annual savings.

Course level: Beginner
Location: Arkansas

2:30

Surviving the Transition to Web-Based Budgeting

Melanie Zickgraf
Director, Financial Planning
Michael Stefanowicz
Assistant Manager, Financial Planning Systems
Geisinger Health System
Danville, PA

Over the past year, Geisinger Health System (GHS) went through extensive testing and implementation of the budgeting module within Sunrise Decision Support Manager-Gold, ultimately leading to successful use of the system to support the annual budget process. This presentation will review the implementation process GHS undertook and will highlight both the successes and failures encountered along the way.

Course level: Intermediate
Location: Superior A & B

Flex Variance Reporting That You Can Trust

Kristi Bootsma, MBA
Manager, Budget & Cost Accounting
The Nebraska Medical Center
Omaha, NE

Does your organization reap all the benefits from the online variance reporting? Is your flex variance reliable? Is your management team utilizing all reporting capabilities? This presentation will demonstrate how The Nebraska Medical Center (TNMC) implemented accurate and reliable flex variance reporting using Sunrise Decision Support Manager AS4000 version 5.2.01 and engaged clinical department managers to utilize the benefits as well.

Course level: Intermediate
Location: Arkansas

3:30

Joint Presentation: Web Budgeting with Sunrise Decision Support Manager: Year Two, Comparisons & Outcomes Between the Two Budget Cycles

Kevin Hamers
Training Coordinator
Iowa Health System
Cedar Rapids, IA
Mike Andrews
Director of Decision Support Systems Sales
Eclipsys Corporation

Last year, Iowa Health representatives spoke at EUN about utilizing Sunrise Decision Support Manager's Web Budgeting tool for the first time during the health system's Annual Budget process. This year, Iowa Health will talk about how things went in the second year of using the Web Budgeting tool. This session will focus on budget process improvements, changes in approach for budgeting, and a status report on how the tool is aiding the organization's goals of reducing time of the budget process, streamlining efforts to achieving financial goals and aiding in financial strategic initiatives.

Course level: Intermediate
Location: Superior A & B



Designing & Maintaining an Indirect Cost Allocation in a Complex, Ever-Changing Environment

Susan Markoff, BA
Decision Support Analyst
Lifespan
Providence, RI

Lifespan was faced with building a fair and equitable method for allocating indirect costs to direct departments in a large, evolving healthcare system. The goal was to apply a consistent strategy of allocating indirect costs to direct departments while meeting individual department needs. This presentation will show how Lifespan developed, maintained and audited its indirect cost-allocation structure using Sunrise Decision Support Manager.

Course level: Beginning
Location: Arkansas



Revenue Cycle Management

10:10

Futures Forward: Sunrise Access Manager & Sunrise Access Manager/Patient Financial Manager

As the market has realized that the effectiveness of revenue cycle management is due in part to the direct linkage of clinical and financial data, healthcare organizations can expect an ever-strengthening link between these capabilities to speed appropriate care, drive down rejected claims and reduce receivables. This presentation will describe Access Manager enhancements in Sunrise 4.5 XA, enhancements planned for next spring's Access/Patient Financial Manager 11.6, and product directions beyond those releases.

Location: Ohio

11:10

Bill Edits as an Automated Quality Improvement Tool

Sandra DePaola-Vallejo
Admitting Manager
Vicky Krene
Director of Patient Business Services
Cottage Health System
Santa Barbara, CA

Cottage Health System (CHS), a long-time user of Sunrise Access Manager/Patient Financial Manager, will demonstrate how CHS has used the solution's User Defined Bill Edit functionality to perform mini-audits on multiple aspects of registration information to ensure data integrity. Previously, omissions or incorrect data were left unchecked until the bill was either errored out or denied by the payer. This led to significant delays in the payment of patient account/claims. Using this functionality, net days outstanding have been reduced from 67 in December 2003 to a current low of 52.

Course level: Advanced
Location: Ohio

1:30

Tips and Tricks: Record Manager

Location: Ohio

Managing Denials using Work Quality Monitor

Virginia Mui
Director, Financial Information Systems
Sandra Johnson
Director, Patient Financial Services
Boston Medical Center
Boston, MA

This presentation will provide an overview of how Boston Medical Center implemented Sunrise Access Manager/Patient Financial Manager's Denial Management module and lessons learned from BMC's implementation. Attendees will gain a thorough understanding of how the system enables you to create denials using the Denial Module and how to configure the Work Quality Monitor to create a worklist for the Business Office. Sample RP reports using the new denial pathway will be shown.

Course level: Intermediate
Location: Colorado

2:30

Budget: Making it Work for Your Organization

Leonardo Tapasco
Financial Analyst
Tucson Medical Center
Tucson, AZ

Sunrise Access Manager/Patient Financial Manager provides an excellent solution for budget plans, but to ensure the success of these plans an organization must know how they operate. Learn what to do in order to prepare your system, how to manage your budget accounts and how to successfully deploy budget within your organization. Tucson Medical Center (TMC) has improved timely payment and customer service quality, while reducing time spent on budget account management.

Course level: Beginner
Location: Colorado

3:30

Modeling Non-Patient Payments at the Patient Level: Modeling Topsides for Patient-Level Analysis

Robert Jordan
Reimbursement Analyst
Brian D. Jenkins
Reimbursement Analyst
North Shore-Long Island Jewish Health System
Westbury, NY

Long Island Jewish Medical Center receives state and federal funding at the facility level for its large teaching program. Using Sunrise Decision Support Manager, staff developed a low-maintenance model to spread these monies to the appropriate patient populations. This session will summarize how the medical center addressed management concerns without burdening either processing time or staff resources.

Course level: Intermediate/Advanced
Location: Ohio

Standardizing Processes in a CBO, Using Sunrise Access Manager/Patient Financial Manager's Multi-Entity Functionality

Linda Sheaffer, CPAM, CCAM
Corporate Director, Patient Administrative Services
WellSpan Health System
York, PA

Moving from a single entity on Sunrise Access Manager/Patient Financial Manager to a multi-entity organization with a combined business office (CBO) can be a challenging and rewarding experience. Consideration of workflows, processes, policies and procedures, printing, and business operations all come into play. This case study will review system considerations, as well as process and workflow changes in the Business Office.

Course level: Intermediate
Location: Colorado

Implementation & Support

10:10

Steps in Transforming Data into Useful Information to Support Clinical Processes

Linda Bierbrier, RN, MHA, LRM
Manager, Decision Support, Clinical Systems
BayCare Health System
Tampa, FL

BayCare Health System is a nine-hospital system that recently implemented Sunrise Decision Support Manager-Silver 5.1.02. This presentation will review an effective approach in working with clinical customers to help define their objectives, data requirements and transform that data into information to support evidence-based practice and clinical programs. Examples from the field may include ICU baseline analysis for program improvements, utilization of ICU beds by service, support for patient safety goal improvements and hospitalist program evaluation. Learn how BayCare addressed the issues and challenges in

providing and interpreting the right data to provide useful information for evidence-based practice and clinical decision-making.

Course level: Intermediate
Credits: .75 CME/1 Nursing Credit
Location: Michigan A

Cheerleading for Success in Sunrise Clinical Manager Implementation

Chris Tarver, RN, MSN
Manager, Surgical Services
El Camino Hospital
Mountain View, CA

El Camino Hospital, the first hospital in the world to implement a CPOE-based clinical information system (now known as the Eclipsys 7000), has begun the clinical transformation process to move to Sunrise Clinical Manager. This presentation will cover El Camino's blueprint for success through the use of communication and marketing tools as it implements Clinical Manager house-wide. The practical and cost-efficient strategies of the hospital's change-management initiative will be shared in this interactive and exciting session.

Course level: Beginner
Location: Michigan B

11:10

When Did THAT Change?!

Chris Montroy, RN
Clinical Analyst
Maine Medical Center
Portland, ME

In Maine Medical Center's world of ever-increasing requests for Sunrise Clinical Manager development, its Information Services team must be vigilant in tracking configuration and database changes to ensure continuity across databases and provide documentation for troubleshooting. This session will present an overview of Clinical Manager change management deployed at MMC, including testing and acceptance sign-off, config-tool ownership, use of a master change-control spreadsheet and communication of updates. Participants will be invited to discuss other strategies used at their sites to track changes.

Course level: Beginner
Credits: .75 CME/1 Nursing Credit
Location: Michigan A



Maximizing Implementation of a One-Way Medication Orders Interface

Lisa Durland, RPh, MS
Pharmacy Information Systems Manager
Margie Helme-Brother
Consulting Analyst
Hartford Hospital
Hartford, CT

This presentation will highlight Hartford Hospital's implementation experience with a one-way medication orders interface to Sunrise Clinical Manager. Challenges of medication mapping between two independent systems will be outlined. Extended interface programming to achieve greater than 90% matching will also be reviewed.

Course level: Intermediate
Credits: .75 CME/1 Nursing Credit
Location: Michigan B

Note: The above session shares the same one-hour time block with the following session:

Challenges & Benefits of a Pharmacy Bi-directional Interface

Bobbi Beaty, BS, CPht
Programmer Analyst, POE
Pat Zeller, MS
Systems Development Manager, POE
James Smith, RN, MSITS, BC
Project Leader, POE
Sandi Mitchell, RPh, MSIS
Project Leader, Medication Use Information and POE
The Johns Hopkins Hospital
Baltimore, MD

Implementation of a pharmacy bi-directional interface, while offering many benefits to clinicians and pharmacists, presents many challenges regarding design, development and testing. Working with Eclipsys and the hospital's pharmacy system vendor, Johns Hopkins has successfully implemented a pharmacy bi-directional interface and will share insights gained from this significant effort.

Course level: Intermediate
Credits: .75 CME/1 Nursing Credit
Location: Michigan B

1:30

From Paper to POE: Activation Strategies for Success

Peggy Ardolino, RN, MAS
Director, Clinical Information Systems
Micki Newell, RN, MS
Programmer Analyst
Dawn Kemp, RN, BS
Programmer Analyst
Susan Braverman, RN
Project Leader
The Johns Hopkins Hospital
Baltimore, MD

Migrating a clinical unit from paper orders to Sunrise Clinical Manager POE at The Johns Hopkins Hospital has required great organizational effort, a knowledgeable team and a solid plan. Three successful POE deployments at the 900-bed hospital will be reviewed, all using the same principles of activation planning with slightly different go-live events.

Course level: Intermediate
Credits: .75 CME/1 Nursing Credit
Location: Michigan A

2:30

Tips and Tricks: Nursing - Part I

Sue Hendrix, RN, BSN, BC, Master Systems Coordinator
Genesys Health System
Grand Blanc, MI
Russell Dumas, RN
Product Director, Core and Critical Care
Ellen Loch, RN
Principal Product Manager
Jim Cato, RN, CRNA, MHS, MSN, CPEHR
Chief Nursing Officer
Eclipsys Corporation

This presentation will highlight clinical documentation configuration options, along with tips to achieve desired behaviors that heighten end-user satisfaction, improve timeliness of data entry, and provide efficiency across the organization. The session will provide how-to examples and samples to achieve fast, efficient, user-friendly documentation. The following topics will be covered: Fan-out between documents, Merged Sets, Copy Forward, I&O, Summary Data, Summary Review, Branching Question-and-Answer sets, Branching Prose Writer sets, Calculations, Advanced Calculations, Orders to Flowsheets, and Medical Logic Modules (MLMs). A skill-set check list will be provided to help attendees evaluate and enhance their expertise in specific clinical documentation configuration-focused areas.

Location: Michigan B

3:30

Part II: Product Design Workshop - Nursing Clinical Documentation

Sue Hendrix, RN, BSN, BC,
Master Systems Coordinator
Genesys Health System
Grand Blanc, MI
Russell Dumas, RN
Product Director, Core and Critical Care
Ellen Loch, RN
Principal Product Manager
Jim Cato, RN, CRNA, MHS, MSN, CPEHR
Chief Nursing Officer
Eclipsys Corporation

This session will provide an overview of the release 4.0 and 4.5 Clinical Documentation features/functions that are pertinent to nursing. Discussions will also include a review of specific prototype features that enhance nursing workflow experience, providing attendees with an opportunity to weigh in on the importance of particular features. Topics are slated to include review of nursing day at a glance, review of nursing workflow, and prioritization of nursing product design initiatives. A customer survey will be provided that can be filled out during the session or reviewed and returned at a later date.

Location: Michigan B

"The EUN Advisory Committee and Eclipsys work hand in hand to ensure that the time customers are spending at the conference is very valuable...that they have something they can take away."

Maria Persons
Director, Patient Financial Services
Tucson Medical Center
Tucson, AZ



Emerging Technologies

10:10

Extreme Makeover, Transcription Edition

Linda Ragazzo, CMT
Transcription Manager
Presbyterian Intercommunity Hospital
Whittier, CA

The ever-increasing demands on medical transcription require a fresh look at combining the forces of new technology, role re-design and process improvement. This session will present one hospital's journey, from traditional transcription to an extreme makeover project using Knowledge-Based Transcription™, powered by eScription. Presbyterian Intercommunity Hospital (PIH) will share its successes of increased productivity, improved documentation turnaround times, cost reduction and physician and staff satisfaction. This presentation will help any organization that has a shrinking pool of medical transcriptionists, aging dictation equipment and cost pressures. Get ready to move that bus!

Course level: Beginner
Credits: .75 CME/1 Nursing Credit
Location: Colorado

Note: The above session shares the same one-hour time block with the following session:

How Maine Medical Center Saved Over \$1 Million Using eScription/Knowledge-Based Transcription

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

Maine Medical Center (MMC) adopted speech-recognition technology to improve productivity and turnaround time as a pilot project in 2001. MMC was looking for solutions to address staffing declines, increased costs of outside transcription services and greater demand for transcription services. Five years later, MMC can clearly demonstrate it has saved over \$1 million to date by adopting and implementing Knowledge-Based Transcription products. This session will discuss how MMC has achieved these impressive results.

Course level: Intermediate
Credits: .75 CME/1 Nursing Credit
Location: Colorado



11:10

Joint Presentation: Interoperable Networks, Interoperable Applications

Nick Augustinos
Director of Healthcare Architecture
Cisco Systems, Inc.
San Jose, CA

Hans Boerma, MD, MSc
Vice President, Product Solutions
Eclipsys Corporation

Cisco and Eclipsys will jointly present the evolution and realities of connected communities and connected healthcare. This session will demonstrate the ways in which one infrastructure can support the communications and transactions across healthcare settings, linking the home setting, the hospital and the physician office. Come hear Cisco's perspective on the deployment and adoption of interoperable networks and Eclipsys' perspective on interoperable applications and learn how your organization can gear up for an interoperable future.
Location: Colorado

Thinking Outside the Box

10:10

Establishing an Integrated Clinical Decision Support Model: Managing Content & Knowledge

Maureen Kahn, RN, BSN, MHA
Chief Executive Officer
Julie Duke, RHIA
Director, Decision Support
Jon Hunt, MBA
Practice Director
Blessing Hospital
Quincy, IL

The implementation of Sunrise Clinical Manager encourages organizations such as Blessing Hospital to thoroughly evaluate the structure needed to manage content and knowledge through clinical decision support. This presentation describes a non-traditional model for integrating traditional decision support with clinical knowledge and content management. Attendees will learn how a new organizational structure has been designed to enhance the utilization of the sophisticated content management functionality of Sunrise Clinical Manager and Sunrise Discovery. This session will review how this model has enabled improved clinical workflows and embedded the administrative structure of the hospital into clinical practice, and how this structure is allowing Blessing to become a nimble organization that can initiate rapid change in clinical practice that can have a profound impact on patient outcomes.
Course level: Intermediate
Location: Arkansas

11:10

Outsourcing: Making it Work for Both the Hospital and Vendor!

Judy Comitto, BA, MPA
Vice President, Information Technology/CIO
Trinitas Hospital
Elizabeth, NJ

Trinitas Hospital has achieved significant success and positive outcomes by combining the use of Eclipsys products along with resources from the Eclipsys Outsourcing Group. Having Eclipsys personnel onsite has allowed progress to become prospective and always "ahead of the game" rather than retrospective in supporting the hospital's business plan. In this presentation, the Eclipsys products that are currently in use and being implemented will be outlined. Details regarding the Outsourcing staff roles and responsibilities, as well as their interactions within the hospital and with Eclipsys will be provided. The presentation will show how to manage an outsourcing relationship and how it can blend into hospital culture. This is a model that can be potentially reproduced at other sites.
Course level: Beginner
Location: Arkansas

Technical Tips

10:10

Reporting with Advanced Date/Time Variable Functions in Crystal Reports

Joseph Hilburn
Programmer Analyst
University of California San Diego Medical Center
San Diego, CA

Actionable time-based metrics are crucial in today's healthcare environment. These elements have always been central to monitoring quality of clinical care; however, they are more frequently being tied to financial metrics and reimbursement. Therefore, the need to reliably calculate and report time-based metrics is a must in today's environment.
Course level: Advanced
Location: Huron

"After attending three EUN meetings, I can tell you that it's a very valuable experience...both from the relationships you build and the ideas that will also work at your site."

Lori Reynolds
Director, Inpatient Clinical Systems
Fairview Health Services
Minneapolis, MN

11:10

Getting the Specifics on Specificity (and Other Labor-Analysis Tools)

Christine Bourgeois, BSN, MBA
Decision Support Consultant
Lifespan
Providence, RI

Analyzing labor costs can be a daunting challenge for a manager. Sunrise Decision Support Manager produces many tools and reports to support this task, but often reports are underutilized because managers may find them confusing. DSS strives to get managers to embrace the reports by helping managers set good labor standards and by providing education and tools to help them analyze and understand the reports' labor component. This session will cover topics including organizing job codes and cost types, building and maintaining good labor standards, providing analytical help to managers, and dealing with traditionally difficult areas such as contract labor.
Course level: Intermediate
Location: Huron

1:30

Beyond the Chart: The Road to Reports

Michelle Mitchell, RN
Systems Clinical Coordinator
The Hospital for Sick Children
Toronto, ON

The Hospital for Sick Children continues to provide its clinicians, administrators and the Ministry of Health with innovative developments in the use of clinical data. This presentation will demonstrate how the amalgamation of clinical data from Sunrise Critical Care and other smaller sectional databases along with creative IT applications help to meet Sick Kids' clinical and administrative reporting needs.
Course level: Intermediate
Credits: .75 CME/1 Nursing Credit
Location: Huron

"I really enjoy trading back and forth issues with other Eclipsys clients who are using the same products that we're using, and also talking with clients using other Eclipsys products that we're considering for the future."

Suzi Liang, CMT
HIM Special Projects Manager
Piedmont Healthcare
Atlanta, GA

2:30

Understanding the Importance of Physician Referral Data

Kelly Pyzocha, CPA
Senior Decision Support Analyst
Norton Healthcare
Louisville, KY

Learn how Norton Healthcare created Physician Referral reports using KIT Report Writer in Sunrise Decision Support Manager. This session will focus on the report-development process, the importance of referral data in building physician relationships and making strategic plans, the challenges faced during this process and the outcomes Norton Healthcare has achieved.
Course level: Beginner
Location: Huron

Birds of a Feather

4:30

Get together and swap ideas with others who face the same daily challenges as you. Nursing shortages? HIPAA? Technology & adoption? Pay for performance? Many attendees face the same issues but your type of institution may impact your approach. These sessions bring together people from organizations like yours for discussion on these types of issues and how technology can help you resolve them. Bring your own topics and ideas to add to the discussion.

Birds of a Feather: Academic/Teaching

Location: Erie

Birds of a Feather: IDN

Location: Ontario

Birds of a Feather: Community

Location: Superior A & B

Birds of a Feather: Pediatric

Location: Ohio

Birds of a Feather: Canada

Location: Michigan A



Financial Performance Management Focus Track

10:10

The Evolution of Decision Support Systems: Driving Corporate Performance with Information at the Speed of Thought

Chuck Mitten

Vice President of Channels

ProClarity

Boise, ID

ProClarity's advanced business intelligence software, which enables organizations to quickly analyze, understand, monitor and act on conditions that affect corporate performance and profitability, is integrated with Eclipsys Sunrise Discovery. Chuck Mitten, Vice President of Industry Solutions with ProClarity, will discuss how organizations across various industries have evolved their decision support practices and driven significant improvements in performance through modern information delivery methods.

Location: Chicago 10



Sheraton Chicago indoor pool

11:10

Distributive Management Reporting using Sunrise Decision Support Manager

Terry Archibald, BS, MBA

Senior Technical/Financial Analyst

Carle Foundation Hospital

Urbana, IL

This presentation will document the process of implementation and report/data distribution to various levels of management using Decision Support Manager-Silver and Decision Support Manager Dashboards at Carle Foundation Hospital.

Location: Chicago 10

1:30

Sunrise Decision Support Manager Dashboard: Concept, Design and Implementation at UCSD Medical Center

Joseph Hilburn

Programmer Analyst

University of California San Diego Medical Center

San Diego, CA

A centralized, one-stop location for reporting key clinical, financial and people-driven data and metrics is a key tool in the successful daily and long-term operational functionality of any major business. At UCSD Medical Center, the Decision Support Manager Digital Dashboard is leading the drive to provide this functionality.

Location: Chicago 10

2:30

Dashboard and Scorecard Content Development - A Panel Discussion

This afternoon's exciting panel discussion will focus on best practices for dashboard and scorecard content and development. Included in this interactive discussion will be both vendor and healthcare professionals with years of "in the trenches" expertise for this topical area. Please come and share your own experiences.

Location: Chicago 10



Saving Lives.

WEDNESDAY, NOVEMBER 16

Clinical Transformation

8:30

Successfully Using Sunrise in a Busy Emergency Department

Jan Engel, MSN, RN

Programmer/Analyst

Orlando Regional Healthcare

Orlando, FL

This session will contrast and compare the implementation of Sunrise 3.5 XA in two Orlando Regional Healthcare Emergency Departments, one of which is successfully using CPOE, auto-charge capture, wireless devices and changes to the nursing workflow using the Worklist.

Course level: Beginner

Credits: .75 CME/1 Nursing Credit

Location: Erie

Installation, Implementation, Transformation: The Road to Knowledge-Based Charting

Beckie Coover, MSM

Director, Information Services

Erin Greenwood, RN, BSN

Clinical Analyst Coordinator

Rush-Copley Medical Center

Aurora, IL

Any good IT department can install an application. Many good IT departments and clinical departments together can implement a system with workflow/process change. But it takes an organization to transform a culture. Knowledge-Based Charting is not an application, nor a system – it is a culture. This is the story of Rush-Copley Medical Center's journey of transformation to Knowledge-Based Charting.

Course level: Intermediate

Credits: .75 CME/1 Nursing Credit

Location: Huron

Futures Forward: Emergency Department

Sunrise ED Manager is a comprehensive Emergency Department information solution that competes with the best ED standalone solutions on the market, while being an integrated part of the Sunrise solution set. This supports the continuum of care regardless of location, and helps ensure that critical handoffs from ED to inpatient and/or ambulatory environments are fully supported. The functionality of Sunrise ED Manager continues to grow exponentially with each release. Hear Sunrise ED Manager's direction in version 4.5 XA and beyond from an Eclipsys product expert.

Location: Ontario

9:30

Tips and Tricks: Sunrise Clinical Manager

Location: Erie



Rightsizing Knowledge-Based Charting for Your Organization

Kathleen Krane, RN
Project Director, Quest Project
St. Vincent Indianapolis
Indianapolis, IN

This presentation will be of interest to attendees whether their organization utilizes a clinical documentation system that is paper-based or fully automated. St. Vincent staff will share their journey to implement Knowledge-Based Charting at both their automated Indianapolis hospital and their 100% paper-based Carmel facility.

Course level: Beginner
Credits: .75 CME/1 Nursing Credit
Location: Huron

Joint Presentation: System Design & Validation Focused on JCAHO Core Measures

Paula Hansen, BSN, MHA, CHE
Vice President, Clinical Informatics
The Methodist Hospital
Houston, TX

Susan C. Hull, MSN, RN, CHE
Director, Practice Transformation
Eclipsys Corporation

A multitude of requirements were considered in the build of Sunrise Clinical Manager at The Methodist Hospital System. Impact analysis focused on assuring elevated compliance with JCAHO Core Measures, using the technology of prompts, alerts and documentation enhancement. A variety of clinical scenarios have been developed, considering the practice needs and workflows for different clinical disciplines, while assuring that features and functionality within Clinical Manager support the improvement of care coordination, outcomes and decision support. This work also defines requirements for system design, workflow, testing and training, and activation of practice support.

Course level: Beginner
Credits: .75 CME/1 Nursing Credit
Location: Ontario

10:30: Blending of IT & Clinical Cultures: A Traditional IT Shop & Clinical-Driven Workflow Focus

Kathleen Krane, RN
Project Director, Quest Project
St. Vincent Indianapolis
Indianapolis, IN

St. Vincent's decision to implement Sunrise 4.0 XA as a clinically driven project "by clinicians, for clinicians" was a journey filled with obstacles and challenges. The Project Director will discuss how obstacles were turned into opportunities to blend the IT and clinical cultures while focusing on CPOE implementation and transforming delivery of clinical care. Lessons learned will be presented and recommendations given for organizing a project focused on clinical care transformation.

Course level: Beginner
Location: Erie

Successfully Interfacing Sunrise with CBORD

Jan Engel, MSN, RN
Programmer/Analyst
Orlando Regional Healthcare
Orlando, FL

Orlando Regional Healthcare will share the challenges met and overcome in successfully interfacing Sunrise Clinical Manager with CBORD, a stand-alone dietary system. There were clinical and process flows that had to be changed and accepted for the two systems to be interfaced, including the handling of NPO for diagnostics.

Course level: Beginner
Credits: .75 CME/1 Nursing Credit
Location: Huron

Patient Health Scores and Other Clinical Data Derived from Sunrise Clinical Manager

Donna Jackson, RN-BC, MS
Clinical Systems DBA
Sarasota Memorial Hospital
Sarasota, FL

Sunrise Clinical Manager electronic medical records can be used to improve both quality and continuity of care. A new technique being developed at Sarasota Memorial creates visual trends of each patient's health. These displays can be used to evaluate treatment modalities, or to detect a patient's declining health in time for intervention (before a crisis). Using data from Clinical Manager flowsheets, a "health score" is calculated. These scores are continuously plotted to show each patient's progress toward recovery and discharge. Adverse trends are identified in time to improve treatment. This new technique may prove to be a vital aid for quality and continuity of care.

Course level: Intermediate
Credits: .75 CME/1 Nursing Credit
Location: Ontario



Evidence-Based Practice

8:30

Futures Forward: Nursing

Nursing is the front line of patient care. Eclipsys continues to evolve its nursing solutions to better empower nurses with the knowledge they need to make informed decisions and work more efficiently. A senior nursing product leader will describe new capabilities in Sunrise 4.5 XA that enable improved workflow...from care plans to flowsheets and assessments, to documentation with structured notes. By adding user-friendly content and workflow support – as well as enabling nursing managers to program custom rules, alerts and reminders – Eclipsys is helping nurses stay ahead of the challenges.

Location: Superior A & B



9:30

Patient Safety through Order Sets: Getting Physicians Together

Thomas Rosenal, MD, FRCPC
Regional Leader, Clinical Informatics
Janice Mandolesi, RN
Director, Clinical Transformation
Peter Jamieson, MD, FRCPC
Division Chief, Acute Care
Calgary Health Region
Calgary, AB

Calgary Health Region sought to simplify and rationalize its order processing so the system would be easier to use and would result in clinical decisions driven by best evidence. After significant study and clinician input, Calgary Health migrated from the E7000 with over 700 departmental order sets and more than 2,000 personal sets to a more standardized, more evidence-based group of 600 using Sunrise Clinical Manager. The team placed special effort on high-impact order sets to be

used cross-departmentally, including management of anticoagulation, diabetic medication management and post-myocardial infarction discharge medication management. To ensure that the impact on outcomes was measured, program designers identified monitoring indicators and approaches to ensure that order set use would result in measurable benefit.

Course level: Intermediate
Credits: .75 CME/1 Nursing Credit
Location: Superior A & B

Revenue/Expense Management

8:30

Access Manager/Patient Financial Manager User Group 'Top 10' Enhancements

Cathy Umen
Financial Analyst
Tucson Medical Center
Tucson, AZ

The Sunrise Access Manager/Patient Financial Manager User Group will present to Eclipsys its top enhancement requests for 2005.

Course level: Advanced
Location: Michigan A

9:30

Futures Forward: Decision Support/Discovery

Eclipsys solutions have long been used by leading healthcare organizations to support outcomes analysis and strategic planning. Now, Eclipsys takes that support to the next level with Sunrise Discovery. Built on the industry-leading capabilities of Sunrise Decision Support Manager, Discovery is an advanced healthcare business intelligence solution that provides the sophisticated tools to easily extract and manage enterprise data, combining financial data from systems such as Decision Support Manager with clinical data from solutions such as Sunrise Clinical Manager. This session will discuss what's on the drawing board for Discovery and Decision Support Manager in forthcoming releases. Individual sessions for both Decision Support Manager mainframe and midrange customers will be held.

Location: Michigan A



CPOE

8:30

CPOE: Blah, Blah, Blah, Blah, Blah...

Get the Attention of Your Clinicians Before It's Too Late

David Madison, MD

Vascular Surgeon

QUEST Project MD Champion

St. Vincent Hospital

Indianapolis, IN

When physicians (and other clinicians) think about computerization, they generally think in terms of replacing pen and paper with a keyboard.

CPOE is not the automation of written orders, but the empowerment of caregivers to better care for their patients through the use of computers. Communicating this paradigm shift is essential to the successful implementation of systems such as Sunrise Clinical Manager.

Course level: *Beginner*

Credits: .75 CME/1 Nursing Credit

Location: *Michigan B*

9:30

The Successful Implementation of CPOE in a Community Hospital

Karen Fuller, RN, MSN

Physician Consultant

Kathy Shepard, HUC/CIS

CIS/CPOE Staff Educator

Cherie Melton, RN

CIMS Physician Consultant

Sarasota Memorial Health Care System

Sarasota, FL

Sarasota Memorial Health Care System began its rollout of Sunrise Clinical Manager CPOE in 1998. This panel will discuss and illustrate the challenges, hurdles, false starts and heartache that preceded obtainment of 100% CPOE. SMH's success in a community hospital with over 800 private practitioners will give heart to organizations fearful of implementing CPOE.

Course level: *Intermediate*

Credits: .75 CME/1 Nursing Credit

Location: *Michigan B*

10:30

Safety & Physician Adoption: Don't Let the Tail Wag the Dog

Dick Mitchell, MD

Chief Medical Officer

Colleen O'Connell, RN, MS

Consultant

Piedmont Health System

Atlanta, GA

This presentation will outline how Piedmont Hospital achieved overwhelming success with CPOE in its community-based hospital through messages of patient safety, proper structure of the physician champions

and organizational stick-to-it-tive-ness. Today, 85% of orders are voluntarily placed by physicians using Sunrise Clinical Manager. Safety was a driving force in promoting this success.

Course level: *Intermediate*

Credits: .75 CME/1 Nursing Credit

Location: *Michigan B*

Implementation & Support

8:30

Futures Forward: Diagnostic Imaging

A true electronic health record needs to include not only comprehensive text-based clinical and financial information, but diagnostic images as well. The integrated Eclipsys Diagnostic Imaging Solutions™ suite image-enables Sunrise Clinical Manager and the patient's EHR across the enterprise. The Sunrise RIS™ (radiology information system) and Sunrise PACS™ (picture archiving and communications system) can also be used in a stand-alone environment to support clinics not using other Sunrise solutions. What is the roadmap for Eclipsys diagnostic imaging solutions? How are they being more tightly combined with Eclipsys clinical offerings? Hear from an Eclipsys product expert who will provide the company's planned direction.

Location: *Ohio*

Creating Integrated Clinical Documentation: Lessons Learned

Kelly Koch, RN, BSN

Senior Clinical Analyst

Shannon Ricard, RN

Senior Clinical Analyst

Fairview Health Services

Minneapolis, MN

This session will present Fairview's lessons learned in the planning and configuration of an integrated documentation system. The presenters will discuss multiple functionalities available in the Eclipsys application and how Fairview integrated them to build a documentation system supporting best practice. Lessons learned in the development of site based requirements and configuration will be reviewed.

Course level: *Intermediate*

Credits: .75 CME/1 Nursing Credit

Location: *Mayfair*



9:30

Are We Really Ready??

Pat Bruce, BSN, RN

Manager, Medical Information Systems

Maine Medical Center

Portland, ME

How do you determine the true readiness of your clinical community when clinical applications are upgraded? Maine Medical Center (MMC) has adopted a Failure Mode Effects Analysis (FMEA) strategy to better anticipate potential issues which may surface with version upgrades. The FMEA process parallels Root Cause Analysis (RCA). Where the RCA looks at all variables AFTER a sentinel event has occurred, FMEA looks at proposed changes to predict problems and prevent them BEFORE the changes are put in place.

Course level: *Beginner*

Credits: .75 CME/1 Nursing Credit

Location: *Ohio*

10:30

Strategy & Design of Pediatric Dose Checking

Michael Veltri, PharmD

Pediatric Clinical Specialist

Bobbi Beaty, BS

Programmer Analyst, Pharmacy Focus

The Johns Hopkins Children's Center

Baltimore, MD

A significant advantage was realized by developing a strategy for the complex pediatric dose-checking functionality of Sunrise Clinical Manager at The Johns Hopkins Hospital. The Pediatric Prescriber Order Entry Project included dose-checking functionality on the critical path for a successful implementation. This presentation will describe the strategy and tools used to successfully stratify by age groups and include both minimum and maximum values per dose and per day for most medications. The concept of minimum and maximum was analyzed with the resulting belief that minimum values bring great value to the patient course of therapy.

Course level: *Intermediate*

Location: *Ohio*

PAC Away the Film! A PACS Install Success Story

Laura Cleveland, R.T. (R)

Information Systems Manager - Radiology

Springhill Medical Center

Mobile, AL

Learn how Springhill Medical Center, a 254-bed facility, successfully installed Eclipsys Diagnostic Imaging Solutions in a 10-week time period, trained over 100 employees and went totally filmless within 5 months. This session will present an overview of the preparations, install, interfaces, training, go-live strategies and post go-live considerations.

Course level: *Beginner*

Location: *Mayfair*



Emerging Technologies

8:30

Joint Presentation: Calling External Infusion Calculator

Martin Hamburg

Systems Development Manager

Christoph Lehmann, MD

Garrett Van Meter

Programmer/Analyst

The Johns Hopkins Hospital

Baltimore, MD

Jamie Balko, MD

Eclipsys Corporation

The ordering of continuous medication infusions in pediatrics (weight-based dosing, standardized concentrations) requires additional functionalities currently limited within Sunrise Clinical Manager (such as diluent limitations, suggestion of the most-appropriate standardized concentration to avoid fluid overload or insufficient infusion flow rate). To alleviate, MLM functionality was developed to execute an external program and return calculated values into Clinical Manager.

Course level: *Intermediate*

Location: *Colorado*



9:30

Bringing Data from Best-of-Breed Systems Directly into Sunrise Clinical Manager

Darren Dworkin
Chief Technology Officer
Boston Medical Center
Boston, MA

This session will discuss how Boston Medical Center (BMC) has used the ObjectPlus/XA layer of Sunrise Clinical Manager to embed in real-time information from GE Logician and IBEX Pulsecheck. The demo will cover how the BMC team delivered within Clinical Manager medications, allergies and problems from two third-party applications leveraging the open standards Eclipsys has provided. The presentation will focus on how BMC selected the approach of embedding information within Clinical Manager, and how the core technology was used to deliver a solution that met the needs of the medical center's clinicians, was cost-effective, and is helping BMC meet some of its new safety goals.
Course level: Intermediate
Location: Colorado

10:30

Enterprise Allergy Integration: Maintaining the Continuity of Key Healthcare Data

Christopher Zimmerman, PharmD
Clinical Pharmacist, Clinical Decision Support
Josephine Bonasso, PharmD
Bruce Chaffee, PharmD
Michael Kramer, MD
University of Michigan Health System
Ann Arbor, MI

With the planned implementation of Sunrise Clinical Manager in 2006, the Orders Management Project Team at the University of Michigan Health System developed a model to standardize and integrate allergy information between Clinical Manager and other enterprise clinical information and order entry systems. A detailed project plan, progress and preliminary results related to the health system's goals will be shared.
Course level: Intermediate
Credits: .75 CME/1 Nursing Credit
Location: Colorado



Sheraton Chicago ballroom

Partner Theater

Location: Columbus A & B

Monday, November 14

10:30

Presenting Opportunities and Overcoming Challenges around Sunrise Clinical Manager Crystal Reporting

John Smaling
Principal
Bob Puppo
Senior Consultant
Vitalize Consulting Solutions, Inc.

Join Vitalize Consulting Solutions, Inc., in a presentation and discussion surrounding Sunrise Clinical Manager Crystal Reporting. In this session, John Smaling, Principal, VCS, will lead a discussion incorporating best practices from our consultants' Clinical Manager experience and also our thoughts on building an accessible community of reports. Bob Puppo, Senior Consultant, will share ideas on creating modular stored procedure components for re-use and other helpful hints. Completing this session is a roundtable discussion with Q&A. Please join us.

2:10

Engaging Clinicians in Clinical System Implementations

Donald Bialek, MD
Principal and Senior Industry Expert
Donna Schmidt, RN
Partner and Senior Industry Expert
CSC Consulting Group

Clinician adoption is a key success factor for realizing the quality and financial results of your technology investment. This session will discuss strategies for engaging clinicians and physicians in a clinical system implementation and building adoption among users.

3:10

Clinical Connectivity: Maximizing the Return on Wireless Investment

George Kerr
Business Development Manager – Healthcare Partnerships
Cisco Systems, Inc.

Healthcare has invested heavily in wireless networking, and the potential uses for the wireless infrastructure are growing. A Cisco representative will highlight several opportunities to leverage your wireless network and maximize return on wireless investment with telephony, messaging, nurse call, RFID, and telemetry. He will discuss what is available today and what the future holds.

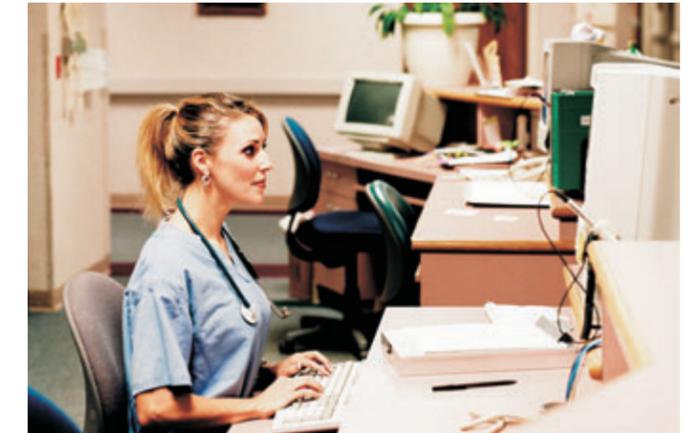
4:10

Accelerating the Healthcare Digital Transformation

David Wasserman
Global Alliance Manager for Eclipsys
EMC Corporation

Comprehensive electronic health record information should include numerous care encounters across multiple clinical settings. The ability

to effectively manage, retrieve, archive, selectively delete, and reuse information generated throughout its lifecycle leads to improved clinical workflow and operational efficiencies. EMC and partner Eclipsys offer healthcare solutions for intelligent information architectures built on open standards.



Tuesday, November 15

10:10

How Top Hospitals Leverage Active RFID to Stay Ahead

Colleen Crafton
Marketing Director
PanGo Networks, Inc.

Assets worth millions of dollars are constantly on the move in hospitals, and tracking them is often a major challenge. From critical equipment to key personnel, quickly locating and effectively deploying or servicing these important assets is critical to success in organizations worldwide. The inability to control and manage key assets can result in significant costs, lost time and – above all – compromised business performance. Join us during this session to hear how hospitals are improving patient care and achieving a rapid ROI by deploying asset tracking solutions on their existing Wi-Fi networks.

11:10

Developing an Integrated Solution for Content Inside the EMR

Carol Leighton
Director, Editorial & Product Manager
Clin-eguide, Wolters Kluwer Health

The use of electronic medical records is expected to rise exponentially over the next 5 to 10 years. This session will focus on how clinical content needs changing to meet clinicians' needs when they begin their search for information. A shift towards structured, evaluated knowledge through a formal software engineering approach and a robust data model with standard medical vocabularies will be reviewed.



1:30

AMS-ORMED: An Integrated Business Solution

Larry McBride

Vice President and General Manager

Advanced Medical Systems

Total expense management is the integration, control and management of all capital and operating expenses, from budget to purchasing to payables to payroll. Successful expense management is vital and necessary for the delivery of quality patient care. AMS-ORMED's fully integrated system on a single database (including Finance, Supply Chain, Operating Room and Human Resources) enables financial and operational efficiencies to be realized by all types of healthcare facilities, from stand-alone hospitals to integrated delivery networks.

2:30

Identity and Access Management: Foundation for the Electronic Health Record

John Gobron

Vice President

Sentillion

Sentillion has led the healthcare industry for more than seven years with innovative identity and access management solutions that are purpose-built for healthcare. In this presentation, Mr. Gobron will provide an intriguing account of how healthcare organizations can leverage single sign-on and single patient selection solutions to serve as a foundation for an integrated EHR strategy designed to ensure application utilization and ultimately increase productivity, strengthen data security and protect the confidentiality of patient information.

3:30

Unisys Disaster Recovery and Business Continuance Solutions: Maintaining the IT Health of Healthcare

Mike Floriani

Technical Account Manager

Unisys Global Solution Partners Group

In a world of uncertainty, are you worried about hurricanes, earthquakes, terrorist threats and how they would impact your ability to stay in business and continue to provide patient care in the wake of such a disaster? Learn about Disaster Recovery and Business Continuance solutions from Unisys.

Wednesday, November 16

8:30

maxIT Healthcare, LLC Company Overview

Cris Assif

Partner

maxIT Healthcare, LLC

maxIT is a privately held consulting firm quickly establishing itself as a leading provider of professional services and staffing solutions exclusively for the healthcare industry. Over 70 percent of maxIT's consultants are nurses or pharmacists, each bringing 15+ years' experience in process engineering, strategic consulting, project management and system build and test to every project. maxIT delivers 100,000 hours of implementation and application support annually on systems produced by Eclipsys and other leading clinical systems companies.

9:30

LIS & Technology Innovation

Mayank Trivedi

CEO

Sysware Healthcare Systems Inc.

Learn how new advances in technology are affecting the Laboratory Information Systems industry. Technology topics include Microsoft and other standards, Database Integration, Handhelds, GPS, and Web outreach.



2005 EUN Advisory Committee



On behalf of both Eclipsys and the customer base, thank you to the members of the 2005 EUN Advisory Committee. Their counsel and program assistance have been invaluable in making the conference the educational and networking experience that it is.

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Track	Presentation Title	Organization	Page
Focus Tracks			
Financial Performance Management Focus Track	The Evolution of Decision Support Systems: Driving Corporate Performance with Information at the Speed of Thought	ProClarity	40
Financial Performance Management Focus Track	Distributive Management Reporting using Sunrise Decision Support Manager	Carle Foundation Hospital	40
Financial Performance Management Focus Track	Sunrise Decision Support Manager Dashboard: Concept, Design and Implementation at UCSD Medical Center	University of California San Diego Medical Center	40
Financial Performance Management Focus Track	Dashboard and Scorecard Content Development - A Panel Discussion		40
Medication Management Focus Track	Futures Forward: Eclipsys Medication Management	Eclipsys Corporation	30
Medication Management Focus Track	Implementing Chemotherapy: Pitfalls & Successes	UK Healthcare	30
Medication Management Focus Track	Eclipsys Q&A: Medication Management	Eclipsys Corporation	30
Medication Management Focus Track	Affecting Outcomes through Clinical Decision Support	University of Pennsylvania Health System	30
Medication Management Focus Track	Nuances of an eMAR	The Johns Hopkins Hospital	30
Medication Management Focus Track	Knowledge-Based Administration Product Design Workshop	Eclipsys Corporation	30
Nursing Focus Track	Serving Those Who Give and Receive Care: Technology as Enabler	Healthlink, an IBM company	20
Nursing Focus Track	Staying True to Our Roots: Clarity on the Essence of Practice	Clinical Practice Model Resource Center (CPMRC), A subsidiary of Eclipsys Corporation	20
Nursing Focus Track	Patient Acuity Can Improve Your Life!	Van Slyck Associates, Inc.	20
Nursing Focus Track	IT Goes Back to School: The Next Generation of Nursing Education	Johns Hopkins University School of Nursing Eclipsys Corporation	20
Nursing Focus Track	Co-Creating with our Customers Best Places to Give and Receive Care: Wisdom from the Field	Blessing Hospital/Blessing-Rieman College of Nursing/Boston Medical Center	21
Nursing Focus Track	Taking the Pulse: Eclipsys Practice and Technology Leaders	Clinical Practice Model Resource Center (CPMRC), A subsidiary of Eclipsys Corporation	21
Physicians Focus Track	Achieving a Tipping Point for Healthcare Information Technology	The National Alliance for Health Information Technology (NAHIT)	21
Physicians Focus Track	Rapid Response Teams: Process, People and Informatics	Abington Memorial Hospital	21
Physicians Focus Track	ED Manager's Support of the IHI AMI Initiative		22
Physicians Focus Track	Transition of Care	Columbia University/El Camino Hospital	22
Physicians Focus Track	Medication Reconciliation - Including Panel Discussion	University of Pennsylvania Health System	22
Physicians Focus Track	Affecting Outcomes through Clinical Decision Support	University of Pennsylvania Health System	22

Track	Presentation Title	Page
Product Training		
Access Manager/ Patient Financial Manager	System Management	19
Access Manager/ Patient Financial Manager	Reconciling Made Easy	19
Access Manager/ Patient Financial Manager	Insurance Records & Outcomes	19
Access Manager/ Patient Financial Manager	Financial Class: Function, Movement, Outcomes	19
Access Manager/ Patient Financial Manager	The APC Billing Challenge	19
Clinical Documentation	Positioned Observations on Structured Notes	16
Clinical Documentation	Clinical Documentation Express Load/Unload Tips & Tricks for Success	16
Clinical Documentation	Clinical Documentation & Knowledge-Based Charting: Using Change Control Effectively	17
Clinical Manager	Linked Order Sets	17
Clinical Manager	Writing Called MLMs	17
Clinical Manager	Desktop Integration	17
Clinical Manager	Clinical Decision Support Features: What's New in Sunrise Clinical Manager?	17
Clinical Manager	Sunrise Clinical Manager System Monitoring	18
Clinical Manager	Why Orders May Not Discontinue/Cancel on Patient Discharge	18
Clinical Manager	Automatic Data Population Using HL7 Sender	18
Clinical Manager	Integration of Orders & Tasks in Sunrise Clinical Manager 4.5 XA	18
Clinical Manager	Creating MLMs to Enforce Policy & User Actions	18
Clinical Manager	SIM Implementation & Upgrade Tips	18
Decision Support	Web-Based Budgeting: Part I	14
Decision Support	Overview of Sunrise Discovery Midrange & Mainframe Platforms	14
Decision Support	Web-Based Budgeting: Part II	14
Decision Support	Leveraging Business Intelligence to Enhance Decision Support Capabilities: Part I	14
Decision Support	Web-Based Budgeting: Part III	14
Decision Support	Leveraging Business Intelligence to Enhance Decision Support Capabilities: Part II	14
Decision Support	Enhancing Your Clinical Reporting	15
Decision Support	HIPAA Midrange/Mainframe	15
Decision Support	UTL/Files - Mainframe	15
Decision Support	Clinical View of Implementing a New or Upgraded Sunrise Decision Support Manager	15
Decision Support - Mainframe	Getting Started with Contract Management - Mainframe	15
Decision Support - Mainframe	Allocating Indirect Expenses in Sunrise Decision Support Manager - Mainframe	15
Decision Support - Mainframe	Contract Management - Mainframe	15
Decision Support - Mainframe	Construct Your Indicator Library with a Concrete Foundation - Mainframe	16



Track	Presentation Title	Page
Decision Support - Mainframe	Toolkit - Beyond the Basics	16
Decision Support - Midrange	Getting Started with Contract Management - Midrange	16
Decision Support - Midrange	Patient Reporting in Sunrise Decision Support Manager/Discovery - Midrange/Mainframe	16
Decision Support - Midrange	Construct Your Indicator Library with a Concrete Foundation - Midrange	16
Decision Support - Midrange	Allocating Indirect Expenses in Sunrise Decision Support Manager - Midrange	16
Decision Support - Midrange	Contract Management - Midrange	16
Heritage	E7000 Migration Update	17
Heritage	Sunrise Critical Care Interfaces Overview & Troubleshooting	17
Medication Management Overview	Overview of Integrated Medication Management including Sunrise Pharmacy	19
Record Manager	Security Components in Sunrise Record Manager 7.1.5	19
Record Manager	Chart Completion in Sunrise Record Manager 7.1.5	19
Record Manager	Upgrading to Sunrise Record Manager 7.1.5	19
Technical	Best Practices in a Citrix/Windows Terminal Services Environment	18
Technical	Practical Tips for Finding & Fixing Suspended Clients IDs	18
Technical	eLink 4.5 XA Release Functionality	18
Technical	eLink Hand-Held Console: Features & Functions	18

Track	Presentation Title	Organization	Page
Breakout Sessions			
Abington Memorial Hospital	AMH: Lessons Learned from Implementing Sunrise Clinical Manager Orders & Documentation	Implementation & Support	27
Banner Health	Finance, Schminance: Teaming Up with Clinicians to Understand Eclipsys Reports	Implementation & Support	28
BayCare Health System	Steps in Transforming Data into Useful Information to Support Clinical Processes	Implementation & Support	35
Blessing Hospital	Establishing an Integrated Clinical Decision Support Model: Managing Content & Knowledge	Thinking Outside the Box	38
Blessing Hospital	The Role of a Leadership-Driven, Workflow Redesign Model in a Successful Sunrise Clinical Manager Implementation	Clinical Transformation	23
Boston Medical Center	Bringing Data from Best-of-Breed Systems Directly into Sunrise Clinical Manager	Emerging Technologies	46
Boston Medical Center	Managing Denials using Work Quality Monitor	Revenue Cycle Management	34
Boston Medical Center	PACU Implementation of CPOE: Real Benefits	Clinical Transformation	31
Calgary Health Region	Patient Safety through Order Sets: Getting Physicians Together	Evidence-Based Practice	43
Calgary Health Region	Physician Engagement: Methodology or Magic?	Implementation & Support	28
Cisco Systems, Inc./Eclipsys Corporation	Joint Presentation: Interoperable Networks, Interoperable Applications	Emerging Technologies	38
Cleveland Clinic Foundation	Managing Chronic Illness: Improving Outcomes, Reducing Expenses Using Physician Extenders	Expense Management	33
Cleveland Clinic Health System, Huron Hospital	Reducing Costs and Reaching Goals in an Inner-City Teaching Hospital	Implementation & Support	27
Community Hospital of the Monterey Peninsula	A Paperless Patient Financial Reporting Process	Revenue Cycle Management	26
Community Hospital of the Monterey Peninsula	New and Improved Features in 11.5 Enterprise Scheduler	Revenue Cycle Management	26
Cottage Health System	Bill Edits as an Automated Quality Improvement Tool	Revenue Cycle Management	34
Eclipsys Corporation	Birds of a Feather: Canada	Birds of a Feather	39
Eclipsys Corporation	Birds of a Feather: Community	Birds of a Feather	39
Eclipsys Corporation	Birds of a Feather: IDN	Birds of a Feather	39
Eclipsys Corporation	Birds of a Feather: Pediatric	Birds of a Feather	39
Eclipsys Corporation	Birds of a Feather: Academic/Teaching	Birds of a Feather	39
Eclipsys Corporation	Eclipsys Q&A: Access Manager/Patient Financial Manager	Revenue Cycle Management	26
Eclipsys Corporation	Eclipsys Q&A: Ambulatory	Clinical Transformation	31
Eclipsys Corporation	Eclipsys Q&A: Critical Care	Evidence-Based Practice	24
Eclipsys Corporation	Eclipsys Q&A: Decision Support Manager - Mainframe	Expense Management	25
Eclipsys Corporation	Eclipsys Q&A: Decision Support Manager - Midrange	Expense Management	25
Eclipsys Corporation	Eclipsys Q&A: E7000	Clinical Transformation	23
Eclipsys Corporation	Eclipsys Q&A: Emergency Department	Clinical Transformation	31
Eclipsys Corporation	Eclipsys Q&A: Nursing	Clinical Transformation	24
Eclipsys Corporation	Eclipsys Q&A: Record Manager	Thinking Outside the Box	29
Eclipsys Corporation	Eclipsys Q&A: Sunrise Clinical Manager	Clinical Transformation	24
Eclipsys Corporation	Futures Forward: Ambulatory	Clinical Transformation	23
Eclipsys Corporation	Futures Forward: Clinical Knowledge	Clinical Transformation	24

Track	Presentation Title	Organization	Page
Eclipsys Corporation	Futures Forward: Critical Care	Evidence-Based Practice	32
Eclipsys Corporation	Futures Forward: Decision Support/Discovery	Expense Management	43
Eclipsys Corporation	Futures Forward: Diagnostic Imaging	Implementation & Support	44
Eclipsys Corporation	Futures Forward: Emergency Department	Clinical Transformation	41
Eclipsys Corporation	Futures Forward: Nursing	Evidence-Based Practice	43
Eclipsys Corporation	Futures Forward: Record Manager	Emerging Technologies	29
Eclipsys Corporation	Futures Forward: Sunrise Access Manager & Sunrise Access Manager/Patient Financial Manager	Revenue Cycle Management	34
Eclipsys Corporation	Futures Forward: Sunrise Clinical Manager	Clinical Transformation	32
Eclipsys Corporation	Futures Forward: Pocket XA	Emerging Technologies	29
Eclipsys Corporation	Tips & Tricks: Access Manager/Patient Financial Manager	Revenue Cycle Management	26
Eclipsys Corporation	Tips and Tricks: Critical Care	Evidence-Based Practice	24
Eclipsys Corporation	Tips and Tricks: Decision Support Manager - Mainframe	Expense Management	33
Eclipsys Corporation	Tips and Tricks: Decision Support Manager - Midrange	Expense Management	33
Eclipsys Corporation	Tips and Tricks: E7000	Clinical Transformation	31
Eclipsys Corporation	Tips and Tricks: Emergency Department	Thinking Outside the Box	29
Eclipsys Corporation	Tips and Tricks: Medication Management	Clinical Transformation	31
Eclipsys Corporation	Tips and Tricks: Nursing - Part I	Implementation & Support	36
Eclipsys Corporation	Part II: Product Design Workshop - Nursing Clinical Documentation	Implementation & Support	37
Eclipsys Corporation	Tips and Tricks: Record Manager	Revenue Cycle Management	34
Eclipsys Corporation	Tips and Tricks: Sunrise Clinical Manager	Clinical Transformation	41
El Camino Hospital	Cheerleading for Success in Sunrise Clinical Manager Implementation	Implementation & Support	35
Fairview Health Services	Creating Integrated Clinical Documentation: Lessons Learned	Implementation & Support	44
Geisinger Health System	It's Alive! Bringing Sunrise Decision Support Manager 5.2.01 Budget Data Alive with SQL Reporting Services	Implementation & Support	28
Geisinger Health System	Surviving the Transition to Web-Based Budgeting	Expense Management	33
Geisinger Health System/Eclipsys Corporation	Joint Presentation: An End-to-End Tour of Real-World Sunrise Decision Support Manager-Silver, Gold & Discovery	Implementation & Support	27
Genesys Regional Medical Center	NIC, NOC & Nursing Documentation	Clinical Transformation	24
Hartford Hospital	Maximizing Implementation of a One-Way Medication Orders Interface	Implementation & Support	36
Hartford Hospital	The CPOE/eMAR Experience in a Neuro-Trauma Intensive Care Unit	Evidence-Based Practice	32
Health First Inc.	Integrating Various Applications into Sunrise Clinical Manager Using ObjectsPlus/XA	Emerging Technologies	29
Iowa Health System/Eclipsys Corporation	Joint Presentation: Web Budgeting with Sunrise Decision Support Manager: Year Two, Comparisons & Outcomes Between the Two Budget Cycles	Expense Management	33
KLAS Enterprises LLC	Healthcare Technologies 2005 Front Line Successes	Implementation & Support	27
Lifespan	Designing & Maintaining an Indirect Cost Allocation in a Complex, Ever-Changing Environment	Expense Management	34
Lifespan	Getting the Specifics on Specificity (and Other Labor-Analysis Tools)	Technical Tips	39
Maine Medical Center	Are We Really Ready??	Implementation & Support	45
Maine Medical Center	How Maine Medical Center Saved Over \$1 Million Using eScripton/Knowledge-Based Transcription	Emerging Technologies	37

Track	Presentation Title	Organization	Page
Maine Medical Center	When Did THAT Change?!	Implementation & Support	35
Memorial Sloan-Kettering Cancer Center	Making Custom Tabs Work for You!	Thinking Outside the Box	29
MidState Medical Center	Increasing Capacity & Reducing Cost Through Management of a Hospitalist Service	Expense Management	33
New York University Medical Center	Integrating Emergency Department and Hospital Information Systems	Clinical Transformation	23
Newton-Wellesley Hospital	The Newton-Wellesley Hospital Provider Dashboard: A True EUN Success Story	Expense Management	25
North Shore-Long Island Jewish Health System	Modeling Non-Patient Payments at the Patient Level: Modeling Topsides for Patient-Level Analysis	Revenue Cycle Management	35
North Shore-Long Island Jewish Health System	Reimplementing Sunrise Decision Support Manager & Replacing a Legacy of Failure: What a Difference a Year Makes!	Implementation & Support	26
Norton Healthcare	Understanding the Importance of Physician Referral Data	Technical Tips	39
Orlando Regional Healthcare	A Model for Clinical Informatics	Clinical Transformation	31
Orlando Regional Healthcare	A Strategy for Results, Orders & Worklist Implementation in a Multi-Site Healthcare Organization	Implementation & Support	27
Orlando Regional Healthcare	Successfully Interfacing Sunrise with CBORD	Clinical Transformation	42
Orlando Regional Healthcare	Successfully Using Sunrise in a Busy Emergency Department	Clinical Transformation	41
Piedmont Health System	Safety & Physician Adoption: Don't Let the Tail Wag the Dog	CPOE	44
Presbyterian Intercommunity Hospital	Extreme Makeover, Transcription Edition	Emerging Technologies	37
Providence Health Care	Development of an ED Discharge Summary Tab Using ObjectsPlus/XA	Emerging Technologies	28
Providence Health Care	Selling Sunrise Clinical Manager for Interdisciplinary Documentation: Will They Buy It?	Clinical Transformation	24
Rush-Copley Medical Center	Installation, Implementation, Transformation: The Road to Knowledge-Based Charting	Clinical Transformation	41
Rush-Copley Medical Center	The Road to Sunrise Clinical Manager Clinical Documentation	Implementation & Support	26
Sarasota Memorial Health Care System	The Successful Implementation of CPOE in a Community Hospital	CPOE	44
Sarasota Memorial Hospital	Patient Health Scores and Other Clinical Data Derived from Sunrise Clinical Manager	Clinical Transformation	42
Springhill Medical Center	PAC Away the Film! A PACS Install Success Story	Implementation & Support	45
St. Clair Hospital	RFID: Integration with Sunrise Clinical Manager & E7000 Clinical Applications	Clinical Transformation	32
St. Vincent Hospital	CPOE: Blah, Blah, Blah, Blah, Blah... Get the Attention of Your Clinicians Before It's Too Late	CPOE	44
St. Vincent Indianapolis	Blending of IT & Clinical Cultures: A Traditional IT Shop & Clinical-Driven Workflow Focus	Clinical Transformation	42
St. Vincent Indianapolis	Rightsizing Knowledge-Based Charting for Your Organization	Clinical Transformation	42
Texas Health Resources/Presbyterian Hospital of Dallas/Harris Methodist Fort Worth	Sunrise Decision Support Manager-Gold Budget: Lessons from the Lone Star State	Expense Management	25
The Hospital for Sick Children	Beyond the Chart: The Road to Reports	Technical Tips	39
The Johns Hopkins Children's Center	Strategy & Design of Pediatric Dose Checking	Implementation & Support	45
The Johns Hopkins Hospital	Challenges & Benefits of a Pharmacy Bi-directional Interface	Implementation & Support	36
The Johns Hopkins Hospital	From Paper to POE: Activation Strategies for Success	Implementation & Support	36
The Johns Hopkins Hospital/Eclipsys Corporation	Joint Presentation: Calling External Infusion Calculator	Emerging Technologies	45
The Methodist Hospital/Eclipsys Corporation	Joint Presentation: System Design & Validation Focused on JCAHO Core Measures	Clinical Transformation	42



Track	Presentation Title	Organization	Page
The Nebraska Medical Center	Flex Variance Reporting That You Can Trust	Expense Management	33
The University of Iowa	Hold That Needle! Reducing Lab Tests	Clinical Transformation	31
Trinitas Hospital	Outsourcing: Making it Work for Both the Hospital and Vendor!	Thinking Outside the Box	38
Tucson Medical Center	Access Manager/Patient Financial Manager User Group 'Top 10' Enhancements	Expense Management	43
Tucson Medical Center	Budget: Making it Work for Your Organization	Revenue Cycle Management	34
Tucson Medical Center	WQM: Improving Process & Profits!	Revenue Cycle Management	26
University Health System	Implementation of Sunrise Ambulatory Care Manager at UHS	Clinical Transformation	24
University of California San Diego Medical Center	Reporting with Advanced Date/Time Variable Functions in Crystal Reports	Technical Tips	38
University of Iowa Hospitals and Clinics	Follow the Yellow Brick Road to Critical Path Development	Evidence-Based Practice	24
University of Iowa Hospitals and Clinics	The ABCs of APR Severity & Case Mix Index Reporting	Thinking Outside the Box	29
University of Kentucky Chandler Medical Center/Eclipsys Corporation	Joint Presentation: Sunrise Clinical Manager 3.04, Wireless Carts & Citrix: A Solution to Make Your Data Secure	Emerging Technologies	28
University of Michigan Health System	Enterprise Allergy Integration: Maintaining the Continuity of Key Healthcare Data	Emerging Technologies	46
University of Texas Harris County Psychiatric Center	Verification of Service Charges with Supportive Clinical Documentation	Clinical Transformation	32
WellSpan Health System	Standardizing Processes in a CBO, Using Sunrise Access Manager/Patient Financial Manager's Multi-Entity Functionality	Revenue Cycle Management	35

Partner Theater

Advanced Medical Systems	AMS-ORMED: An Integrated Business Solution	Partner Theater	48
Cisco Systems, Inc.	Clinical Connectivity: Maximizing the Return on Wireless Investment	Partner Theater	47
CSC Consulting Group	Engaging Clinicians in Clinical System Implementations	Partner Theater	47
EMC	Accelerating the Healthcare Digital Transformation	Partner Theater	47
maxIT Healthcare, LLC	maxIT Healthcare, LLC Company Overview	Partner Theater	48
PanGo Networks, Inc.	How Top Hospitals Leverage Active RFID to Stay Ahead	Partner Theater	47
Sentillion	Identity and Access Management: Foundation for the Electronic Health Record	Partner Theater	48
Sysware Healthcare Systems Inc.	LIS & Technology Innovation	Partner Theater	48
Unisys	Unisys Disaster Recovery and Business Continuity Solutions: Maintaining the IT Health of Healthcare	Partner Theater	48
Vitalize Consulting Solutions, Inc.	Presenting Opportunities and Overcoming Challenges around Sunrise Clinical Manager Crystal Reporting	Partner Theater	47
Wolters Kluwer Health	Developing an Integrated Solution for Content Inside the EMR	Partner Theater	47

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