

FEELING OF DOOM

SHORTNESS OF BREATH

ELEVATED BLOOD PRESSURE

RAPID HEARTBEAT



**Is this person having
a heart attack?**

NO

These are the signs of a stressed-out executive of a healthcare organization!

With healthcare organizations challenged to balance cost, quality and satisfaction with tighter budgets and more stringent industry standards, it's no wonder that healthcare CEOs and their clinical are under constant stress as they cope with challenges such as:

Clinical

- Medical errors
- Ineffective communication between caregivers, specialties and departments
- Medical malpractice claims

Financial

- Rising healthcare costs
- Increasingly challenging payer guidelines and regulations
- Pay-for-performance initiatives

Technology

- Cost of technology upgrades
- Patient privacy and security
- End-user adoption

This is a fictional story based on real-life customer experiences to illustrate how Eclipsys Sunrise™ advanced information solutions can improve clinical and financial outcomes. While this is a work of fiction, it may sound all too real. Read on and discover how Eclipsys solutions can help this executive lead change and make his organization one of the best places to give and receive care.

PART I

D Monday, June 13, 2005 **T** 7:55 a.m. **L** Office of the CEO, City Hospital



City Hospital's CEO, Cameron Williams, stands at the head of the conference table in his office and nods good morning to each member of his executive team as he or she arrives for the weekly staff meeting. He also welcomes two guests, and notices the quizzical looks on the faces of the executives.

Usually this is a closed meeting.

As Cameron glances over the agenda, he sees the penciled-in item on his copy that the others don't have, and he has a good idea of what his colleagues' reactions will be.

At 8:00 a.m. sharp, everyone is seated at the conference table. Williams calls the meeting to order.

"Good morning, everyone. I hate to put even more on your plates this morning, but there's been an addition to today's agenda. I got a Sunday-night call from our chairman of the board. The board is getting increasingly concerned about our 'revolving door' in human resources, especially the high turnover in our nursing staff. That's nothing new, I know, but now the board sees that turnover and some other efficiency issues we have as one of the main reasons why we've been losing patients to West Health across town. And to top it off, the chairman mentioned the Magnet award and the Solucient Top 100 Hospitals list... again... and he's asking why City Hospital isn't on that list. Any thoughts?"



Cameron Williams, CEO Roberta Nash, CMO Eve Carter, CNO Lillian Katz, CFO Don Coleman, CIO John Young, MD, an ED physician Patricia Moore, RN Ben Rodgers, Director of Patient Admin. Services



“Nurse staffing has been a problem here for years and it’s getting worse,” says Eve Carter, CNO. “We’re not only losing patients to West Health, but staff as well. All the time I hear our nurses talking about colleagues who work at West Health and how they are spending more time at the patient’s bedside doing what they were trained to do and less time on documentation, less time chasing physicians down trying to verify orders... things like that. It’s no surprise we’re losing nurses to that kind of environment.”

“West Health is a Magnet hospital, isn’t it?” asks Roberta Nash, CMO. “Well, no wonder they want to work there. And no wonder patients want to go there for treatment. West Health has demonstrated that they can provide a productive clinical environment and high levels of patient safety.”

“So why can’t City Hospital do that?” Williams asks.

“Our clinical software just can’t support the process changes we’d have to make to attain the peak levels of quality and point-of-care patient safety initiatives that Magnet requires,” Nash replies. “It barely supports the inefficient workflow we do have.”

“Understood,” Williams says. “But let’s not worry about Magnet or the Top 100 list just yet. Our priorities need to be retaining staff and making City Hospital the place clinicians and patients think of first when they want to give and receive quality care.”

“Sorry to interrupt, but we also have some billing and insurance coverage issues that are keeping us from being able to fully capture revenue, and they slow down our cash flow to a crawl,” adds Lillian Katz, CFO.



“Sunrise Clinical Manager made me more confident in the quality of my decision making.”



“And let’s not forget about IT,” says Don Coleman, CIO. “My resources are tighter than ever, and that makes it even more difficult to quickly resolve user problems with our current system.”

Williams nods. “Those are definitely key issues. Now I would like to brainstorm some ideas on how we can turn these issues around, so I have invited Dr. John Young, who has just come on board in our Emergency Department, and Patricia Moore, one of our RNs who has been with us for more than a decade, to join us this morning. I don’t want to embarrass either of you, but John, I heard that you have already threatened to quit twice now, because you think our processes are so frustrating and slow compared to where you used to work. And Patricia, I know that you and our former nursing supervisor are close friends and colleagues, and frankly I’m afraid that she might be courting you to join her staff over at West



Sunrise Clinical Manager

An award-winning, enterprise-wide electronic health record solution providing secure, immediate access to patients’ complete records and streamlines care processes. Features the most widely used computerized physician order entry (CPOE) system in the industry; state-of-the-art workflow engine; flexible, configurable and user-friendly; embedded evidence-based content; and sophisticated interdisciplinary clinical documentation capabilities.

Health. So I’ve asked you here to be brutally honest with us about City Hospital. What is it about working here that might make you want to leave and go elsewhere?”

Young and Moore glance at each other and then scan the faces of the others at the room. Do they really want to know the truth?

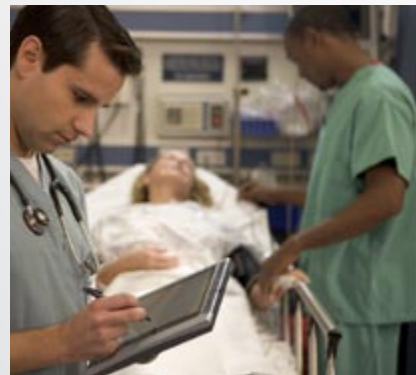
Young takes a deep breath. “I’ll go first. I know I’ve only been at City for three months, but your workflow here is in the dark ages compared to the hospital in New York State where I used to practice. We had a CPOE system that every physician in the organization used consistently, for one thing, and right before I left, the hospital

went live on an integrated medication management system that improved our accuracy and turnaround times incredibly.”

“100 percent CPOE adoption? And integrated medication management? How? What was the magic bullet?” Williams asks.

“Our clinical management tool – Sunrise Clinical Manager™ – made all the difference,” Young replies. *“Sunrise Clinical Manager made me more confident in the quality of my decision making while I was caring for patients and helped me to ensure patient safety, not to mention freeing me up from writing up documentation that used to take me hours, and take me away from my patients.* In the months before I left, a group of physicians, pharmacists and nurses were having periodic meetings with the IT team to make sure the integrated pharmacy system was configured in a way that would complement their workflows. Now I hear they’ve eliminated more than ten steps from their medication management process so the right drugs are getting to the patients sooner and the clinicians aren’t going home worried that they’ve missed an error that could harm their patient.”

“And this Sunrise Clinical Manager could help us achieve excellence?” the CMO asks.



Sunrise ED Manager

Automates emergency care functions such as registration, triage, patient tracking, orders/results, documentation, transfers and discharge, prescription writing and more. Provides instant access to patient electronic medical records, and the customizable, color-coded electronic status board allows ED clinicians to quickly prioritize care based on acuity, chief complaint and organization protocols.

“I’m confident it could. In the Emergency Department, we used Sunrise ED Manager™, which is part of Eclipsys integrated clinical solutions,” Dr. Young replies. “Let me describe for you how I used Sunrise ED Manager. At the start of my shift I would look at the integrated Facility Board in ED Manager to get a comprehensive look at the location and status of each patient. Then I would get the patient handoffs from the previous shift. All I had to do was call up the patient’s electronic medical record in

Sunrise ED Manager and read the clinicians’ orders and notes, which the physicians and nurses had entered using CPOE. *The Eclipsys CPOE system was a lifesaver – both for me and my colleagues, and indirectly for our patients – because I never had to decipher another clinician’s handwriting. I was always sure that I understood what treatment had taken place, what meds had been administered, tests ordered, etc., so there was less risk of administering the wrong drug or treatment.*”

“I imagine CPOE saved a lot of time, too,” Nash says.

“Sunrise Remote Access Services gave me secure access to my patient’s medical information no matter where I was.”

Dr. Young nods. “Absolutely. ED Manager included the same robust CPOE system that’s helped make Sunrise Clinical Manager so popular. I could enter orders and notes right at the point of care – on a networked laptop at the patient’s bedside, where, incidentally, I could spend more time since I didn’t need to carve extra few hours in my day to document care manually. What’s even more important, as soon as I placed an order in ED Manager, it would be transmitted immediately to the Pharmacy, Lab or Radiology, wherever it needed to go. And Eve, Patricia, you’ll be interested to know that nurses can see these orders in real time on the patient’s electronic record so they can respond quickly. *The bottom line is that I was always confident that my orders were being carried out efficiently and accurately – and with the electronic signature capability, trips to the HIM department to sign delinquent charts became a thing of the past.* Of course, the best benefit is that my patients received the care they needed in a timely manner, without waiting for me or anyone else on the clinical team to finish up manual tasks.”

“Hmmm,” Williams says, rubbing his chin. “We could use some of those results around here.”



Sunrise Remote Access Services™

Provides clinicians with access to Sunrise Clinical Manager from outside of the healthcare organization. This access to results, order entry and patient demographics provides clinical decision support no matter where the clinician may be – home, office or other remote location. For external clinics and affiliated providers, remote access improves productivity and efficiency by eliminating phone calls, faxes and paper documents.

“Yes, and we got those results because Sunrise Clinical Manager is a system that my colleagues actually used. And there’s more,” Dr. Young continues. *“The CPOE component of Sunrise Clinical Manager has alert capabilities that go beyond the basics of drug interactions or dosage alerts. When I placed orders, I could access expert dose and algorithmic calculations, as well as administrative monitoring for JCAHO and ABN requirements. This comprehensive knowledge was available at my fingertips every time I entered an order.”*

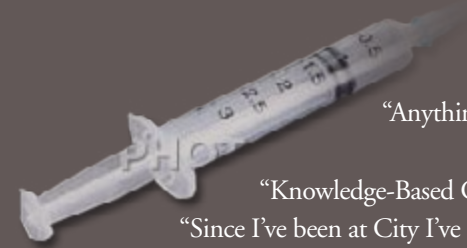
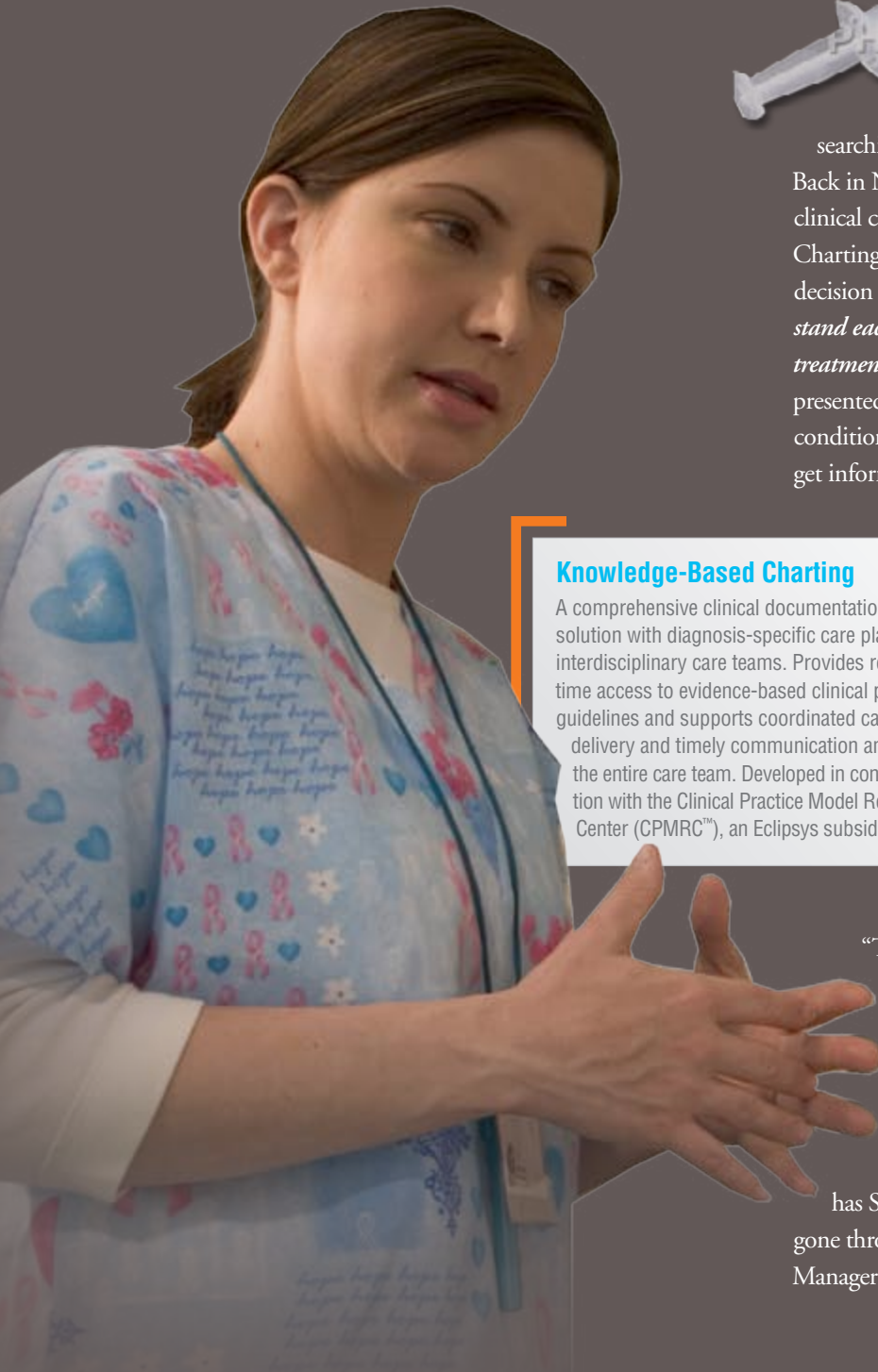
“Did you have access to the Eclipsys system outside of the hospital?” Nash asks.

Dr. Young nods. “Yes. *The hospital in New York also had Sunrise Remote Access Services, which gave me secure access to my patient’s medical information no matter where I was – in the ED, in my office, at home, or anywhere I had Internet access.* I

can’t count the times I was able to respond to an emergency page from my home computer and literally save the life of a patient. My colleagues and I also used Pocket XA™ to check data and place orders on our hand-held computers. One day I went to my 11-year-old’s soccer match before my shift started, but I was able to check on the status of a critical patient on my PDA while I sat in the bleachers. I found out that her condition had been upgraded, so I was able to relax, enjoy the rest of the game, and later arrive on my shift knowing what to expect.”

Pocket XA

A wireless, portable companion to Sunrise clinical solutions on a Pocket PC hand-held device, Pocket XA enables clinicians to quickly enter simple orders or complex preconfigured ones. It enables clinicians to easily review patient information, on rounds or from outside the hospital wherever there is a wireless access point.



“Anything else?” Carter asks.

“Knowledge-Based Charting™,” Dr. Young replies. “Since I’ve been at City I’ve spent way too much time searching for updated research and articles in journals and online. Back in New York, all of the most up-to-date evidence-based clinical content was at my fingertips with Knowledge-Based Charting embedded in Sunrise Clinical Manager. All at the point of decision making. *Knowledge-Based Charting helped me understand each patient’s unique condition so I could develop the best treatment plan based on the evidence-based content.* If a patient presented in the ED with a set of symptoms I’d never seen before or condition I hadn’t treated in a while, for example, I could instantly get information on common signs and symptoms and recommen-

Knowledge-Based Charting

A comprehensive clinical documentation solution with diagnosis-specific care plans for interdisciplinary care teams. Provides real-time access to evidence-based clinical practice guidelines and supports coordinated care delivery and timely communication among the entire care team. Developed in conjunction with the Clinical Practice Model Resource Center (CPMRC™), an Eclipsys subsidiary.

dations to prevent possible complications. The best thing about Knowledge-Based Charting is that it presents only the knowledge I need to help me make an informed decision, within the context of the case at hand. I can be more focused on the patient’s needs and I’m less likely to miss something, like a drug interaction or possible complication. And this evidence-based content comes from the most reliable sources, including the Clinical Practice Model Resource Center™.

“That’s very impressive, John,” Williams says. “Patricia, I noticed you nodding your head several times as John was speaking. Are you familiar with Sunrise Clinical Manager?”

“In a roundabout way, yes,” Moore replies. “Jenny Porter and I do stay in touch, and she told me that West Health has Sunrise Clinical Manager. She says that job satisfaction has gone through the roof since they started using Sunrise Clinical Manager Acute Care™.”

“Knowledge-Based Charting helped me understand each patient’s unique condition so I could develop the best treatment plan based on evidence-based content.”

“Ah, so the mystery of why West Health is attracting our nurses like a magnet, no pun intended, is solved,” CNO Eve Carter says. “Did Jenny tell you anything specific as to why the nursing workflow is better with Sunrise Clinical Manager?”

“Yes,” Moore replies. “Do you know that for each hour nurses spend caring for patients, they have to spend one hour documenting in the paper chart and 20 minutes on the phone? Some days it’s even worse when we’re short staffed. Jenny says that *West Health’s nurses dramatically cut the time they spend on documentation since their nurses started using the Eclipsys solution. As soon as new patient information is entered into the system, Clinical Manager immediately copies that information forward to all other relevant systems.* Jenny says that nurses at West Health spend far less time on administrative tasks and more time providing direct care to the patients. And by the way, Dr. Young, 100 percent of the physicians at West Health are entering their own orders in Sunrise Clinical Manager, too.”

“What about medication management?” CMO Roberta Nash asks.

“Well, Jenny tells me that the nurses at West Health use the Knowledge-Based Medication Administration™ capability to ensure the ‘five rights’ of medication administration for patient safety,” Moore says.



Sunrise Clinical Manager Acute Care

Delivers efficient, effective clinician access to patient electronic medical records and order management throughout the healthcare organization and from remote locations, including physician offices or homes. Real-time alerts backed by proven best practices provide clinical guidance at the point of decision making. Orders-to-flowsheet functionality links the physician, nurse and other busy clinicians so they can deliver timely care. Intelligent workflow support, knowledge-based care plans and content delivered within context support evidence-based care and a high standard of excellence for all patients, while flexible documentation tools and the shared Health Data Repository help reduce redundancy and eliminate numerous steps from the care process so the entire care team can be more efficient.

“The right patient, right drug, right dose, right route and right time – right?” Carter says.

“Yes, and Jenny says that *the bar-coding technology in Knowledge-Based Medication Administration automatically checks the five rights at the point of care.* She’s much more efficient and isn’t as stressed out because she is more confident that she’s providing the appropriate care,” Moore says.

Dr. Young leans forward. “The real benefit of the Eclipsys medication management solution is that it actually closes the loop of the medication management cycle and reduces the potential for drug errors. *Reducing medication errors seems to be at the top of a lot of agendas these days, including the Institute for Healthcare Improvement. Sunrise Clinical Manager could really help us achieve this goal.*”



“Sunrise Clinical Manager was ranked highly in the KLAS CPOE Digest for 2006.”

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“Right,” Nash says. “Not to mention compliance with JCAHO standards for 2006. They’re putting even greater emphasis on improving the quality of information for patient handoffs.”

“*Sunrise Clinical Manager made me far more confident about patient handoffs at my last hospital,*” Dr. Young says. “We could use that here.”

Williams glances at his watch.

“Thank you both for your candor and the information about Sunrise Clinical Manager,” Williams says. “Who makes it?”

“A company called Eclipsys,” Dr. Young replies. “E-c-l-i-p-s-y-s.”

“I think I’ve heard of it,” says Nash. “I read recently that its CPOE solutions were ranked highly in the *KLAS CPOE Digest* for 2006 because more hospitals use them more than any other vendor’s CPOE products. John’s experience really backs that up.”

I’d like you all to look into the Eclipsys products and report back. Thank you all for your time and information today. I’ll see you here next week, same time,” Williams says.



PART II

D Monday, June 20, 2005 **T** 8:00 a.m. **L** Office of the CEO, City Hospital



Everyone is seated at the conference table. CEO Cameron Williams calls the meeting to order.

“Before we get started on other business, I’d like to hear what you found out about the Eclipsys products. Lillian, does Eclipsys have a solution for finance?”

“Yes, it has a product called Sunrise Access Manager/Patient Financial Manager™. I’ve asked Ben Rodgers, our new director of patient administrative services, to join us this

morning because he has experience using the product.”

“Welcome, Ben. Tell us what you know,” Williams says.

“Thank you,” Rodgers replies. “*The Finance and Billing department at my last job replaced a legacy system with Sunrise Access Manager/Patient Financial Manager and it made a huge difference in cash collections and efficiency.* All demographic data, insurance approvals and billing-related information were collected in Sunrise Access Manager™ at the time of patient registration, so we were able to spot non-covered services right up front. Then, billing information from other departments continued to be added to the patient’s account as services were provided.”



“St Joseph’s Hospital and Health Center in Syracuse achieved cash recovery of \$20 million over budget.”

“As a result, the hospital I worked for was able to maximize reimbursement because we always had clean claims to submit to the insurance companies. And if we ever did get a denial, Patient Financial Manager let us track everything related to that bill electronically through the system’s Work Quality Monitor, and we could resolve the problem quickly. A capability like that is usually an add-on to other systems, but it’s standard with Patient Financial Manager. We were also able to centralize the master person index, billing and many other business office functions with the Eclipsys product. Frankly, it’s been hard for me to go back to the ‘old’ way of doing things since I’ve been here.”

“Understood,” Williams says. “Anything else?”

“Yes, listen to these customer testimonials I found on the web site,” Rodgers says. “*St Joseph’s Hospital and Health Center in Syracuse achieved cash recovery of \$20 million over budget, with a 15 percent reduction in accounts receivable days using Sunrise Access Manager/Patient Financial Manager.* It also consolidated registration functions for the hospital and its physician practices while increasing processing efficiency almost 20 percent.

“Here’s another example. *Cottage Health System in Santa Barbara consolidated three billing offices and achieved a near-paperless environment. It increased average monthly cash collections from \$14 million to \$21 million by submitting clean claims as a result*



Sunrise Access Manager/Patient Financial Manager

A proven and contemporary revenue cycle management solution providing a best-practice approach to maximizing financial performance and efficiencies for the healthcare business office. Includes master person index, Combined Business Office and a single entry point for corporate and hospital-level information. Proven to reduce days in Accounts Receivable, increase cash flow and improve patient throughput.

of using the Eclipsys revenue cycle solution. We have to explore this product further.”

“Those are impressive bottom-line results, all right. We’ll look into that,” Williams says. “Eve, what did you find out?”

“Well, I was pleasantly surprised to find out that there’s a product called Sunrise Patient Acuity™ to help manage nursing resource and staff utilization,” CNO Eve Carter says. “That’s probably my biggest headache.”

“And, if you don’t mind me saying so, working understaffed shifts is one of the biggest headaches for nurses,” Moore interjects.

Carter nods. “I can relate. *Sunrise Patient Acuity collects patient data already generated by nursing documentation in Sunrise Clinical Manager, so I would be able to see current patient population at a glance.* This product ‘sorts’ patients by levels of need so I would have the information to help me assign the appropriate nursing staff at the beginning of a shift or even on the fly. That means we wouldn’t have to spend time creating redundant



Sunrise Patient Acuity

A patient classification system powered by Van Slyck & Associates, embedded within the Sunrise nursing solution. Generates patient acuity information as an automatic by-product of nursing documentation to support staffing decisions and acuity scoring.

documentation. And we would be better able to match patient needs with the appropriate nursing skills. What do you think of that, Patricia?”

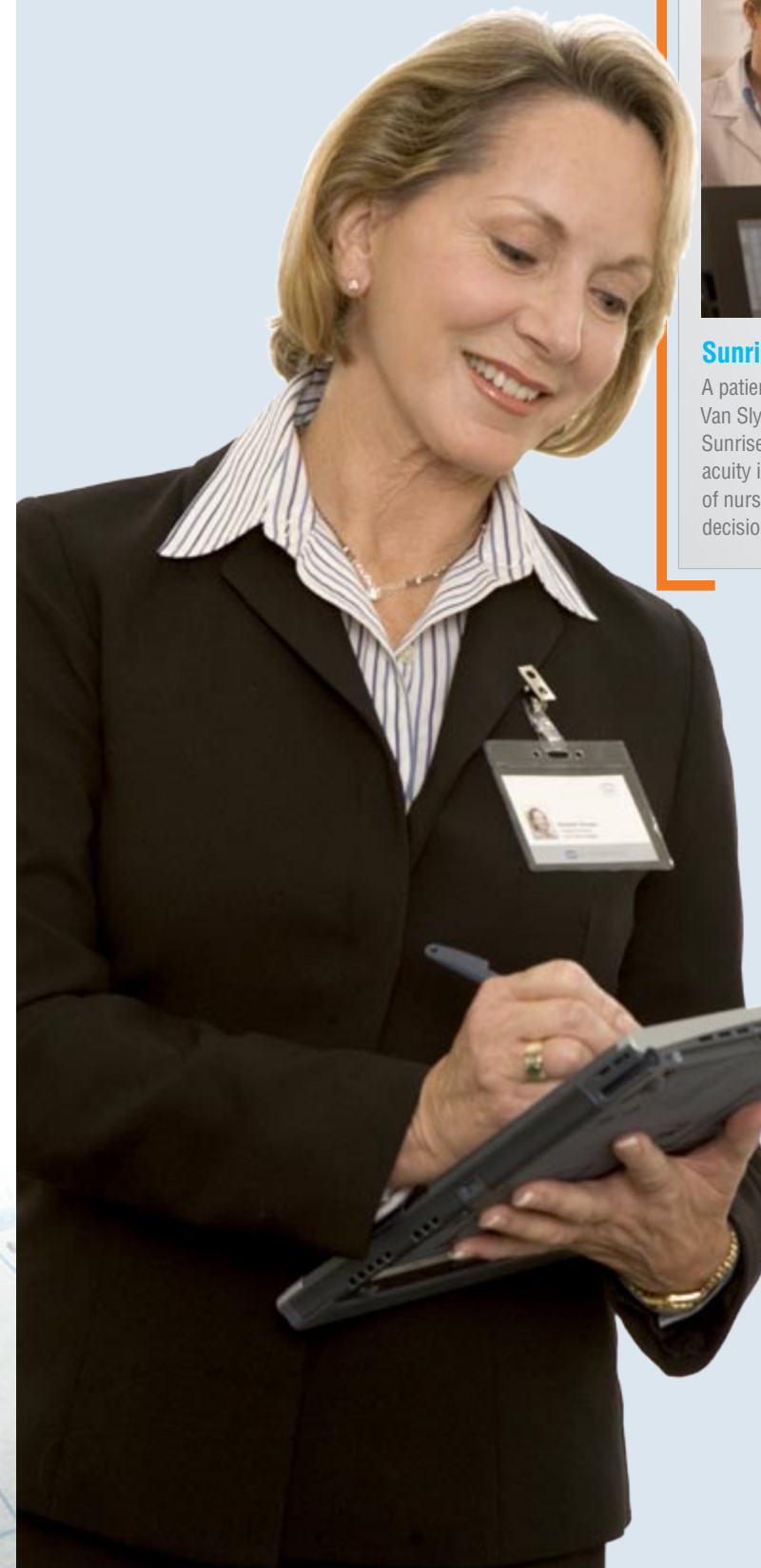
Patricia nods. “I already know that my time would be better spent with the patient and I could focus on what I was

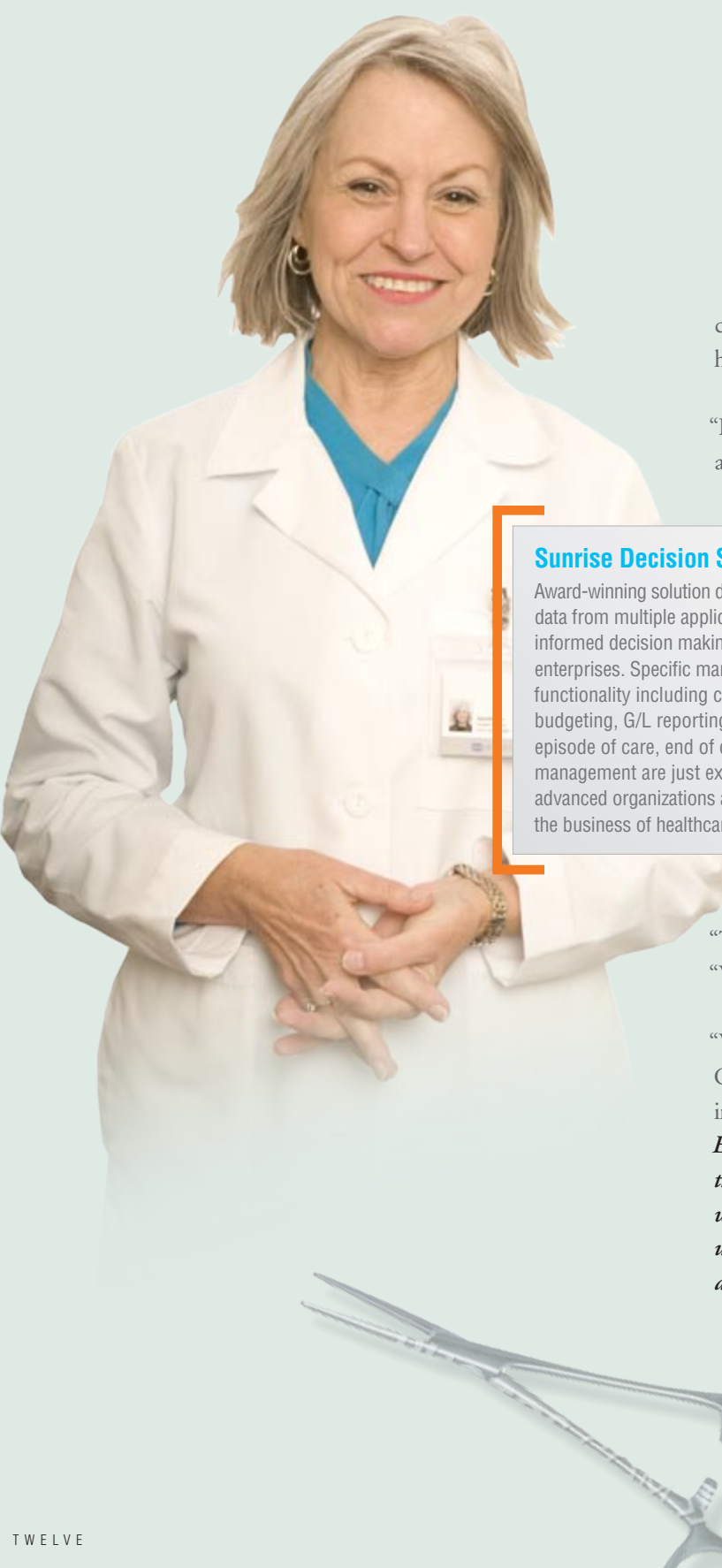
trained to do. You would have a much more satisfied nursing staff, Eve, not to mention marked improvements in patient care, too, if you were using this acuity product.”

“Cameron, here is another Eclipsys solution that you might be interested in, especially in light of our recent budget constraints,” Katz says. “*It’s called Sunrise Decision Support Manager™ and it integrates data collected in all clinical and financial departments throughout the organization in a patient-centric repository, so everyone with decision making responsibility can access reliable and accurate information at a very granular level of detail.*

Having all of the clinical and financial data right at hand in the same place would have really helped us save time when we were re-negotiating our managed care contracts a few months ago.”

“*It sounds like Decision Support Manager would meet our need for management information at the product line and department level,*” Williams says as he scribbles a few notes on his Tablet PC. “We could really drill down to the relationships between volume, cost and margin. And having the ability to understand and





Sunrise Decision Support Manager

Award-winning solution designed to consolidate data from multiple applications to support informed decision making for large and small enterprises. Specific management reporting functionality including clinical indicators, budgeting, G/L reporting, phase of care, episode of care, end of care, and contract management are just examples of what advanced organizations are using to manage the business of healthcare.

change margins would help us operate more efficiently no matter how tight the budget or how our patient population changes.”

“I like the sound of it too,” Katz says. “Tight margins will most likely always be a fact of life at City, and we’re always going to be competing with West Health at some level. I can see how Decision Support Manager could help us make the best choices as to product line expansion, equipment purchases, and even optimizing staff levels.”

“And better operating efficiency contributes to better quality of patient care,” Carter interjects. “All the more reason to consider these integrated Sunrise products.”

“Thanks, Eve.” Williams nods towards Don Coleman, the CIO. “What about IT?”

“Well, as you know, the IT department here is bare bones,” Coleman says. “We just don’t have the resources or the expertise to implement a new clinical system. But here’s the good news. *The Eclipsys solutions have an open, modular and scalable architecture that is based on industry standards. That kind of flexibility means we could combine and tailor the Sunrise solutions to support our unique workflow without having to trash our legacy systems that we already have so much invested in. And, we could even build*

custom solutions within our Sunrise products through Eclipsys’ open objects initiative called Objects Plus/XA™. It all boils down to having an enterprise system that would support and

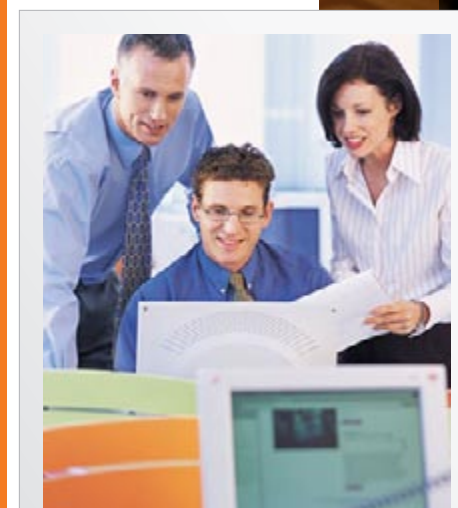
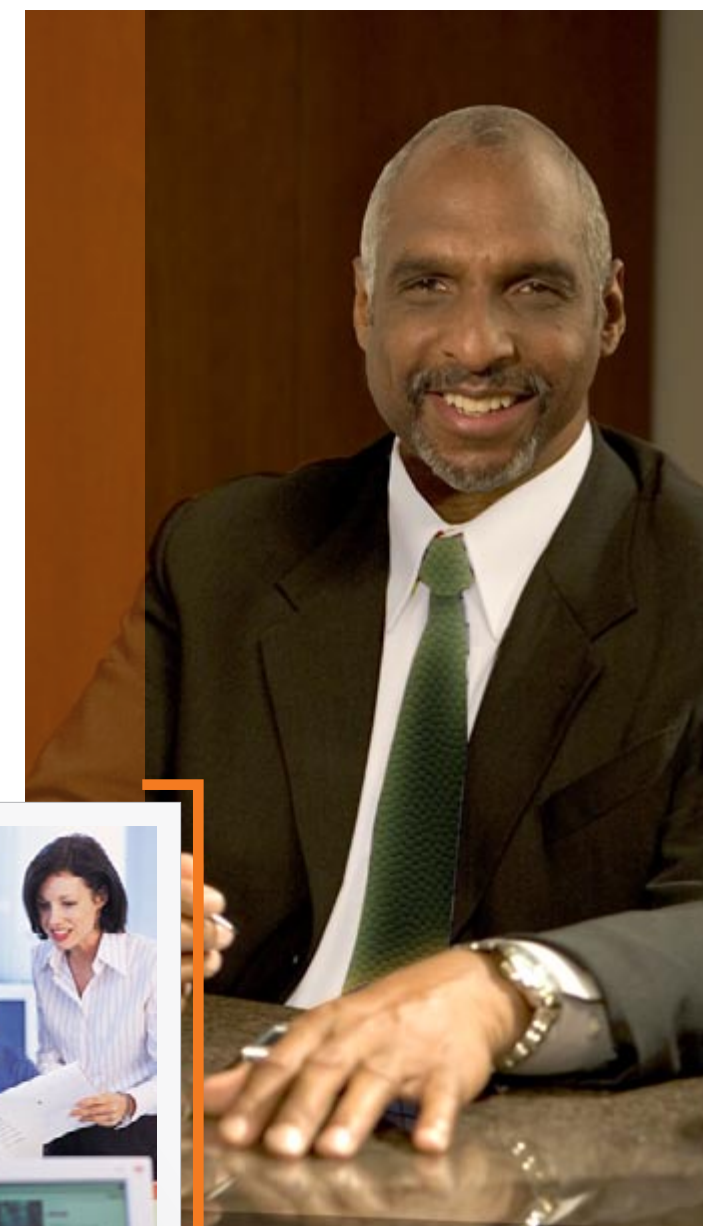
“The Eclipsys solutions have an open, modular and scalable architecture that is based on industry standards.”

integrate all key areas of the hospital on a single platform. It would be possible to implement it even with limited resources, customize if we wanted to, and be easy for clinicians and administrators to use. That all adds up to a low total cost of ownership in the long run.”

CMO Roberta Nash leans forward. *“To me, that flexibility also means that clinicians can organize information the way they want to see it, and that means higher adoption of CPOE, better utilization of the Sunrise system and faster return on investment.”*

“You’re right, Roberta,” Coleman says. “And if we did need help down the road, *Eclipsys also has an Outsourcing Solutions Group that offers a full range of outsourcing services including, among other things, hardware and network support and help desk services.* Depending on our needs, they offer partial, transitional or full outsourcing for IT.

“They also have what they call the Eclipsys Technology Solutions Center in Mountain Lakes, New Jersey. Apparently this facility provides round-the-clock remote computing services and supports the on-site operations of over 100 leading healthcare organizations nationwide. And both the Outsourcing Division and the Technology Solutions Center are ISO 9001:2000-certified.”



ObjectsPlus/XA

Exposes the “objects” – the business logic – of Eclipsys software so that IT staff can build unique applications that access the Sunrise patient data repository or extend their Eclipsys solutions by pulling in data from other systems. ObjectsPlus/XA enables organizations to quickly build custom applications that maintain familiar Eclipsys interfaces.

“All I know is that Sunrise utterly transformed the way we delivered patient care.”



“Thanks, Don, and thank you all for your reports,” Williams says. “Let’s see if I understand this right. Partnering with Eclipsys would give us a combination of advanced technology on an open architecture, best practices, embedded evidence-based clinical content and proven IT services?”

“Right,” Dr. Young says. “All I know is that our partnership with Eclipsys utterly transformed the way we delivered patient care in New York. The technology, best practices and readily available content created an environment in which we were less likely to make mistakes. And isn’t patient safety first on our list?”

Other Sunrise clinical and financial software solutions for the healthcare enterprise include:

- Sunrise Ambulatory Care Manager™
- Sunrise Clinical Manager with Critical Care™
- Sunrise Concurrent Care Manager (powered by Surgical Information Systems)
- Sunrise Surgical Manager™
- Eclipsys Diagnostic Imaging Solutions™
- Sunrise Laboratory Manager™
- Sunrise Record Manager™
- Knowledge-Based Transcription™ (powered by eScription)
- eLink

To learn more about the full Eclipsys solution suite, please visit www.eclipsys.com.



“Absolutely.” Williams checks his watch again.

“Well, we need to bring this part of the meeting to a close and move on to other business,” he says. “Let’s get the Eclipsys people in here with some demos and see for ourselves what Sunrise Clinical Manager and the other Eclipsys solutions can do for us.”

PART III

D Monday, June 19, 2006 **T** 8:00 a.m. **L** Office of the CEO, City Hospital

(One year later)



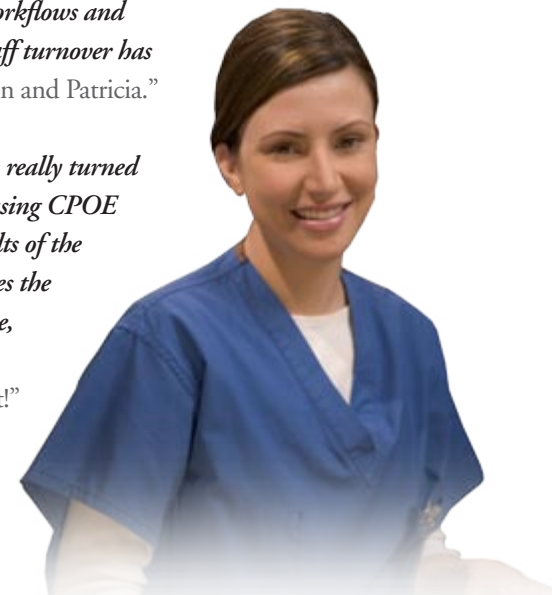
CEO Cameron Williams calls the meeting to order.

“Good morning, everyone. It’s hard to believe that it was just a year ago that we invited John and Patricia to brainstorm ideas on how to streamline workflow at City. If you recall, also, the chairman of the board had been disturbing my Sunday nights with some annoying phone calls at the time.”

Everyone laughs.

“We have made significant progress over the past year. Roberta put us in contact with Eclipsys Corporation and we engaged the services of its clinical transformation team to implement its Sunrise enterprise solutions. *We went live with Sunrise Clinical Manager, Sunrise Access Manager/Patient Financial Manager and Sunrise Decision Support Manager last September. The implementation was very smooth and training was quick and painless. Our workflows and operational efficiency have improved significantly, and staff turnover has gone down 50 percent.* Glad to see you’re still with us, John and Patricia.”

“Thanks,” Dr. Young says. “*Sunrise Clinical Manager has really turned things around here. All of the physicians in the ED were using CPOE 100 percent of the time in just a few months, and the results of the latest productivity report you copied me on really illustrates the benefits: 68-percent decrease in medication processing time, 55-percent decrease in medication discrepancies, and a 17-percent reduction in duplicate lab tests.* That’s excellent!”



“We’ve increased monthly cash collections from \$16 million to \$24 million.”*

“And after just two weeks of using the evidence-based content in Knowledge-Based Charting, our clinicians became more proactive in getting to know the full patient story and preventing possible complications,” CNO Eve Carter adds. *“The quality and scope of our documentation has dramatically improved, too.”*

“Yes, thank you, Cameron,” Moore says. “I know of at least three nurses who were approached by West Health just this week and they said ‘no way.’ It’s far less stressful to work here now that our workflows are more efficient and free us up to be with the patients.”

“I never thought our physicians would buy in to the system,” CMO Roberta Nash says. “But they really like the order sets and the fact

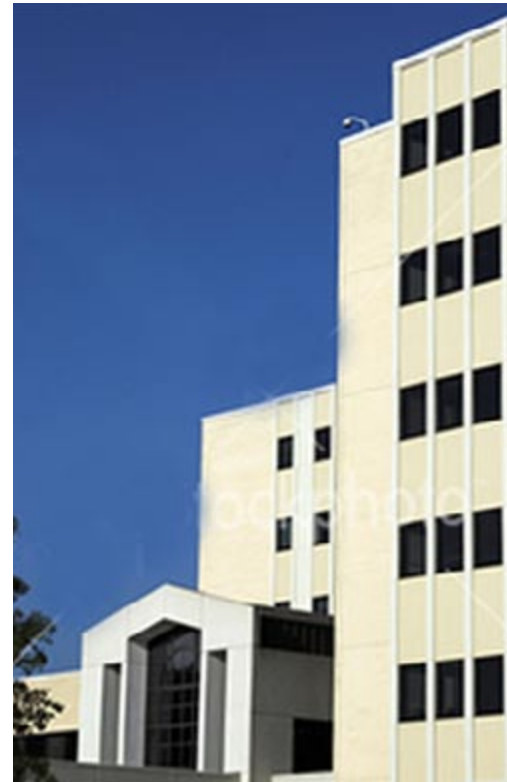
that they can build and customize their own. *And once they started using Clinical Manager and started seeing results right away, they were hooked. Overall they now have a much better idea of what’s going on with their patients.* They don’t miss everyone complaining about their handwriting either.”



“Glad to hear it,” Williams says. “Lillian, tell everyone what you told me right before the meeting.”

“Since we started using Patient Financial Manager for revenue cycle management, City has increased monthly cash collections from \$16 million to \$24 million just as a result of submitting cleaner claims,” Katz says.

“Fantastic, Lillian. Now I want to share some more exciting news. We finally did it. City Hospital has been named to the Solucient Top 100 Hospitals list.”



Everyone applauds and cheers.

“Congratulations, Cameron,” Nash says. “And a pat on the back to all of us in this room for spearheading the changes we needed to make to achieve this honor.”

“Great news, Cameron, and what about our progress on Magnet?” Carter asks.

Williams smiles.

“We’re right on schedule, Eve. You know, our Eclipsys rep told me that nearly 40 percent of the healthcare organizations that achieve Magnet certification are Eclipsys customers. I told him to reserve a place on the wall at the Eclipsys headquarters for City Hospital’s Magnet Award. But right now, what we can all be proud of is the fact that clinicians and patients consistently rate City Hospital as one of the best places to give and receive care. That makes our investment in Eclipsys solutions priceless.”

* The numbers quoted in this fictional story are based on actual cost savings of Eclipsys customers.

Later that afternoon...

Healthcare executive Cameron Williams goes for an annual physical and sees another improvement:

Blood pressure 120/80
Heart rate: 60 beats per minute
Feeling of well-being and optimism

About Eclipsys

Eclipsys empowers healthcare organizations to improve patient safety, financial strength, operational efficiency and customer satisfaction through innovative information software and service solutions. The Sunrise family of advanced software solutions integrate care delivery and streamline workflows across the enterprise with a shared electronic patient record, federated database, best-practice content delivered within context and workflow-enhancing interdisciplinary documentation.

For More Information

For details on our advanced healthcare information software and service solutions or other aspects of our forward-looking company and solutions, contact your Eclipsys representative, see www.eclipsys.com or email us at info@eclipsys.com.

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