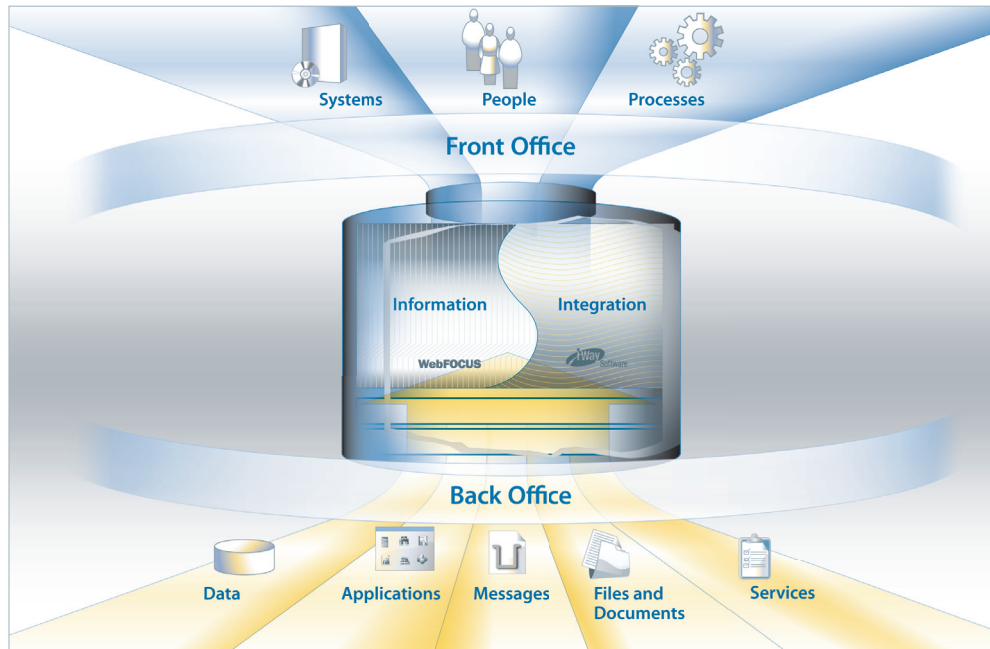


Information Builders in Healthcare

WebFOCUS

iWay
Software



Front-Office Information Access and Delivery

"Information Builders' WebFOCUS business intelligence tools help Mount Sinai accounts receivables personnel slice and dice patient accounting and other data. Through an [Information Builders] management dashboard, accounts receivable personnel can more easily query specific information, such as bills underpaid by \$5,000, helping identify opportunities for rebilling. Before [WebFOCUS] they'd get a stack of papers on their desk to sort through."

David Fuld
Director of IT

Mount Sinai Medical Center

As Reported in *InformationWeek*, October 29, 2008

Back-Office Integration

"Without iWay, we might have been forced to go out of business, or do business entirely differently. In 14 weeks we had a complete e-pedigree system in place and integrated with all of our operational systems. We've easily saved \$1 million in development dollars in a relatively short timeframe. More importantly, we were able to meet federal requirements that we could not have met otherwise."

James Blake
Vice President of IT
Independent Pharmacy Corporation

Information Builders Healthcare Solutions

Nearly 50 million Americans have no health insurance, and the rest struggle with coverage cutbacks, higher co-payments, and rising deductibles. Yet the highly competitive and heavily regulated market forces healthcare organizations to provide better service, meet regulatory requirements, and cut costs to maintain profitability.

Information Builders helps its customers improve quality of care and customer satisfaction while lowering costs and increasing revenue. Our solutions provide front-office reporting, query, and analysis capabilities while streamlining back-office business processes – and are up to the challenge of tying the front office and back office together in ways no one else can.

Front-Office Reporting, Query, and Analysis Solutions

Information Builders WebFOCUS provides physicians, nursing staff, and others with front-office information solutions, including:

- In-depth patient reporting (e.g., progress charts and medical histories)
- Visual analysis and performance management that support profitability, revenue cycle management, planning and forecasting, and supply-chain management
- Dashboards that support outcome analysis, quality controls, efficiency ratings, and compliance

Back-Office Process Automation and Business-to-Business Integration

iWay Software is used to create back-office solutions that help manage cost accountability across all systems associated with a patient encounter, including:

- Creating Master Patient Indexes (MPIs) to improve patient care through the integration of an individual's patient records and historical care information into a single record
- Automating eligibility verification, electronic workflow, and other healthcare processes
- Adhering to governmental regulations based on HIPAA, PHIN, and industry standards like HL7

Bringing It All Together

Information Builders' core competencies – business intelligence (BI) and integration – stem from more than 30 years' of experience working with complex requirements. We built our software from the ground up instead of acquiring packages from unrelated companies. So it works seamlessly together to reduce complexity and accelerate implementation.

Our services organization helps customers from requirements gathering through implementation into long-term maintenance. This includes a world-class professional services team, a comprehensive education curriculum, and an award winning customer support team. So solutions are pre-implemented rapidly and your users are prepared to put them into action immediately.

At healthcare institutions such as Clarian Health, Covidien, Mayo Clinic, Mount Sinai Medical Center, Sloan Kettering, Select Medical, Plexus Medical Group, and Poudre Valley Health System, we are tackling the tough jobs and our solutions are standing the test of time.

Business Intelligence and Performance Management Solutions for the Front Office

Central and North West London National Health Service (NHS) – NHS uses WebFOCUS to help managers make informed decisions on improving patient care. WebFOCUS provides key performance indicators (KPIs) so that CNWL managers no longer have to spend time shifting through vast quantities of data they can instead focus on putting improvement initiatives into action quickly.

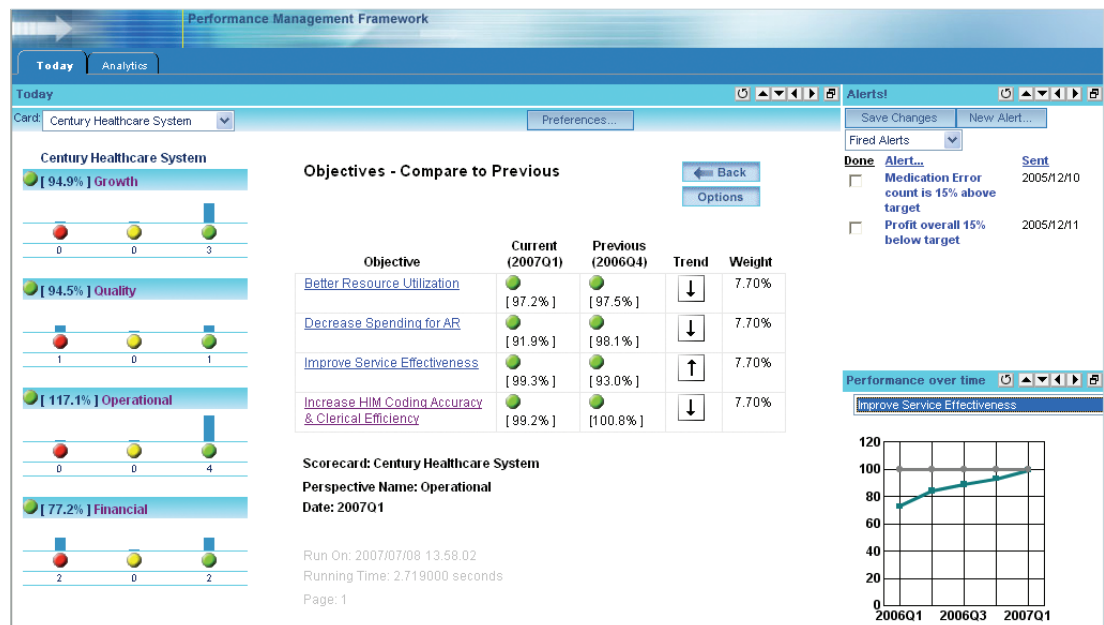
University of Virginia Department of Medicine – WebFOCUS saves the UVA Department of Medicine significant costs in two ways: by merging financial reports, faculty remuneration plans, statistics, data tracking, and clinical billing reports, and by creating trend reports, such as in-depth analysis of areas where expenses are rising in various divisions. The diverse user base includes doctors, clinical administrators, and department leaders, all with varying levels of technological expertise.

Plexus Medical Group – Plexus leverages WebFOCUS to transform national regulatory information into performance management reports used by multiple healthcare providers to measure and analyze the quality and efficiency of their primary care processes. Among hospitals using the system, this has resulted in cost savings of up to 10 percent of their annual budgets.

Poudre Valley Health System (PVHS) was awarded the Ventana Research Leadership Award in the Business Intelligence category for its use of WebFOCUS. PVHS replaced several reporting tools with a standard BI solution and now delivers real-time data about hospital costs, patient safety, bed occupancy, and infection rates to its management team

Rijnmond Medical Center South – Rijnmond is one of the largest hospitals in Holland. The staff uses WebFOCUS to provide an analysis dashboard on patient records, movement, and medication schedules for hospital administrators, doctors, clinicians, and other employees.

WebFOCUS Performance Management Framework for Healthcare, and the Front Office



The WebFOCUS BI platform provides a single enterprise-reporting platform spanning the roles and requirements of all its users. Hospital executives and board members can see highly summarized information in dashboards and scorecards. Administrators and service line management get immediate insight on clinical, financial, and administrative information. Practitioners and clinicians get alerts when exception-based rules are triggered. Analysts use powerful tools to create complex ad hoc queries. Our solutions provide everyone within healthcare organizations the information they need in a format they can use, improving productivity and enabling faster decision-making.

One of the challenges facing healthcare providers is selecting key performance indicators (KPIs) that allow them to monitor effectiveness across the continuum of care. Without them, providers have no way of incorporating operational effectiveness and efficiency into an institution's overall goals. PMF for Healthcare enables users to access, analyze, and drill through reports to a wealth of information, which may uncover root-cause issues and provide targeted improvement initiatives.

Our solutions are helping healthcare organizations:

- Accurately monitor KPIs to get an immediate understanding of current financial positions. View revenue versus budget, in-patient versus outpatient revenue, ADT data, and physician billing with the ability to drill down to live, detail-level data
- Discover ways to optimize asset utilization and improve profit margins. Maximize bed use, avoid unnecessary labor costs, and eliminate operational bottlenecks. Reduce the variable costs of underused assets and maximize the revenue of better performers
- Adhere to governmental regulations surrounding patient records, fraud, billing, and coding, etc.

Integration for the Back Office

Clarian Health – One of the largest health providers in the Midwest, Clarian is projecting an ROI of \$10 million based on the first two integration projects that leverage technologies from iWay Software. It is using iWay's HIPAA solution in one project to automate the process of requesting and receiving claims. Another project is leveraging iWay's plug-and-play transformation capabilities, which have helped eliminate manual data entry. With the success of these projects, Clarian has standardized iWay for all its integration needs.

Independence Pharmacy Corporation (IPC) – Leveraging iWay Software, IPC developed a drug-tracking and distribution system that was mandated by the FDA. IPC has estimated that it saved \$1 million in developing the system, but more importantly, it was implemented quickly and well in advance of the imminent FDA deadline, which enabled IT to quickly return to other priority projects.

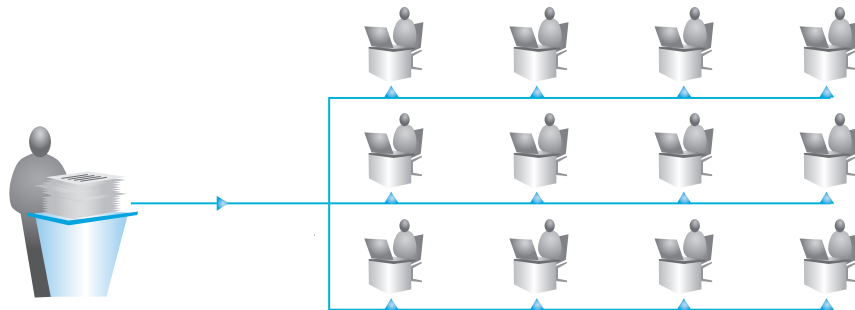
Tenet Healthcare – Tenet owns and operates 125 acute-care hospitals, which use iWay to more quickly and effectively analyze and adjust funds to make better use of their budgets. iWay extracts general ledger details from iSeries platforms within each facility and puts this information into data marts. This enables forecasting and modeling across all hospitals.

University Hospital of Besançon – This hospital needed an efficient communication tool that enabled healthcare professionals and their patients to quickly access medical records. They chose iWay to develop its Medical Information Communication System (SCIM) because HL7 was the messaging standard that allowed them to transmit data such as medical reports and X-rays.

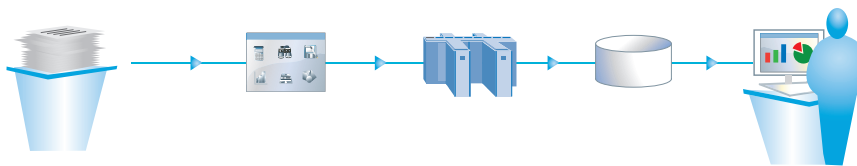
Omnicare – Omnicare is one of the nation's leading providers of pharmaceutical care for seniors. It serves more than 1.4 million residents of skilled nursing, assisted living, and other healthcare facilities in 47 states and Canada. When it was challenged to find a solution for consolidating patient records and delivering information from two different pharmacy dispensing systems (HP and AS/400), Omnicare turned to Information Builders technologies.

iWay Software and the Back Office

Without iWay Software



With iWay Software



Our back-office integration solutions allow organizations – from insurance companies to vendors – to work efficiently with all partners in the healthcare value chain delivering real-time interoperability and robust content delivery while streamlining business processes and preserving IT investments. iWay's unique approach allows healthcare organizations to readily provide for, and adapt to, new technologies. Our comprehensive suite of graphical integration assembly tools reduces the time, cost, effort, and risk of integration projects by up to 80 percent – accelerating and improving ROI.

Our solutions are helping healthcare organizations:

- Provide doctors, administrators, adjusters, and patients the ability to access and interact with relevant back-office systems, services, and information
- Combine and integrate diverse back-office healthcare resources, i.e., McKesson, Cerner, EPIC, Lawson, Meditech to deliver more accurate charge capturing across all systems as associated by patient encounter
- Establish a single destination for provider transactions and other constituent transactions and also establish end-to-end claims process visibility
- Enable visibility into entire healthcare exchange process: transaction quality, cost control, etc.
- Adhere to governmental regulations based upon HIPAA – complies with the HL7 specifications, and supports all forms of electronic transactions, e.g., X12, EDIFACT, etc.

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