Allscripts®
All *possible*

Contents

Healthcare that's smarter, more intuitive and open. For everyone.

Healthcare organizations expect a modern, innovative and human-focused experience when using healthcare technology. Our solutions are built to support this experience with greater connectivity and open architecture for scalability, leveraging the most innovative and responsive tools. Our services provide the critical support clients need to optimize performance and productivity.

Our insights are more focused and actionable, guiding investments in key growth areas and revealing opportunities to diversify services and solutions.

All of this combines to ensure the organizations we serve, and the patients they care for, are all supported with an end-to-end platform of health experience.

Allscripts is helping to realize the amazing promise of medicine for people everywhere. Creating a healthier world. For everyone.

#1 in Black Book in Integrated Community Hospitals

#1 in Black Book in Trust, Accountability, Ethics and Transparency for five straight years

 SOLVE Research

#1 Most trusted vendor for community hospitals

At Allscripts we believe that outcomes are derived by optimal adoption of technology, and we are wholly focused on driving clinician wellness and empowering our physicians to focus on care delivery; in turn increasing patient safety, efficiency improvements and cost savings.

EHR User-centered Design Evaluation

20 EHRs ranked by UCD best practices (AMA & MedStar Health)

1 **Allscripts**

5 athenahealth

8 MEDITECH

10 Cerner

14 MEDHOST

17 Epic

Allscripts is the only vendor with perfect scores in the evaluation of safety-enhanced design certification submissions.

To further drive usability and clinician wellness, Allscripts adopts a "user philosophy" in its feature development, focusing on user-centered design and the science of usability.

Many EHR vendors don't meet best practices for user-centered design but are still certified by the ONC.

Driving outcomes today and into the future

We are in business to help you succeed clinically, financially and operationally. Here are examples of some recent client outcomes:

86% reduction in medication errors resulting in $800,000 cost savings annually with closed-loop medication administration—Atlantic General Hospital (Berlin, MD)

$700,000 in capital cost savings by moving to a hosted solution—Saint Anthony Hospital (Chicago, IL)

25% patient harm rate decrease and 32% lower healthcare-associated infections through process automation and personalization—Washington Health System (Washington, PA)

97% improvement in time-to-bill surgical charges via a seamless record of care, automated processes and accuracy in documentation—Trinitas Regional Medical Center (Elizabeth, NJ)

20% reduction in unnecessary antibiotic usage and savings of $500,000 annually with antibiotic stewardship programs and analytics—Methodist Hospital of Southern California (Arcadia, CA)

100% physician access to clinical performance indicators through advanced and flexible technology—Alberta Health Services (Calgary, Alberta, Canada)

Making the most of your EHR investment

Understanding EHR total cost of ownership

The right partner provides solutions and services that drive success and a tangible return on investment. You need a partner that delivers:

- **Clinical excellence**—Comprehensive clinical and financial solutions that span the breadth of the organization.

- **Single patient record**—We deliver solutions that drive true interoperability across the enterprise.

- **Community connectivity**—Our solutions improve care quality, drive adherence and deliver access to comprehensive patient information across the entire community.

- **Patient engagement**—A full patient engagement platform that enables organizations improve patient satisfaction, wellness and loyalty.

- **Data and insights**—Data at the point of care helps organizations proactively adapt and drive change.

- **Services that improve outcomes**—Robust support, full managed services, secure cloud hosting and proven deployment methods combine to improve your organization's bottom line.

Managing the health of your community and your organization

Providing the best possible care isn't confined to the walls of the hospital. Thriving in a world that values quality over quantity means organizations must identify and understand at-risk and chronic patients, and take proactive steps toward promoting their wellness.

The Allscripts single platform of health delivers solutions that address every element of population health management, putting crucial data in clinicians' hands to effectively identify high-risk patients, measure performance and outcomes, analyze utilization, manage financial risk, and, most important, improve the quality of the care you deliver at reduced costs.

Connects more than the population of UK and Canada combined; if it were a country it would be 14th largest

TYPES OF EXCHANGES PER YEAR

Observation and Results	
Demographics	
Pharmacy Data	
Documents	
Orders	
Full Patient Data	

0   200   400   600   800   1000
Millions
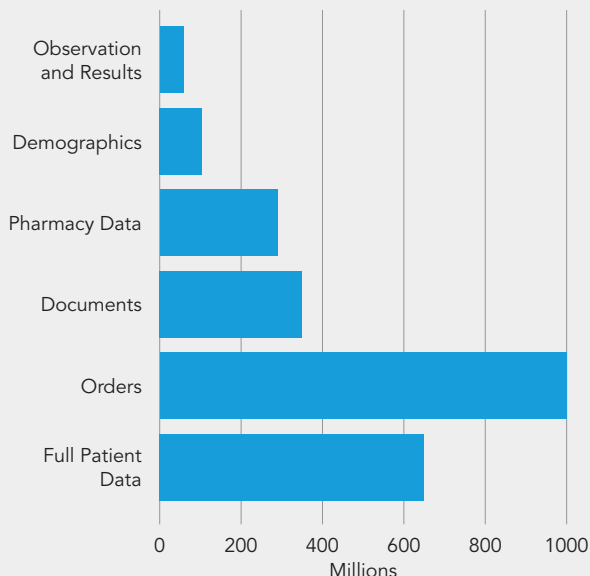
14M Unique Patient Transactions per Month

Achieving quality care through interoperability:

- **Fraser Health** uses the dbMotion™ Solution to enable the clozapine program, reducing hospitalization and emergency visits and resulting in an 80% savings, or about $30,000 per patient.

- **UPMC** partners with Allscripts to give its providers quick access to patient data and enable surrounding hospitals to share clinical outcomes by connecting employed, lightly affiliated and loosely affiliated clinicians.

- **South Western Sydney Primary Health Network** relies on Allscripts solutions to aggregate and harmonize patient data from disparate systems across seven government areas, delivering information to clinicians in a usable and actionable format at the point of care.

Analyzing your data

Allscripts analytics solutions deliver real-time actionable insights on the health of populations and your organization so you can:

- Perform well in value-based care and risk-based contracts

- Develop reports and dashboards for both clinical and administrative users

- Establish baseline benchmarks and measure treatment outcomes

- Deliver comprehensive Healthcare Effectiveness Data and Information Set (HEDIS) package reporting

- Position your organization for better contract negotiations with payors

With Allscripts, a large health system learned it only identified 26% of the diabetic population in its EHR and that 46% of its diabetic population was undiagnosed, therefore not being treated for the disease.

Solutions for clinicians and patients

Allscripts robust platform of health solution provides the tools and resources you need to succeed now and into the future—by adapting to an evolving healthcare environment and empowering clinicians, patients and organizations alike to thrive.

Usability

Built by clinicians, for clinicians, with a backbone of human-centered design and the science of usability, we develop our solutions to help you deliver the care your patients expect.

Allscripts develops new innovations every day, including embedded patient transportation solutions and technology that bring genomic data to the exam room. We're focused on features that enable the EHR to help you deliver enhanced care—such as graphical patient timelines that span the continuum and provide real-time click-less patient status updates.

Human-centered design principles guide development personas that enable EHR developers to prioritize features and dictate development decisions. After these development decisions are made, the vendor then tests the features and takes the feedback into consideration to make the required adjustments.

In a recent effort to improve usability within Allscripts Sunrise™, designers provided users a cleaner look and reduced the amount of effort it takes to interact with the EHR. By leveraging personas to guide change, the team delivered a more visually appealing product and achieved specific usability enhancements, including:

19-second reduction in time to complete task	**66% fewer clicks**	**42% faster "thinking time" for clinicians to interact with the EHR**

Mobility

An easy-to-use mobile app for clinicians ensures patient information is always accessible.

With Allscripts, organizations have a solution that provides rapid access to clinical data anytime, anywhere. As an extension of the EHR, clinicians can conduct more efficient rounding and remain apprised of incoming information about their patients. A mobile application can also provide clinicians with the information they need to help make informed clinical decisions and deliver care even when they're not at the patient's bedside.

Work Queue Task Notification

View Patient Record

Patient experience

Today's patients expect greater accessibility and engagement on their terms. To meet that expectation, organizations need to take a unified, mobile-first approach to patient engagement.

Our enterprise patient engagement platform enables providers (and patients) to

- Activate and engage your patients anytime, anywhere, on any device
- Close gaps in care
- Improve care quality and outcomes
- Manage care plans and medication adherence
- Increase patient satisfaction and foster patient loyalty and retention
- Achieve quality bonuses

Simplify access to care with telehealth

Telehealth empowers your organization to make expert care accessible anytime, anywhere. In addition to increased revenue, studies show applying telehealth to annual ambulatory patient encounters is estimated to save more than $7 billion worth of primary care physician time each year. It also

- Reduces ED and urgent care visits and decreases overall wait times
- Cuts scheduled appointment no-shows
- Increases operational efficiency
- Improves clinical outcomes and patient satisfaction

With Allscripts, Wise Health System (Dallas, Texas) established a telehealth system that captured financial data for a COVID-19 drive-through testing site in 14 days.

Care coordination

Effective care coordination across the continuum requires an evidenced-based and sharable care coordination plan.

With Allscripts, you can holistically manage patients from admission to discharge—across all care settings.

Allscripts enables clients to successfully manage outcomes, meet discharge planning requirements and overcome care coordination challenges. Our care coordination solutions

- Enhance care team management
- Leverage evidence-based care plans and assessments
- Assess risk
- Support transitions of care management
- Provide multi-sourced referral intake processes
- Provide workflow-driven worklists
- Enable AI digital health conversation via text or email
- Optimize care transitions
- Track, manage and respond to call patients' referrals in a single system
- Guide post-acute care selection
- Evaluate patient and post-acute outcomes with real-time, automated reporting

Streamline the transition of care process between hospitals and post-acute care facilities

1,000
Hospitals

20K
Post-acute clients

14M
Electronic hospital referrals

1,000 hospitals and 20,000 post-acute care clients nationwide will exchange more than 14 million electronic hospital referrals.

Taking the lead in predictive analytics

Clinical data drives proactive decision-making and highlights necessary process changes and interventions.

The Allscripts analytics and business intelligence solutions empower your organization to harness clinical data and make it actionable.

- **Manage complete healthcare data:** Integrated key performance indicators and dashboards provide true visibility into clinical data across the enterprise.

- **Configurable dashboards:** Facilitate analysis of clinical patterns and mitigate variability in care delivery.

- **Better patient care at lower cost:** Measuring compliance, maximizing reimbursements and driving efficiencies to strengthen outcomes.
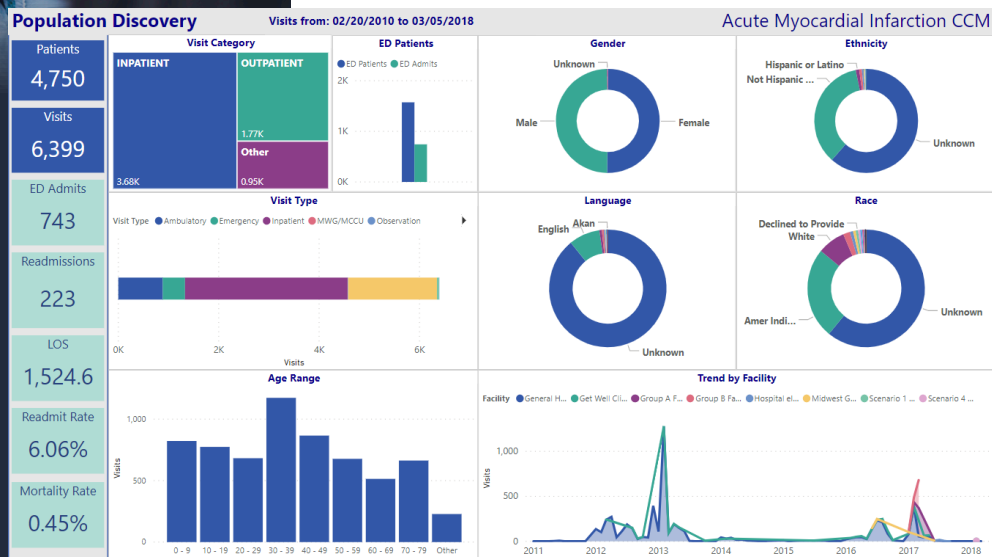
Wise Health System

Dallas, Texas, U.S.A.

> *"Wise saw a vision of 'cradle to grave' care and wanted a tool that made it easy and seamless. It's about seeing the whole patient picture and we saw that an [Allscripts] enterprise solution was the best way to care for our patients.*
>
> *"We have all the registration information within Allscripts, the financial information within Allscripts and all the clinical information within Allscripts, which gives us a full understanding of the patient on a moment's notice."*
>
> Josef Spencer, Sr. VP & CIO

Methodist Hospital

Southern California, U.S.A.

Methodist Hospital of Southern California, implemented an antimicrobial stewardship program and effectively decreased unnecessary days on antibiotics in eight out of the top 10 antibiotics by 20%, resulting in a $500K annual savings.

> *"I'm not sure if innovations like our antibiotic stewardship could happen on another [EHR] system, because they are so much more rigid than Sunrise. Or how much it would cost us if we couldn't do it ourselves."*
>
> Dr. David Ratto, Chief Medical Information Officer

Enabling success through partnerships

Allscripts nurtures close relationships with clients, strategic partners, technology organizations and the brightest developers in the industry. We believe in collaboration and strong partnership connections that help continually drive toward a successful future.

CLIENT SUCCESS

Springhill Medical Center

Mobile, Alabama, U.S.A.

"Our relationship with Allscripts has been built on a foundation of mutual trust, cooperation, accountability, and delivery. We continue to have great confidence in them as our EHR vendor of choice."

Paul Read, CNO
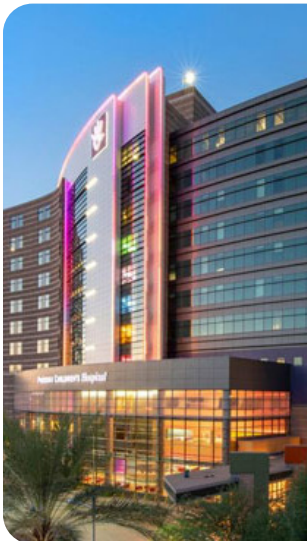
CLIENT SUCCESS

Phoenix Children's Hospital

Phoenix, Arizona, U.S.A.

"Entering a partnership is a matter of trust. With Allscripts, I feel confident in their ability to get the job done. I don't have to think of interactions as a negotiation—and I love that."

David Higginson, COO

Achieving HIMSS EMRAM Stage 7 with Allscripts

HIMSS Analytics benchmarks organizations and their ability to use technology to improve care delivery.

HIMSS Analytics research shows that 35% of EMRAM Stage 6 and 41% of EMRAM Stage 7 organizations have above-average Centers for Medicare and Medicaid Services (CMS) Quality rankings compared to just 28% of Stage 5 and 27% of Stage 4 organizations.

Allscripts draws on more than 25 years of clinical best practice experience, HIMSS-certified consultants and a comprehensive solutions and services portfolio that support your organization's success along with preparing you for the EMRAM Stage 7 attestation process.

"The EMRAM Stage 7 Award recognizes our effort to create an informed and empowered community of providers, innovators and individuals, enabling an ever-improving state of health and wellness...Allscripts Sunrise EHR has been the ideal, robust solution for our organization, managing our clinical, financial and operational needs."

Duane Donaway, Technology Director, Hendrick Health System

HiMSS®

HIMSS Analytics research shows the average **operating margin for an EMRAM Stage 7 organization is 6.4%** compared to 2.3% for EMRAM Stage 4 organizations.

CLIENT SUCCESS

Hendrick Healthcare System
Abilene, Texas, U.S.A.

In 2018, HIMSS applied new standards, making it more difficult to achieve stage 7. By using our EMRAM Stage 7 Assessment and Consulting Services, Hendrick Healthcare System successfully navigated those changes and became one of the top 1.14% to achieve EMRAM Stage 7.

100B
API datashares
annually

900
proprietary bi-
directional API
calls and 17 FHIR
resources

10K+
developer
portal users

Strategic partners

Microsoft enables digital transformation for the era of an intelligent cloud and an intelligent edge—empowering every person and every organization across the globe to achieve more.

Hospital IQ's cloud-based platform combines advanced data analytics, machine learning and simulation technology with a user-friendly interface to deliver optimized surgical resource alignment, patient flow and scheduling capabilities.

iProcedures provides software solutions to streamline the perioperative workflow. It bridges gaps in current enterprise workflows by providing innovative technology solutions, which increase productivity and provide effective, focused clinical care.

Lyft Business partners with Allscripts to design transportation experiences and programs within our EHRs that deliver on-demand and scheduled patient transportation to and from healthcare settings.

A leader in API integration, innovation

Progress in the ever-changing healthcare landscape depends on transforming today's tools and processes to drive tomorrow's innovation. The Allscripts Developer Program helps connect innovative applications, devices and other healthcare solutions to maximize an open, connected community of health.

"To meet the needs of healthcare providers and patients in this digital age, it really does 'take a village' of innovators working together. EHR vendors who don't value interoperability and engaging with others will eventually be left behind. I am sincere when I say that Allscripts has set up a program that encourages and enables 'the village'."

Debi Willis, CEO & Founder, PatientLink Enterprises, Inc.

Client success

Madonna Rehabilitation

Lincoln and Omaha, Nebraska, U.S.A.

"Documentation is about patient care because it's about access to care. Without it, patients may not receive the services they need…This is a technology solution that works well across nursing and therapy disciplines for four major hospitals and multiple outpatient sites."

Marilyn Dongilli, Physical Therapist

Springhill Medical Center

Mobile, Alabama, U.S.A.

Increased utilization rates from 6% to 70% in five months with Allscripts automated discharge summary.

"Our relationship with Allscripts has been a big contributor to our success and our efforts to be a technological leader."

Jeff St. Clair, President and CEO

Hospitals that achieve Stage 7 on the HIMSS Analytics EMR Adoption Model have demonstrated sophisticated capabilities such as a complete EMR, Continuity of Care Document (CCD) transactions to share data, data warehousing and data continuity with emergency and ambulatory care.

"The Allscripts suite of applications provided the foundation for Springhill Medical Center to achieve the Stage 7 designation. Springhill Medical Center has done an excellent job of creating the culture of expectation around the use of its EMR. It is extremely paper free on its nursing units as well as in the intensive areas of emergency department and the ICU. It has no 'charts' on the units; all documentation is electronic...This is a great example that demonstrates that a standalone hospital in a competitive market can

indeed implement a complete EMR and have strong satisfaction from the medical staff, nursing staff and patients, as its data clearly shows."

John P. Hoyt, FACHE, FHIMSS, Executive Vice President HIMSS Analytics

Holyoke Medical Center

Holyoke, Massachusetts, U.S.A.

"With Allscripts solutions, the inpatient and outpatient sides can access each other's information with the click of a button...It helps our case managers more effectively monitor patients moving through the continuum."

Michael Ipekdjian, RN, BSN, PHRN, Director of Transitional Care

Saint Anthony Hospital

Chicago, Illinois, U.S.A.

"The Allscripts Managed IT Services team has been most helpful in aligning with my division strategies to continue to strive to excel in community-focused healthcare at Saint Anthony Hospital."

James A. Sifuentes, Senior Vice President, Mission and Community Development

Methodist Hospital

Southern California, U.S.A.

Earned $389,000 on value-based purchasing incentives and a five-star rating from Centers for Medicaid and Medical Services (FY 2016)

"We use technology to build clinical pathways and guidelines as an aid to physicians, to help avoid oversights."

Gary Russell, Chief Information Officer

"The earlier we start treating sepsis, the better. Sunrise is set up to alert our physicians as quickly as possible to address it."

Dr. Bala Chandrasekhar, Chief Medical Officer and Patient Safety Officer

"I'm not sure if innovations like our antibiotic stewardship could happen on another system because they are so much more rigid than Sunrise."

Dr. David Ratto, Chief Medical Information Officer

Appalachian Regional Health System

Boone, North Carolina, U.S.A.

"We can see real-life, real-time outcomes on dashboards, and the care team can login to find out what's going on with the patient when they need to...Sunrise helps physicians make good decisions in a timely manner."

Michelle Borkowski, Director of Clinical Informatics

"Finding the [Client Outcomes Collaboration Program] was a gold mine...We've implemented four of the Clinical Performance Management reports so far for procedures and topics that are globally of interest in health care."

Lindsay Grove, Systems Administrator

Trinitas Regional Medical Center

Elizabeth, New Jersey, U.S.A.

"Trinitas will continue to grow with Allscripts applications and solutions. Allscripts really listens to clients, and that's important in a technology partner…

"With Allscripts Sunrise—from admission to discharge—we're now looking at one record of care. It's been seamless."

Gloria Lockett, Perioperative Administrative Consultant

Washington Health System

Washington, Pennsylvania, U.S.A.

25% decrease in patient harm FY 2012 – FY 2016.

"Because [Allscripts] has many products and is an integrated platform, it is a great benefit to us to have much less interface work."

Lynn Bular, Manager of Hospital Systems

Healthcare that's smarter, more intuitive and open. For Everyone.

It's Possible.

Learn more at www.allscripts.com

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