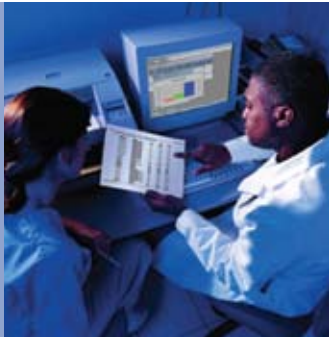


Ensure that your clinicians have access to critical patient information when your HIS is down.



SOLUTION BRIEF

Solutions for HIS Downtime

No matter how advanced or sophisticated the technology, all hospital information systems (HIS) undergo periods of downtime. Whether scheduled or not, HIS downtime understandably causes much angst among healthcare providers, as their usual order of business is disrupted.

As computer systems are shut down, critical patient information is no longer available electronically, making patient care a challenge. In anticipation of scheduled HIS system downtimes, hospital nursing staffs will often manually print patient records for the entire census. This approach is time-consuming and expensive, both in terms of hard costs (time and printing) and soft costs (patient flow and patient safety).

With system downtimes, not only do nurses have to revert to inefficient methods, but physicians who are used to accessing data electronically are forced to manually search through paper charts.

This type of staff regression can be costly for hospitals. According to research published by Healthcare Informatics, every minute of HIS downtime costs more than \$264 for an average 500-bed hospital. According to that research, each incremental 1% of downtime per year could cost a 500-bed hospital more than \$1.4 million and a 1,400-bed, 3-hospital IDN more than \$10 million in additional operating costs. (Source: Anderson, M., *The Toll of Downtime: A Study Calculates the Time and Money Lost when Automated Systems Go Down*, Healthcare Informatics, April 2002.)

Clinical Xpert™ Navigator — the New Standard

Although system upgrades, routine maintenance, and data backups cannot be eliminated, hospitals can decrease the costly effects of downtimes. Clinical Xpert Navigator reduces the expense and headaches associated with scheduled and unscheduled system downtimes.

With Clinical Xpert Navigator, hospital staff can access patient information — such as census lists, demographics, lab results, diagnostic reports, medication lists, and transcribed reports — directly from their own mobile device or desktop Web browser during downtimes. Clinicians have immediate electronic access to the most up-to-date clinical data from the time the HIS system goes offline — ensuring continuity of care through instant access to the most current patient information.

By providing mobile and desktop access to patient information, HIS downtimes do not necessitate a return to inefficient ways. Rather than attempt to produce an entire paper-record system, hospitals can give their clinicians continuous access to patient information with virtually no additional effort.

\$1.4 million

- » Cost of just 1% of downtime during the course of a year for a 500-bed hospital

\$264 per minute

- » Cost associated with one minute of downtime at a 500-bed hospital

Event-Driven Architecture

The Clinical Xpert Navigator event-driven architecture makes it the perfect downtime solution. By integrating data from hospitals' disparate information systems in its unique staging database, Clinical Xpert Navigator acts as an information repository that is unaffected by scheduled and unscheduled downtimes.

The Clinical Xpert Navigator system works by taking real-time data feeds from the various disparate components of the HIS system and populating a staging database. The staging database then provides a complete patient record — which in turn is used to populate different clinical applications. Clinical Xpert applications include Navigator for mobile and desktop patient data access with extensions for charge capture, electronic signing of orders, patient profiling, and handoff management; Medication Reconciliation; and Pharmacy Intervention. Clinical Xpert data can also be integrated into a host of additional third-party applications.

With real-time data feeds, Clinical Xpert Navigator always provides the most up-to-date clinical data possible — so unscheduled downtimes do not result in an interruption to clinical data access. If the HIS system goes down unexpectedly, clinicians with access to Clinical Xpert will have the most current patient data readily available — ensuring continuity of care while the system problems are resolved.

Physicians and nurses can continue to access patient information electronically on their mobile devices or from a Web-enabled PC without compromising their level of productivity.

Beyond Scheduled Downtimes: Unscheduled Impact on Patient Care

Besides the quantitative measurement of downtime in terms of financial and productivity losses, there is the more qualitative component of patient care.

Unplanned downtimes should only account for a small percentage of total downtime. However, they can have a significant impact on operations and, if clinicians are left with no access to patient record data, a potentially catastrophic impact on patient safety.

Timely and accurate access to patient information is crucial in providing quality patient care. Without access to the patient's clinical data clinicians are at a significant disadvantage in understanding the patient's condition, resulting in delayed or less than optimal treatment.

With Clinical Xpert Navigator, hospitals can be assured that their clinicians will have access to the right information so they can make the right decisions regarding their patients' care, even when the HIS is down.

For more information, call (800) 525-9083, ext. 6095 or visit www.thomsonhealthcare.com.



www.thomsonhealthcare.com

Thomson Healthcare
4819 Emperor Blvd., Suite 125
Durham, NC 27703
(919) 806-1700
toll-free (877) 917-5066
fax (919) 806-1702

Outside the U.S. and Canada
Tel +1 303 486-6444
Fax +1 303 486-6480