DELL Services

McKesson Horizon Patient Folder Monitoring and Error Correction Utility Services

Monitoring services at a rate we don't believe you'll see elsewhere.

You need the right expertise at the right time

Getting the right information, to the right person, and at the right time is now more critical in healthcare than ever before. IT systems such as McKesson's Horizon Patient Folder (HPF) play a vital role in patient care delivery and clinicians quickly come to depend on HPF's ability to deliver information. If the system is not optimized to deliver information in a timely manner, user frustration will soon follow. This frustration can lead to user adoption issues and can possibly hinder patient care decisions.

While many hospitals are turning to Electronic Document Management Solutions (EDMS) like HPF to get the various documents and results to the right caregiver more quickly, monitoring the health and flow of these systems is also a crucial task. Often healthcare organizations do not take into account the importance of ongoing real-time data captures as a tool to analyze system performance until much later in the system implementation and support phase.

Monitoring the ongoing health of your system is critical

Knowing how your system is performing can alert you to potential problems before they occur and help you avoid them. The ongoing addition of information to your HPF system from an ever-growing number of departments (Lab, Radiology, Transcription, etc.) also makes the job of managing the flow and health of your system both more important and more challenging. As the number of inputs and interfaces increase, so does the accountability to manage and monitor those inputs. Particularly time consuming is the process to find and correct errors from "cold feeds" that are constantly being sent back and forth within the hospital network.

Finding and fixing these errors often involves a manual process of inspecting multiple servers several times a day for various error logs and other problems. These errors can be caused by multiple reasons, and the discovery of what, where, and how to correct them can involve significant analysis and investigation. This work can require the time and effort of several full-time employees, and as the volume of interfaces grows so does the work load. Organizations often need to add staff to their IS teams to keep up with the volume of error identifications and corrections needed.

Dell Services can help: added resources, added value

Many healthcare organizations share similar challenges, and in-house solutions can be expensive. The HPF Monitoring and Error Correction Utility Services offered by the Healthcare Applications Management team within Dell Services will enable your organization to save time and money, and mitigate risk. Our global team of experts has developed the technical tools used to assess the state of your HPF system and its interfaces. Further, the tools significantly streamline the identification, investigation, and resolution of errors and help keep the information flowing smoothly through your system. Our tools also empower end-user constituents, such as HIM leaders and staff, to support physicians and other clinicians with better information and credibility.

Because our Healthcare Applications Management team can leverage the support of the vast Dell Services' professional resources and skill sets, we believe we can provide you the most competitively-priced HPF Monitoring and Error Correction Utility Services in the market. Leveraging our tools and services, organizations have saved up to one-third the effort and have significantly improved turn-around time in HPF error correction. When you also consider that you will not need to train and retain dedicated staff on-site to address monitoring and correction issues, we think you'll find that our managed service delivers significant value both up-front and in the long term, and allows you and your team to focus on other value-added responsibilities.

Benefit highlights:

HPF Monitoring and Error Correction Utility Services uses real-time data captures as a tool to analyze your McKesson system performance. Based on this data, our support specialists work with you to plan for maintenance and upgrades to enhance the efficiency and stability of your mission-critical McKesson environment.

- Reduce unplanned downtime by identifying system issues to mitigate the risk of failures
- Use ad hoc reporting to review support issues and build a foundation for planning
- Use trend analysis to add decision-making value to the data collected
- Optimize your environment with McKesson-specific advice from our specialists
- Reduce response times for issues with automated support ticket generation
- Ensure your environment is running smoothly, even when staffing is scarce
- Free up in-house team members from the task of maintaining and monitoring your system, enabling them to focus on more important initiatives
- Aquire the information you need at a highly competitive price

Summary

Our HPF Monitoring and Error Correction Utility Services give you in-depth visibility into the state of your HPF system, enabling you to make the right decisions for your organization. Our services are backed by a dedicated organization that provides daily application support and consulting services to McKesson organizations around the world.

Our Healthcare Applications Management team is part of a leading healthcare services provider with vast and deep expertise in healthcare. Having extensive experience with all major vendor clinical, financial, and web-based applications, Dell Services provides healthcare-specific counsel and integrated end-to-end solutions to support your strategic, operational, and financial goals. Our team includes a dedicated group of doctors, nurses, pharmacists, and other clinicians along with business and technology professionals who specialize in clinical implementations, technology solutions, healthcare operations, and healthcare change management. We support hospitals worldwide with standard and custom solutions targeted to meet your specific needs.

For more information about solutions for your healthcare organization, contact your Dell Services representative or visit dell.com/services.

Deep levels of healthcare expertise

Dell Services is the world's largest IT Services provider in the healthcare market based on revenue*. We have been delivering clinical and business processes, as well as information technology solutions to improve healthcare delivery for more than 20 years. We offer the infrastructure, application, and process solutions you need to enable growth, deliver value, and streamline operations.

*Gartner IT Services Market Metrics Worldwide Market Share: Database; April 13, 2010.

Getting the right information to the right people at the right price

We can deliver report writing services at a rate we don't believe you will see elsewhere.

Applications   Business Process   Consulting   Infrastructure   Support

DELL Services