DELL Services

Hospital Solutions:

Integrated Healthcare
IT and Business Process
Solutions that Achieve
Breakthrough Results

Hospital Solutions Overview

Hospital Solutions At A Glance

Backed by more than 20 years of strength in delivering healthcare services for care providers, we offer a full suite of solutions customized for your organization, including:

- Better access to information through Electronic Medical Record (EMR) and Electronic Health Record (EHR) adoption
- More effective IT systems
- Greater cost control
- Optimized patient safety
- Stronger programs to attract and retain physicians
- Improved clinical and business processes
- Enhanced performance through next generation computing solutions

The Best Solutions Help Provide Better Service for Hospitals, Health Systems, Physicians, and the Community — All While Enhancing Patient Care and Financial Performance

Dell Services provides the right combination of clinical and business process improvements combined with technology tools to help healthcare providers achieve an environment that is interconnected, streamlined, efficient, and patient focused. Our team of clinicians and technologists understands how to develop, design, and implement solutions that drive performance efficiencies and bring about real transformation.

Broad-based Industry Experience and Success

- We are a leading systems integrator of Tier I clinical systems
- We serve a multitude of hospitals worldwide, including more than 1,000 hospitals in the U.S. and five of the top 25 systems in the U.S.
- We have engagements with approximately 70 health insurance organizations
- We support thousands of physicians in hospital settings and more than 30,000 in physician groups
- In more than 400 revenue cycle engagements, we have managed, recovered, and resolved billions of dollars for our customers
- We have developed thousands of applications interfaces
- We serve leading healthcare supply chain and retail pharmacy companies

Award-winning Services and Industry-recognized Solutions

- Ranked #1 by KLAS in the February, 2009 Specialty Report for Market Segment-Clinical Implementation Principal*
- EBO Solution Ranked #1 in KLAS Revenue Cycle Services Study**
- Rated #1 for IT Services by Gartner in the worldwide healthcare market, based on 2009 revenue***
- Recognized by the Black Book of Outsourcing through hospital and provider surveys as the highest rated Information Technology Outsourcing Vendor (2009) and the Top Vendor by Function (2009) in the areas of Applications Development and Maintenance, Revenue Cycle Management, and Clinical Data Initiatives

How We Can Help Your Organization

Whether your challenge is improving practice performance, managing technology, or aligning clinical and administrative strategies, Dell Services can help achieve your goals through:

- Electronic Health Record (EHR) and Electronic Practice Management (EPM) planning, consulting, implementation, and integration
- Health Information Exchanges (HIEs)
- Clinical transformation
- Application and infrastructure hosting
- End-to-end revenue cycle services
- Extended Business Office programs
- Medical coding
- IT managed services
- Physician alignment strategies

We have deep levels of industry experience planning and delivering integrated Applications Solutions, Business Processes, Consulting Solutions, and Infrastructure Solutions for the healthcare industry.

Applications Solutions

Applications Solutions At A Glance

Dell Services understands that providing the highest quality of care to patients is your top priority. Our applications solutions can help you optimize performance and align clinical and organizational goals so you focus on what matters most — outstanding care.

Our applications solutions include:

- Implementation
- Workflow Optimization
- Technology Integration
- Migration Services
- Support Services
- HCIS Vendor Selection

The Right Applications Optimized for Performance are Critical to Achieving the Highest Quality of Care

Healthcare information systems play a critical role in meeting the demands of today's patient safety and quality-of-care initiatives. However, many providers face significant challenges achieving the functionality and return they need on their applications investments, including:

- Finding knowledgeable staff to manage and maintain advanced clinical solutions
- Optimizing performance and integration of applications
- Managing ongoing release updates
- Aligning clinical and organizational goals
- Keeping up with regulatory and compliance issues

Implementation — Our holistic approach includes change management as well as clinical and business process optimization that leverages the value of applications and ensures user buy-in.

- Set up
- Training
- Testing
- Go-live and post go-live support

Workflow Optimization — We stay ahead of the latest technologies and best practices to help sustain performance and determine options for system(s) improvement.

- EMR/EHR
- Positive patient identification methodologies
- Clinical workflow and patient safety initiatives
- Revenue cycle improvements

Technology Integration — We can recommend improvements and an action plan to help you gain efficiencies through more streamlined alignment.

- Operating and database management systems
- LANs and WANs
- Applications software
- Other Health Information Technology solutions

Migration Services — We work with your team to help transform legacy systems into strategic enablers that support the growing and changing needs of your organization.
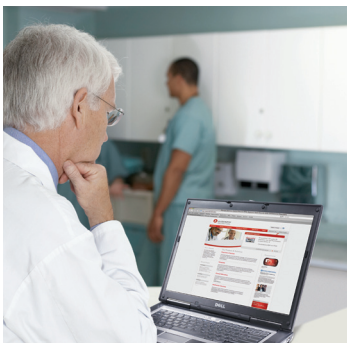
- Comprehensive test plans, training programs, and go-live check lists
- Risk mitigation prior to implementation
- Communication of the migration strategy and methodology to all stakeholders
- Post-migration transition approaches

Support Services — We offer full applications management and support to improve operations and processes in many HCIS environments.

- State-of-the-art incident tracking
- Proven issue resolution methodologies
- Best practices counsel for optimizing application usage and effectiveness

HCIS Vendor Selection — We use a disciplined framework to help you scope out your operational requirements and evaluate your technology options.

- Deep levels of experience with all major vendors
- Neutrality toward individual system and technology providers
- Unbiased strategic advisory capabilities
- Committed to your organization's best interests

As a leading healthcare services provider, Dell Services has extensive experience with all major vendor clinical applications, including: AllScripts, Cerner, Epic, McKesson, MEDITECH, NextGen, Siemens, VistA, and others, as well as major financial and web-based applications.

Business Process Solutions

Business Processes At A Glance

We have demonstrated high levels of success at creating greater efficiencies by planning, administering, managing, and integrating better business processes.

Our deep industry skill sets alleviate administrative burdens and help you focus on improving the patient experience.

Our areas of specialization include:

- Revenue Cycle Solutions
  » Health Information Management (HIM)
  » Patient Access
- Enterprise Resource Planning

Business Processes are often a Significant Area of Improvement Opportunity — Costs Saved Can be Used to Fund Other Critical Initiatives
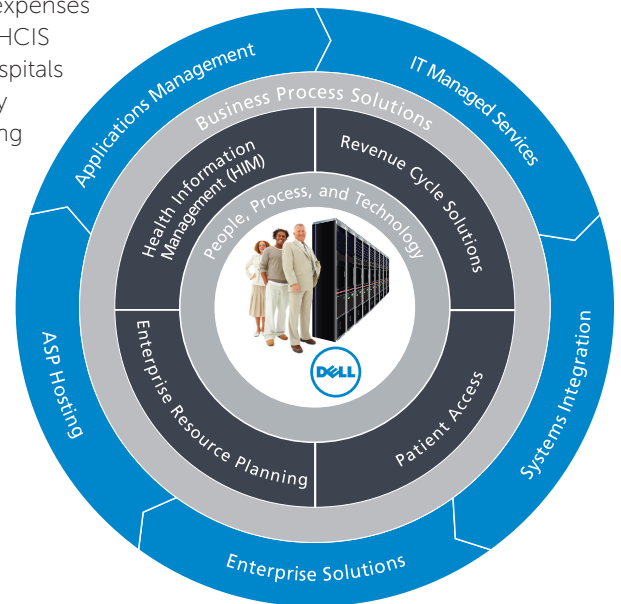
A fragmented healthcare delivery system driven by complex processes, multiple points of contact, and a changing regulatory landscape have resulted in skyrocketing costs and inefficiencies that take the focus off of the patient.

Revenue Cycle Solutions — For more than 20 years, Dell Services has recovered billions of dollars and improved revenue cycle performance (including HIM and Patient Access). We offer a comprehensive portfolio of services, from a suite of consulting and advisory services to specific functional area solutions.

- Onsite cash recovery projects
- Revenue cycle transformation
- Computer conversion solutions
- Extended Business Office (EBO), including third party insurance and self-pay programs

- Billing and collection services
- Interim staffing
- Zero balance retrospective analysis and recovery of identified opportunities

  » Health Information Management (HIM) — We can help transform your HIM department to improve clinical and administrative operations while successfully managing complex patient information.

    › Coding/remote coding
    › HIM sourcing
    › Interim management
    › Strategic Electronic Health Records (EHR) plan
    › Discharged Not Final Billed (DNFB) reduction solutions

    › Recovery Audit Contract (RAC)/Medicare Integrity Contractor (MIC) preparation
    › Charge Description Master (CDM) review, updates, and revisions
    › Resolution of NCCI edits and OP medical necessity edits
    › Master Patient Index (MPI) clean-up

  » Patient Access — Customized eligibility solutions focus on converting self-pay accounts to third-party coverage, which mitigates bad debt exposure, diminishes charity care liability, and reduces uncompensated care.

    › Government eligibility services
    › Best practice documentation and implementation

    › Interim management
    › Pre-authorization

Enterprise Resource Planning — Reduce expenses and maximize revenue by leveraging your HCIS applications. We've helped hundreds of hospitals improve financial performance dramatically across the enterprise — in some cases saving millions of dollars.

- Current supply chain assessment and improvement plan development
- Supply chain design and application implementation services
- Technology selection and workflow integration

Consulting Solutions

Consulting Solutions At A Glance

Using a combination of people, processes, and technologies, we are committed to helping customers plan, assess, implement, and optimize their HCIS while considering the culture, budgets, and resource constraints within each organization.

Based on success with hundreds of hospitals, our proven methodologies help ensure success.

Our consulting solutions include:

- EHR/ARRA Services
- Physician Alignment Services
- Patient Care and Departmentals
- Business Process Advisory
- Advisory Services

Healthcare-specific Counsel and Integrated End-to-end Solutions that Support Strategic, Operational, and Financial Goals

Dell Services offers a dedicated group of doctors, nurses, and other clinicians along with business and technology professionals who specialize in clinical implementations and healthcare change management. Tap into the deep industry experience of our seasoned professionals, many of whom are former healthcare executives, clinicians, and administrators.

EHR/ARRA Services — Our full suite of ARRA offerings help implement EHR systems that meet "meaningful use" guidelines.

- Executive Workshop
- Readiness Assessment
- Grant Writing Service
- Required Compliance Service
- Technology Optimization Service
- Quality Reporting Informatics
- EHR Implementation and Optimization
- Revenue Cycle Optimization
- Health Information Exchange (HIE)
- Physician Connectivity and Alignment

Physician Alignment Services — Our services are designed to integrate your clinical information system(s) into the context of the physician workflow and are ideal for hospital-affiliated physicians, private practice groups, and academic faculty practices. Our award-winning implementation and hosting approaches can also help expand your physician network.

- Subscription-based, hosted EHR implementation
- Program planning and execution
- Change management and EHR training
- Clinical help desk
- Revenue cycle management
- Practice management hosting
- Creation of a private HIE
- Clinical decision support
- Physician governance and leadership

Patient Care and Departmentals — Implementation methodologies specifically designed to ensure the success of hospitals adding or upgrading one or more solutions within the Advanced Clinical System (ACS) portfolio.

- Project management
- Pre-implementation planning and assistance
- Application implementation and optimization
- Process redesign
- Clinical bar coding and mobile computing

Business Process Advisory — Our best practice successes can help your organization achieve benefits in many functional areas.

- Process reengineering
- Revenue cycle performance reviews
- Case mix analysis
- Training
- Compliance reviews
- Claims denial reviews
- Operational assessment and improvement
- Transcription assessment and management
- Patient access assessment
- Ambulatory Payment Classification (APC) impact analysis

Advisory Services — Improve patient care, reduce expenses, enhance revenue, and address opportunities such as provider satisfaction, market differentiation, and competitive advantage.

- Strategic planning
- Executive advisory services
- Process redesign, renovation, and innovation
- Project management and training

Infrastructure Solutions

Infrastructure Solutions At A Glance

We can enhance network and information security, align system technologies with business strategy, and improve operations with the following infrastructure solutions:

- IT Infrastructure Design, Selection, and Deployment
- Technology Management and Healthcare Operational Continuance
- Managed Services
- Information Lifecycle Management
- End User Computing
- Technology Integration Support
- Software and Hardware Maintenance Renewals

Integrated Infrastructure, Technology, and Process Solutions Optimize System Architecture and Performance

Healthcare organizations typically have a multitude of technologies, applications, and network systems that all exchange data and information with each other. Enhancing network and information security and aligning system technologies with business strategy and management improves operations and adds to the quality of care across your facilities. Dell uses a Service Oriented Architecture (SOA) approach to deliver integrated solutions that are tailored to improve system performance with a flexible delivery platform.

IT Infrastructure Design, Selection, and Deployment — Achieve a cost-effective, high performance infrastructure driven by technical and project management expertise.

- Data center provisioning
- Enterprise networking
- Technology assessment and strategic planning
- User access
- Data migration services
- Virtualization – servers, desktops, and archiving
- Cloud computing
- Device Security

Technology Management and Healthcare Operational Continuance — Provide for secure and stable operations.

- Ongoing support, testing, and recovery services
- Backup / Disaster Recovery (managed and self-hosted)
- Business continuity strategic planning, assessment, design, and deployment
- Downtime procedures

Managed Services — Free up your internal resources to focus on high-value core business activities.

- Remote infrastructure hosting (or managed hosting on your site)
- Applications SaaS
- IT outsourcing
- Secondary storage services for scanning and archiving
- Transition management

Information Lifecycle Management — Align policies, processes, and tools with the most effective infrastructure.
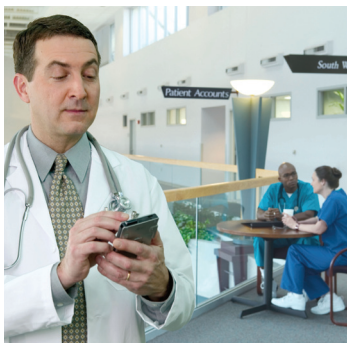
- End-to-end data management
- Policy development
- Scanning and enterprise archiving
- Tiered storage

End User Computing — Enhance performance, improve user satisfaction, and control costs.

- Desktop and configuration management
- IT service desk and support

Other Support Services — Provide flexible and cost effective approaches to ensure best performance.

- Technology integration support (including proactive monitoring)
- Software and hardware maintenance renewals

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.

Applications   Business Process   Consulting   Infrastructure   Support

DELL Services