Costs, complexities and regulations keep multiplying. Change the equation and improve quality care.

QualPath

xerox®

Ready For Real Business

Spend less time on processes.
And more time on patients.

Your number one priority: Delivering quality patient care. But the costs of delivering that care keep rising, reimbursements keep shrinking and healthcare reform mandates keep coming. How, then, do you improve the quality of care while controlling its cost?

Partner with Qualpath. We help hospitals, physicians and other providers change the healthcare equation.

When you team with us, you gain our deep knowledge of the healthcare industry's IT needs, its clinical workflows and processes, and its business office and revenue

cycle operations.

We help you expand the use of technology in your organization, to help simplify processes and deliver on the promise of today's most exciting healthcare innovations.

The results: You can do more to streamline workflows. To reduce administrative costs. To improve reimbursements. To enhance access to information. To tighten regulatory compliance. To maximize technology investments. All of which allow providers to devote their time and resources to treating patients. That's what we mean by giving you more freedom to care.

Facts to Consider

- Currently serve more than 1,500 hospitals

- 25+ years supporting healthcare providers

- Over $2.5 billion in annual revenue from healthcare clients

- 15,000 professionals dedicated to the healthcare industry

Workstreams need to be simple.
So solutions need to be advanced.

When you leverage the power of innovative technology, you can simplify the workload of caregivers and enable more-affordable and higher-quality care.

How do you streamline the work of caregivers, stay apprised and connected, and educate your staff? Rely on Qualpath to do the heavy lifting.

Providing Insight to Caregivers

For example, it can be difficult to manage all the information associated with patient workloads. Our Midas+ applications provide these data to clinicians in an intuitive layout, showing relevant, at-a-glance clinical information on multiple patients.

By interacting with your Electronic Health Records (EHR), Midas+ updates clinicians on evolving complications through real-time alerts. They can then respond in a timely manner and ensure optimal outcomes. With information from this innovative technology, you can improve patient safety by reducing medical errors, complications and readmissions.

More Ways to Stay Apprised

We can also help you reduce administrative workloads. Use our LiveKey technology to efficiently enter patient records data into a digital EHR system. With the simple press of a button, you can immediately scan, send and integrate documents into a highly efficient imaging workflow.

And, since today's caregivers are constantly on the go, our mobile print solutions enable doctors and nurses to securely print patient records and other documents from their smartphones, while maintaining patient privacy in the process.

Simulate to Educate

To help clinicians quickly and fully adopt new technologies, Xerox subsidiary The Breakaway Group has developed an innovative learning solution. Similar to the way pilots use flight simulators to train and to improve safety, this solution allows caregivers to learn new workflows in a training environment that simulates the software used in a hospital or doctor's office.

More than 250,000 users across 90 healthcare organizations have used this training to get quickly up to speed and improve adoption of EHR solutions and clinical documentation systems.

The result: at least 70 percent better adoption of new technology compared to those trained using traditional methods.

Innovation on the Midas+ Backbone Improves Nursing Workflow

Hospital nurses spend too much time searching for information, medications, supplies, support staff and patients – all of which means less time at patients' bedsides. These inefficiencies also contribute to increased clinical errors, which can put patients at risk, delay treatment and increase length of stay.

To streamline processes for nurses and other staff, we are developing an agent-based workflow solution that uses smart-care technology to manage tasks, facilitate documentation and provide location services. The tool will use touch-screen panel monitors, smartphones and real-time EMR read-write capabilities to help nurses better manage their workdays.

The technology will not only help manage patient care, but will also increase nurses' job satisfaction. And happier nurses mean lower turnover costs – which can total $300,000 per year for every 1 percent in retention rates.

Push costs out.
Pull revenues in.

Amid staffing shortages and operational inefficiencies, many provider organizations need opportunities to optimize operational costs.

Let us help you:

- Manage your technology environment
- Reduce admin and labor costs
- Ensure security and optimize your operations
- Establish a predictable and scalable cost structure
- Support your future requirements.

By implementing a shared services model, you can lower the cost of technology infrastructure, network provisioning, print and end-user computing by up to 30 percent. Plus, you'll free internal IT staff to focus on more-strategic initiatives, such as EHR implementation or upgrades and ICD-1 0 conversion.

An Expert Technology Partner

In today's market, business and regulatory needs continue to change faster than ever. So it's important to work with a technology partner with the experience to support not only your hardware infrastructure, but also your EHR application environment. We can help you reduce costs by optimizing our vendor relationships and global support organization.

Leverage our enterprise architecture standards and ITIL processes and best practices to attain quality service while lowering and controlling costs.

And count on our Managed Print Services to free your doctors and nurses to move from paper to digital. By creating a solid business process infrastructure, you can transition from overwhelming paper-based information to efficient, EHR-based intelligence – while maintaining patient privacy as well.

Case in Point

San Antonio's Methodist Healthcare System, which prints millions of documents every year, wanted to outsource management of its in-house Print Center to a strategic partner who could reduce costs, operate more efficiently and communicate more effectively to stakeholders. We assumed management of the Print Center, and soon found millions in cost savings, accelerated turnaround times, improved compliance and sharpened clinicians' focus on patient care.

Operational IT Areas We Support

Qualpath brings a broad range of expertise to operating hospital IT systems and processes. Among the areas we support are:

- EHR and ERP hosting

- Managing infrastructure services: mainframe, server, storage

- Hardware and software provisioning

- Network provisioning and management

- Virtualization

- Cloud computing

- Data security

- Disaster recovery and backup

- Applications management and SaaS (Software as a Service)

- End-user computing (desktop support and technical service desk)

Bolster Your Top Line

Revenue Cycle solutions to help improve reimbursements and cash flow performance.

From upfront assessments that draw the blueprint for success, to defining best practices for your intake, insurance, self-pay and bad debt processes, we have the expertise to help you:

- Identify and quantify improvement opportunities throughout your organization, from registration desk to patient bedside, from ER to back office

- Compare your revenue cycle performance to best practices

- Propose the most appropriate course of action.

The result: improved – and sustainable – per-patient revenues and cash management.

Case in Point

To improve quality, reduce costs and enhance disaster recovery, a Texas-based public hospital system hired us to manage data center operations, monitor and support their server, storage and network environments, and provide ERP applications support. The environment includes over 800 servers and an Advanced Recovery Center. Because of the reliability, scalability and flexibility we built into their process, the hospital now serves a growing patient population in the face of rapid, ongoing change in the industry.

Government reform creates incentives.
Compliance can improve quality.

Achieving internal performance goals is tough enough. But there are external compliance issues to face as well. We'll help you meet government reform mandates – and qualify for financial incentives – which can ultimately help enhance quality of care.

Let us help you select, run and optimize technology that:

- Ensures compliance with government mandates, reducing risk of fines and sanctions

- Maximizes Meaningful Use and EHR financial incentives

- Provides information to improve care coordination, clinical decision support

- Tracks and analyzes diagnosis, treatment and outcome metrics to improve care quality against nationally recognized benchmarks

- Optimizes document management and automation, standardizing approved forms to ensure compliance.

A Full Range of Strategic and Application Consulting Services

- Advisory services

- Electronic Health Records (EHR)

- Enterprise resource planning (ERP)

- Business process re-engineering

- System selection

- Implementation, integration and testing

- Go-live and post-go-live support

- Migration services

Extensive Experience With These Healthcare IT Applications

- Allscripts

- Cerner

- Epic

- GE Healthcare

- Kronos

- Lawson

- Meditech

- McKesson

- Siemens

Case in Point

When a large Midwestern Health System opened a new Children's Hospital and expanded another of its facilities, it needed to quickly implement Cerner CPOE and additional applications for patient safety. We provided management expertise and resources to complete implementation and supplement internal staff to meet the system's tight deadline.

Transform Clinical ICD-10 Documentation

Leverage our investment in ICD-1 0 Remediation to transform clinical documentation and reimbursements. We believe leading healthcare providers will use the enriched coding set to transform their business (and merely complying will be an expensive, low-value exercise).

Achieving healthcare market leadership is your endgame, as ICD-1 0 converges with emerging pay-for-performance reimbursement approaches. Excellence in clinical adoption, from both process and analytical perspectives, is key to achieving success.

To support your transformation, we offer the following services: Planning, Best-Practice Process Improvement, Adoption and Sustainment, Technology, Revenue Cycle and Quality Management.

From Information to Insight

Access real-time (bedside) information and retrospective analytics to monitor and measure patient information and hospital workflow via:

- Clinical surveillance
- Care and case management – the nation's largest
- Comparative database for clinical outcomes.

Gain a Trusted Applications Consultant

Information technology alone is not a panacea. But IT that's driven by strategic business planning and coupled with effective processes can lead to better care delivery, lower costs and a competitive edge.

Because we are vendor neutral, we have extensive experience with every healthcare IT application in the marketplace. Whether you need guidance selecting, implementing or optimizing an application, we offer "no-surprises" support across the lifecycle in your environment.

Before implementation, we'll work with you to develop a plan that:

- Defines scope, constraints and deliverables
- Lays out governance guidelines and success criteria
- Identifies best-practice workflows
- Sets expectations to avoid surprises and negate costly errors and rework
- Drives adoption as a key success factor.

After implementation, we help you optimize the application in your environment and manage upgrades as required by the software vendor and sustain adoption over the lifecycle of the application.

Putting Insights to Work

Our Midas+ software suite helps over 1 ,400 clients translate data into meaningful intelligence they can use to improve performance. That's what makes Midas+ today's preferred partner for quality outcome improvement and strategic performance management. You can leverage our 23 years of market domain expertise to help outperform median national hospital quality scores for value-based purchasing and other pay-for-performance programs.

Whether your organization is a single hospital, ambulatory care center or large integrated delivery system, use our software to gain a simple yet powerful way to access, track, analyze, compare and contrast raw data. This provides your clinicians with insights to make objective, sustainable and defensible decisions that help improve clinical quality, patient experiences and satisfaction.

Enhancing efficiency is the goal.
Improving care is the outcome.

It pays to team with the nation's leading provider of information technology services to the healthcare industry.

After assessing your facility's needs, capabilities and processes, we can offer comprehensive, solutions to simplify the work of each caregiver by expanding the use of technology...
to improve operations and lower costs...to accelerate reimbursements... and to meet government reform mandates.

Across a rapidly changing healthcare ecosystem, we passionately support the professionals who ensure the health of people – and the organizations that care for them. We're transforming data and documents into real knowledge that healthcare providers can access, share and use to make wise decisions that improve the quality of care.

To learn more, call us at 1.866.851.2200 (Mon–Fri, 8 a.m. to 5 p.m. ET)

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