

ENSURE THE QUALITY OF
INFORMATION AND CARE

EDS CARE NETWORK SOLUTION



/// SOLUTION OVERVIEW



Transform healthcare delivery, administration and access via seamless information exchange

EDS' suite of services for Health Information Exchanges (HIEs) and Electronic Health Records (EHRs) helps optimize patient safety and efficiency across the healthcare continuum. It ensures that verifiable health information is accessible to enable decision-making at the point of care. The Care Network Solution offered by EDS, an HP company, meets each client's unique needs while underpinning compelling health informatics and outcomes.



OUR CREDENTIALS

We offer an unmatched body of industry qualifications, with decades of experience in healthcare technologies, policies and program administration at the state, federal and international levels.

- **SECURE DATA EXCHANGE EXPERTS** - EDS is the largest administrator of medical information for public and private healthcare consumers in the United States.
- **UNIQUELY BROAD REACH** - We touch more than 200 million lives daily by delivering health IT services to clients in the government, payer, provider and life sciences markets.
- **TRANSFORMATION LEADERS** - EDS operates networks that connect with a significant subset of healthcare providers, payers and consumers, and 250-plus healthcare entities in 20 countries.
- **A RECOGNIZED EHR PIONEER** - EDS created one of the nation's first electronic medical records more than 10 years ago.
- **PROVEN TRACK RECORD** - In partnership with the Veteran's Administration, EDS supports development and maintenance of the VA's VistA Application suite, the most recognized operational EHR system in the world today.

The connection between information and quality care

Concerns about consumer safety, healthcare affordability, changing demographics, public wellness and quality of care are driving healthcare transformation. Availability of and access to complete medical histories is fundamental to appropriate clinical and economic decisions. Governments need better data for analysis to optimize care programs and administration. All depend on solid primary care relationships, aggressive public health interventions and timely access to accurate information.

Close the information gap

EDS' interoperable Care Network Solution helps close the healthcare information gap among clinicians, payers, administrators and consumers. It contributes to controlling the spiraling costs and risks inherent in paper-based, information-intensive approaches. This flexible, standards-based set of services combines relevant information about an individual's health, treatment, medications and demographics from many wide-ranging data sources to promote collaborative care. And it offers the metrics necessary to model greater wellness outcomes and enhance public health, including assistance for rapid disaster response and bio-surveillance.

What you can achieve

Realize the promise of the electronic health record

The EDS Care Network Solution enables close, confidential collaboration among care providers while increasing teamwork and effectiveness. Our component-based approach provides the flexibility to adapt to an industry undergoing change, while supporting you throughout the transformation.

Lower medical spending

Equipping patients and their providers with comprehensive, longitudinal, real-time health histories leads to smarter use of clinical resources, reducing the total costs of claim payments. In fact, in studies cited by the U.S. Department of Health and Human Services, EHRs reduced orders for lab and radiology tests by 9 to 14 percent; cut excess medication use by 11 percent; decreased costly hospital admissions by 2 to 3 percent; and improved administrative efficiencies.

Drive wellness and population management - simultaneously

Giving patients timely access to critical information promotes personal responsibility and accountability when making health decisions. In turn, payers, employers and providers can offer engaging programs that encourage prevention and wellness. A secure, low-maintenance Web portal provides simple patient access, while aggregated, analyzed information helps managers improve population health status.

Improve outcomes through optimized IT investments

Ultimately, the Care Network IT platform helps simplify and streamline the practice of medicine and promotes optimal medical outcomes. It unifies the many disparate components of the healthcare system; breaks down silos of information across an entire enterprise or system; connects the medical community at large; and successfully leverages - not replaces - existing IT and other health-management investments.

Count on a reliable, secure solution

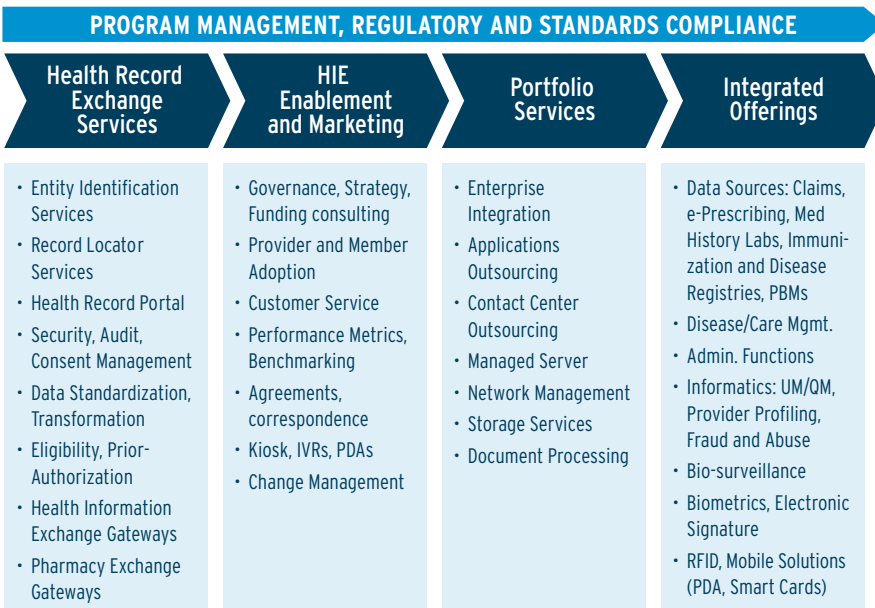
Identify and achieve strategic improvements in healthcare quality, access and cost through a scalable, comprehensive solution. The Care Network technology encompasses standard off-the-shelf products that seamlessly blend the attributes of EHRs, personal health records and HIEs to promote integration and manage interactions. And it addresses EHRs, administrative data and functionality based on access privileges, consent and proper levels of security for each stakeholder within the healthcare community.

The support you need

EDS aligns clients' budget priorities and assets, industry best practices, and our experienced clinical and technical resources to jump-start initiatives. Consultation services support healthcare communities in establishing their business case, identifying funding sources, creating governance and organizational structures, and establishing member and caregiver outreach programs.

TRANSFORMATIONAL SOLUTIONS THAT IMPROVE CARE CONTINUITY

- Instantly align your business case and governance structure rationale with federal architecture guidelines and standards for data exchange.
- Enable cross-organizational, multidisciplinary data sharing among doctors, hospitals, labs, pharmacies, state agencies and registries.
- Know that your infrastructure provides interoperable information exchange within the healthcare value chain.
- Boost multiprovider and patient enrollment using consent-management tools, access to Web-based services and targeted client outreach.
- Reduce the costs of IT ownership and business process execution.
- Decrease operational expenses, duplication and errors by integrating real-time clinical information with claims and eligibility data.
- Effect better program outcomes through targeted population sampling of de-identified data and individual progress tracking.



The EDS Care Network Solution Framework (left)

An overarching structure that integrates information flow to improve patient safety, enhance quality of care and reduce cost



PIONEERING MEDICAL REPORTING SYSTEM ENSURES PATIENT SAFETY

Concerns about incidences of adverse medical events led the Pennsylvania Patient Safety Authority (PSA) to bring in EDS. Our IT expertise helped build the most comprehensive patient safety reporting system in the nation.

Within five months of its statewide deployment, the Web-based system processed more than 50,000 reports of actual or potential patient harm. Its analytical tools identify trends and patterns in the data, helping the state's medical facilities improve patient safety by proactively addressing areas of potential risk.

Building incremental successes on the road to long-term vision

EDS works with its clients to identify their business requirements and "future-state" vision for health information exchange and access to EHRs. We assess each client's current business and technology environments, then create a road map that incorporates a phased deployment in addition to any value-added services. This approach enables short-term, measurable successes while ensuring the building blocks for the long-term vision are in place.

Through a series of incremental steps aligned with budget priorities, EDS offers a modular, standards-based approach to establish, integrate or extend existing investments already in place. Next, we deploy components of the EDS Care Network Solution to accelerate user adoption and participation. EDS implements a foundational Health Information Exchange that interoperates with multiple end points. EDS' clients choose applications and portals based on the demands of their stakeholders and their adherence to open standards.

Key implementation success factors in EHR/HIE engagements include these:

- **Implement project governance** to create a harmonized governance model through interagency collaboration and stakeholder involvement.
- **Establish iterative program milestones** to quickly demonstrate immediate value to EHR end users and gather critical input on broader solution design and rollout plans.
- **Define the targeted population** to ensure pilot participants represent a rich cross-section of end users for requirements validation and functional demonstration and feedback.
- **Start small, deploy incrementally.** Acknowledge resource constraints, program criticality, and the need to produce a sustainable, viable solution that can progress quickly from initial functionality to a broader offering with expanded services and options.

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