

Implementation Services

Highlights

- ***Enables organizations to make critical business decisions, so the implementation can proceed with clarity around the desired outcomes***
- ***Facilitates operational leadership and develops a shared understanding of the most practical way to improve operations***
- ***Streamlines build process by using business and operational vision***
- ***Improves efficiency by designing operational and education plans***

Healthcare organizations typically make an investment to implement new systems with the understanding that the new system will contribute to overall business objectives, such as lowered costs, increased revenue or improved quality of care. Yet all too often achieving those business goals is overlooked when implementing the new system. The focus becomes quickly building and testing the new application to deliver an on time implementation rather than delivering business value. Prolink4 Implementation is a approach to implementing health-care systems that remains focused on achieving an organization's ultimate business goals at every stage of the implementation process, ultimately delivering the optimal results.

Why IBM Healthlink Solutions?

IBM Healthlink Solutions couples process and technology to deliver business results. We have spent years working with our clients to map hundreds of major healthcare processes. Leveraging this experience, IBM's approach to system implementations is operations-driven and goal-oriented. We focus on how work can be improved through more effective use of IT; and we look at empowering the organization and re-designing business processes as the key to success. Our Prolink4 approach utilizes our proprietary process mapping tool, Promap4, which contains hundreds of vendor specific typical and optimal workflows. This tool allows us to work

with our clients to understand, optimize and use technology to enable their processes, rather than just implement systems. To us a successful implementation is not just on time and on budget, but one that delivers the value expected.

Our Approach

The Prolink4 Implementation methodology is centered on redesigning processes to realize organizational efficiencies before beginning system design and builds. There are four key stages to a Prolink4 Implementation:

Frame the Future

In order to initiate the project with the right objectives in mind, IBM spends time with our clients up-front to fully understand their unique priorities and objectives, infrastructure and current operating environment, including their goals for improved clinical service and business outcomes. With organizational objectives clearly defined, IBM initiates what we have coined "Decision Days," in which key decisions are made by the appropriate representatives from throughout the organization and metrics are identified that will drive the scope the project and establish expected outcomes. These decisions and metrics are transformed into future state processes, associated goals and a deployment plan. Decision Days are organized to minimize surprises throughout the implementation and



create a clear understanding of how work will be carried out with the new system. We instill organization-wide support for key choices and changes, ultimately eliminating project delays while reducing project costs. This future state is then used throughout the entire implementation process, including system design and build, policy and procedure development, testing and training to ensure the expected results are achieved.

Build the future

This stage of a Prolink4 Implementation, the previously defined future state processes and metrics become the parameters for defining workflows and system functionality. IBM helps healthcare organizations understand how to best use the vendor system functionality and workflows to enable the processes necessary to reach their business and clinical objectives.

Refine

This phase focuses on effective transition to new technology and new work process. This includes the actual Go Live and refinement following. IBM uses the Future State design to build the system. The future state processes are used as a basis for testing and training both system and work process.

Adopt and Realize

The last stage of Prolink4 Implementation is when the new environment is transitioned to the client's support team. At this stage we measure the initial return on investment using the metrics defined in the Decision phase, and train the client in

Vendor Focus

IBM is thoroughly familiar with the industry's leading vendors such as Cerner, Epic, Eclipsys, GE, Lawson, Oracle, McKesson, MEDITECH and Siemens. Our fluency with these and other HIT vendors allows the Prolink4 Implementation approach to be so successful—we can modify the methodology to address intricate vendor specific functionality to fully exploit the technology to improve operations.

The Benefits

Our Prolink4 Implementation methodology results in proven business value and metrics to measure this success. Furthermore we provide the knowledge, methods and tools to give our clients the skills to sustain the success independently after the project. The expertise IBM consultants leverage to implement systems and realize organizational efficiencies is transferred to our clients to ensure that the benefits realized remain in place.

IBM Healthlink Solutions Advantage

What makes IBM different? Our clients tell us they value our experienced people, our Prolink4 consulting approach and our client focus. Our seasoned team includes healthcare and IT professionals, 60% of whom have held leadership positions across the C-suite of healthcare provider organizations in addition to MDs, RNs and RPHs. In fact 77% of our consultants, have 10+ years in IT and/or healthcare operations. Our Prolink4 approach provides a structure within which skilled consultants can leverage industry and operational knowledge with client-specific current state, goals, and decisions to produce

© Copyright IBM Corporation 2006

IBM Information Technology Services
Route 100
Somers, NY 10589
U.S.A.

Printed in the United States of America
12-06
All Rights Reserved

IBM and the IBM logo are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries or both.

Other company, product and service names may be trademarks or service marks of others.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.

a knowledge database for the client. This guides the delivery of the "new environment" that drives results. Above all IBM knows the most important ingredients for success are intangible: our dedication to clients, quite simply, reflects the attitude of our people and forms the basis of our success.

For more information

To learn more about IBM Healthlink Solutions Implementation Services, contact your IBM representative or visit:

ibm.com/bcs/healthcare

IBM Healthcare Solutions are enhanced by the clinical and business process expertise of Healthlink Incorporated, which was acquired by IBM in 2005.