



Eclipsys Services

Highlights

- ***Enables organizations to navigate the complex technology and business issues that can impede an Eclipsys implementation***
- ***Provides Eclipsys experience consultants who understand the Eclipsys system and functionality***
- ***Facilitates operational leadership and develops a shared understanding of the most practical way to improve operations***

The Eclipsys Vision

Eclipsys, with its rich history of innovation, is committed to delivering a comprehensive suite of solutions that can transform the way that healthcare is delivered in today's provider organizations. IBM Healthlink Solutions supports Eclipsys' vision and realizes achieving this transformation requires significant technical and operational expertise.

Our Approach

While Eclipsys works to design the technology that will meet your needs, we will work to ensure your organization will achieve a successful implementation or upgrade. Eclipsys information systems are among the most powerful in the industry and present organizations with numerous options for delivering patient care and system design. We have proven capabilities in helping organizations build their own technology enabled model of care. As IBM's provider practice, we help organizations navigate the complex technology and business issues that can impede an Eclipsys implementation. ion of IBM Eclipsys Practice.

Our Team Knows Eclipsys Solutions

There is no substitute for understanding a system's technical details, capabilities or limitations. We are experts in Eclipsys products and can provide the appropriate checks to ensure your implementation meets organizational goals.

Our Eclipsys teams are composed of staff that have worked with Eclipsys products at client sites around the country. We specialize in the following Eclipsys specific expertise:

- *Getting CPOE right. Eclipsys offers a powerful CPOE and clinical decision support solution and IBM has the capabilities required to make CPOE a reality at your organization. We have the technical expertise to assure proper integration, and the clinical expertise to build physician adoption and nursing support.*
- *Optimally Implementing Sunrise Clinical Manager. A Sunrise Clinical Manager implementation raises many questions about how your organization wants to deliver care. IBM has developed services to facilitate the decision making process and helps an organization embrace the Eclipsys functionality.*
- *Realizing the Promise of SunriseXA. Eclipsys has invested significantly in its SunriseXA product suite which not only offers a web-based technology but offers powerful role-based functionality. IBM has the expertise to ensure that your organization maximizes this powerful capability.*

Eclipsys: What We Do

As IBM's provider practice, we are a comprehensive consulting resource for Eclipsys solutions. Our Eclipsys team



has extensive Eclipsys implementation and application management experience. IBM has application expertise with the following Eclipsys products:

- *SunriseXA*
- *Sunrise Clinical Manager*
- *Sunrise Critical Care*
- *Sunrise Access Manager Patient Financial Manager*
- *Sunrise ED Manager*
- *Sunrise Ambulatory Care Manager*
- *Sunrise Surgical Manager*
- *Sunrise Record Manager*
- *Sunrise Discovery*
- *Sunrise Decision Support Manager*
- *e7000*

IBM's Eclipsys team provides comprehensive implementation services, assisting clients in a variety of roles in all stages of implementation:

- *Project Management*
- *Pre-Implementation Planning*
- *Readiness Assessment*
- *System Conversion*
- *Change Management*
- *Application Implementation Services*
- *Clinical Process and System Optimization*
- *Optimization Services*
- *System Support and Maintenance*
- *Physician Adoption Strategy*
- *Clinical Content Management*
- *Benefits Realization*

Our Team

IBM has one of the most experienced Eclipsys implementation consulting teams in the country. Our team members have helped install and integrate Eclipsys at healthcare organizations throughout the nation. Our dedicated Eclipsys implementation team includes Eclipsys focused consultants with an average of 23 years of healthcare experience and an average of 49 implementations thus far in their careers.

Our range of Eclipsys experience encompasses the full suite of Eclipsys applications from e7000 to the latest Sunrise Clinical Manager product. Experiences with these applications include pre-implementation planning to project management to interfaces and data conversions to testing and training. Eclipsys expertise is strengthened by our focus on process redesign initiatives that are specifically oriented towards customizing Eclipsys to enable an organization's performance improvement decisions. In addition to the Eclipsys implementation team, IBM employs a significant number of consultants with clinical and financial implementation experience with other vendors. The majority of our consultants are experienced in process redesign/benefits realization and process mapping and IBM also employs several individuals who have detailed knowledge of EMPI, scheduling, and other ancillary applications that are often leveraged during Eclipsys implementations.

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For more information

To learn more about IBM Healthlink Solutions Eclipsys 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.