



# Integrated Performance Solutions

Raising the standards of performance.

[www.siemens.com/healthcare-IPS](http://www.siemens.com/healthcare-IPS)

**SIEMENS**

Before we begin the project, we define where you are now, uncovering and understanding your perspective, needs, and expectations. We analyze and measure current operations, evaluate processes throughout the workflow, and spotlight key areas for improvement.

# Prepare yourself for the future through solutions that begin with you.

With you, we create and advance a shared vision for the healthcare institution. Together, we identify specific, quantifiable goals for patient care, workflow efficiency, and cost containment.

We build on existing institutional strengths and potentials. We incorporate proven best practices into your core processes. We take you into the future, ready to continue to enhance many aspects of the institution.



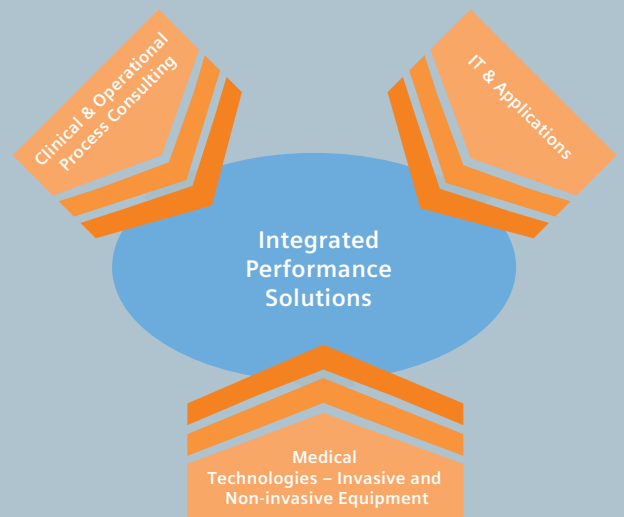


It's a complex world out there.

Operational costs, reimbursement levels, regulations, a myriad of processes and technologies, and the performance of thousands of individuals all significantly impact patient outcomes and financial performance. Reaching the next level of institutional performance requires change, but how do you know what changes to make?

There's a solution that's just right for you.

Every institution, every performance issue, is unique, and so is every real solution. Some solutions are as simple as connecting one technology component; others require integration of an entire healthcare institution. Whether your solution requires medical imaging, information technologies, workflow revision, or new customer services, the best-in-class practice knowledge of Siemens Integrated Performance Solutions will customize a solution that meets your clinical, operational, and financial objectives.



You need solutions that are flexible enough to be applied to issues of any size or complexity, from planning a new hospital from the ground up, to streamlining workflow in a single department. You need solutions that are flexible enough to accommodate the technology you have in place right now, independent of vendor. You need solutions that are flexible enough to evolve with your changing needs for years to come.

# Improve your overall performance by optimizing it in all aspects.



Our Integrated Performance Solutions can make a major impact on patient care.

Clinical performance means that best practices are defined with physician input, clinical pathways that are optimized to manage patients with the utmost effectiveness, and patient outcomes that can be the clinician's sole concern.

#### Potential improvements\* in clinical performance

- Reduced number of emergency readmissions to hospital following treatment
- Reduced post-catheterization infection rate
- Reduced door-to-balloon-time

Operational performance means smoother information workflows with less redundancy and less paperwork, nimbler response times, reduced durations of stay, and an end to billing delays.

#### Potential improvements\* in operational performance

- Reduced length of stay (LOS) and average length of stay (ALOS)
- Reduced waiting time for elective procedures
- Reduced time to fibrinolytic therapy

The end result? An increased healthcare delivery quality and greater operational efficiencies – which may lead to improved financial performance.

#### Potential improvements\* in financial performance

- Streamlined revenue cycle audit
- Higher cath procedure contribution margin
- Comprehensive charge capture and IT-supported billing

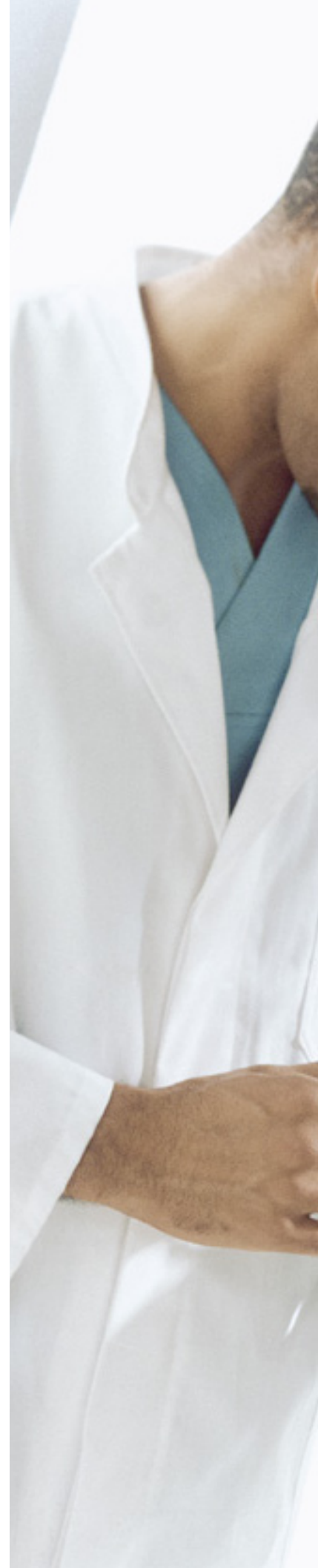
\* The improvements listed above are a sample of improvements that can be achieved. Results may vary. Data on file.



Whether your identified need is clinical, operational, or financial, our robust, solutions-oriented approach to Integrated Performance Solutions will help you understand how the need originated, what it takes to address it, and how to implement the solution without disrupting other areas of the enterprise.

The depth of our approach helps to ensure that we understand the entire system – and all component parts – that produced the need. This deep understanding enables us to uncover solutions that are as simple or as complex as required.

Get precisely the solution  
you require  
by understanding how the  
need for it originated.





# Integrated Performance Solution built upon the cardiovascular

This is an example of an Integrated Performance Solution in a cardiology enterprise. In this case, the following components had been integrated: Soarian® Cardiology – the cardiovascular information system; syngo® Dynamics – a multimodality, dynamic image review and archiving system; and AXIOM Sensis XP – a hemodynamic and electrophysiology information and recording system for cardiac cath labs. The following description gives you an idea of how different administrative, clinical, and diagnostic systems can work together to create a seamless workflow.

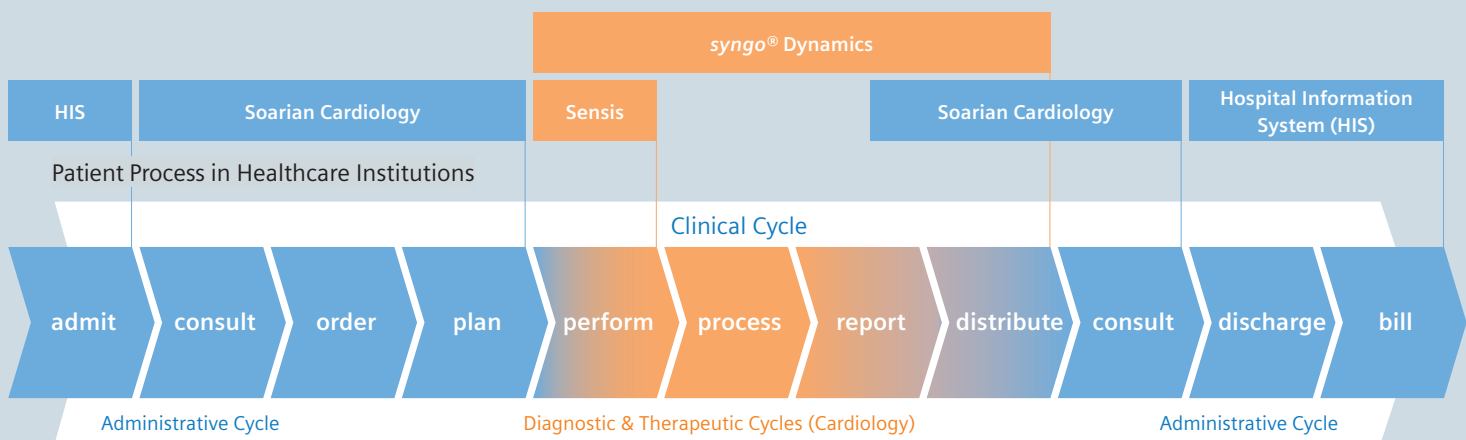
## Admit & Consult

All pertinent patient data is retrieved through the Hospital Information System including medical and demographic information.

## Order & Plan

With relevant patient data at hand, the patient can be quickly scheduled for the exam or procedure. Once the order is entered into the system, the patient's record is automatically updated to enable accurate and efficient care delivery across all diagnostic departments.

# Solutions for enterprise.



Perform	Process	Report	Distribute & Consult	Discharge & Bill
<p>Access to comprehensive patient information facilitates the procedure. The caregiver can use data from previous exams to optimize the current one. And if the patient's record indicates any contraindications, such as an allergy to a contrast agent, an alert is sent to the technician.</p>	<p>Our advanced IT solution features fast, DICOM-based information exchange. Automated processes for imaging, post-processing, and administration enable higher patient throughput and diagnostic efficiency. Siemens speeds and simplifies image management even further with our integrated information and archiving solutions for radiology and echocardiography. That means fewer administrative tasks, more time to see additional patients, and a higher level of satisfaction for the care team.</p>	<p>Our integrated IT solution for cardiovascular care automatically consolidates patient information display, including data and images from the diagnostic and treatment modalities. Built-in intelligence gives users critical information at the point of need.</p>	<p>Our IT solutions feature an intuitive, Web-based interface. That means comprehensive reports – including clinical results, image information, electrocardiography, and waveform data – can be quickly and easily accessed throughout the enterprise for timely consultation and analysis by multiple clinicians.</p>	<p>As soon as discharge is authorized, our solutions notify relevant departments and provide access to available times, locations, and clinicians to streamline the scheduling of follow-up appointments. In our cardiovascular enterprise bills and claims are generated automatically by the system. And it gives you embedded analytical tools to evaluate performance. You not only know how many procedures were performed, but by whom, how long they took, where gaps occurred, and the impact on patient outcome and revenue. You know where processes are working and where they're not, so they can be refined as needed for continuous improvement.</p>



## Kaleida Health, New York, USA

When Kaleida Health decided to fully integrate their cardiovascular systems across the multitude of hospitals and centers they run in western New York state, they turned to Siemens.

**"We needed someone with the operational experience to come in, assess what we were doing and what we needed to do, and, ultimately, help turn the minds of our physicians and staff members"** said Robin Flint, director of Cardiac Services. **"We needed a team that could tell us 'Here are the institutions that are doing this. Here's what works.'"**

Siemens teamed up with physicians and management to come up with an Integrated Performance Master plan with 14 key recommendations for 12 cath and electrophysiology labs. Robb Bragg, vice president of Kaleida's Project Management Services, stated **"Each hospital's cath lab was different and we knew we needed to remove that variability to obtain efficiencies. It was extremely important to us to get one, leading-edge, high-tech platform that the physicians could rally behind"**.

Kaleida's recommended Integrated Performance Solution also integrates with the Soarian® Cardiology information process the health system is implementing. The physicians described the solution as a positive step to help them do more in less time with greater efficiency and better outcomes – as well as benefitting research by making data more readily available.

In addition to patients saving an average 20 minutes waiting for their charts, Flint expects faster turnaround and fewer delays: **"The total solution will completely change how we take care of our patients."**

# A proven approach to performance solutions

The solutions are your people, processes, and portfolio. We help you attract and keep the most talented medical and healthcare management professionals. We help ensure that all your core processes comply with global best practices. And we complement what you have now with a most advanced, most appropriate, technology portfolio to meet your goals.

What happens in phase I to IV?

What are the steps we carry out?

## Phase I Analysis & Planning

### Define your potential

The result is a dedicated evaluation of your potential. We provide a detailed, vendor-independent Decision Support and Cost-Benefit analysis that presents rough concepts and alternatives – along with a reliable economic evaluation that enables you to decide on the potential of optimization.



- Review and define objectives and appropriate performance parameters
- Review operations and identify operational barriers
- Measure baseline performance data and set goals
- Create process and technology roadmap for optimization

## Phase II Design

### From concepts to detailed plans

The big idea is only the beginning. As the outcome of a sophisticated design phase, you receive a fully transparent plan with detailed implementation measures for all areas. We deliver the detailed roadmap that enables you to reach established goals.



- Delineate processes, structures, information flows, and infrastructure elements
- Perform detailed facility design review
- Define organizational model/roles
- Define detailed IT workflow and elaborate detailed concept for technical solution

## Phase III Implementation

### Turning plans into performance

A plan becomes a solution only after it's up and running. Our professional project managers help you deploy all components of the solution – processes, technology, and information management following the predefined roadmap – without disrupting daily operations.



- Perform overall project management
- Perform process redesign
- Implement technology
- Implement and customize software

## Phase IV Operations

### Proven Outcomes

Every solution needs to prove its value. In a seamless handoff from implementation, we measure progress toward goals, track ongoing performance parameters, and perform further optimizations, aimed to ensure all improvements made are significant and permanent.



- Measure predefined performance parameters
- Perform ongoing process optimization
- Track clinical, operational, and financial improvements

For over 125 years, Siemens Medical has been providing solutions that result in proven outcomes. We've developed the same expertise in clinical processes and information technology as we have in our medical technology. With Integrated Performance Solutions, this expertise can now be applied at all levels of the health-care enterprise. And it's all available from a company with a proven commitment to improving both clinical and financial bottom lines.

Solutions that are backed  
by the strength  
of experience.





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