

The Promise of Healthcare IT – Delivered

Susquehanna Health System (SHS) of Williamsport, Pennsylvania is making news. Soarian Clinicals and Financials are live enterprise-wide with seamless data exchange across its three facilities.

Soarian, Siemens' new generation healthcare information solution, integrates clinical, financial, diagnostic, and administrative processes to support patient-centered care. The solution is distinguished by three innovative characteristics:

- it is workflow engineered to synchronize processes across the healthcare enterprise
- its smart user interface is designed to accommodate tasks based on the roles of individual users
- it has embedded analytics that empower users to proactively monitor and measure an enterprise's performance, and then act on those conclusions.

By seamlessly integrating information with images from a variety of medical modalities in one location, Soarian helps facilitate more informed decision-making – leading to improved care delivery, increased staff satisfaction, and more efficient business practices. As Siemens' first full Soarian customer site, SHS is live on Soarian Financials, Patient Access, Revenue Management, Clinical Access, Common Clinicals, and Clinical Team. With 2 200 users, including almost 400 physicians and more than 1 800 clinical and financial users, SHS is making the most extensive use of Soarian Clinicals and Financials to date, leveraging full Soarian functionality with seamless data exchange between

Patient Access, Revenue Management, and Clinicals. In addition, Soarian is fully integrated with Siemens' NOVIUS Lab, as well as Siemens' Pharmacy, Radiology, MagicWeb, Document Imaging, and Decision Support systems. The complete turnover from its legacy systems included a conversion of more than 260 000 enrollees and 40 million results. Furthermore, all of SHS' Soarian users enterprise-wide will access the system via Siemens' biometric mouse and ID Center, which facilitates secure fingerprint sign on and enhances a physician's daily workflow by providing quick and convenient access to information.

"This is a tremendous accomplishment for both Siemens and Susquehanna Health System," says Pamela Wirth, Vice President and CIO of SHS. "The teamwork that was exhibited between both organizations to make this event a success cannot be described – other than to say it was truly a demonstration of what the word 'partner' means. Initial feedback from our users has been very positive." SHS has been a beta site for Soarian since the launch of the solution in October 2001. Last year, SHS and Siemens received the inaugural Collaboration Award from the College of Healthcare Information Management Executives (CHIME) for their collaborative work on developing and beta testing.



PAMELA WIRTH,
Vice President and
CIO of Susquehanna
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