



## Healthcare

Greetings,

Over the last several months I have had the opportunity to visit with many Siemens customers and see first-hand how clinicians have embraced technology in their daily clinical practice to make a difference. The examples are remarkable and endless. From one organization's use of IT to support case managers who are coordinating care for highly complex patient populations to another's use of their IT solution to assist with reducing readmissions by ensuring patients medications are reconciled, care is monitored, discharge education is given, and timely follow-up after discharge occurs. We truly are at a point where technology is enhancing clinical practice by supporting clinicians as they do what they do best – deliver care. With the details of health reform evolving, it is more and more evident that the role of technology in the new decade is going to be crucial and, as I have seen in the many sites I have visited, this is already the case. Organizations are not only actively implementing and adopting IT to achieve meaningful use and financial incentives, but are using technology as a tool to make an impact on clinical workflow and process.

At Innovations, Siemens customer user group meeting in August, nursing informaticists gathered to discuss and share examples of the ways they are using their IT solutions to enhance interdisciplinary communications and as a preventative tool assisting nurses and clinicians in avoiding never events and clinical complications. Again, the stories recounted and outcomes shared were inspiring. We all know that it is not the IT solution alone that helped these organizations achieve these results. The common theme of these successful organizations was that the IT solution combined with a strong collaborative culture led by engaged leaders and well-defined processes together helped them to make such an incredible impact. Strategies that combine all three components and place equal value on the parts will more often lead to positive outcomes. Applying a collective approach to healthcare delivery is powerful. I look forward to hearing and sharing many new stories of your work in the near future!

Warm Regards,

Gail

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