



Advanced Forms Management for Epic™ Environments: An Exempla Healthcare Case Study

June 23, 2011

Today's Agenda

- The Business Case for Forms Automation
- About Exempla Healthcare
- Forms Automation Challenges & Solutions
- Addressing the Epic Connection
- Lessons Learned
- About Bottomline
- Q&A

The Challenge of Pre-Printed Forms

- Static paper documents assembled, printed, and walked to appropriate destination results in **untimely delivery of care, manual errors, and privacy concerns**
- Hospitals with 125 or more beds **spend an average of \$100,000** or more on top 10 forms alone.
- An additional 10 –15% of the cost for pre-printed forms is spent on **distribution, storage and waste.**
- Patient chart completion takes longer, leading to **delays in billing and extends AR.**

Can You Afford Not to Automate?

- **Handwritten forms present a risk to patient safety.**
 - Medical errors account for 10% to 15% of a hospital's annual operating budget
 - 78% of physician orders have illegible signatures
 - 58% have missing order time
 - 24% are incomplete
 - 20% are illegible
 - 35% of caregivers time is spent on unproductive aspects of forms such as producing, accessing, routing, and handling
- **Forms automation readies a companies' processes and creates electronic input for successful EMR/EHR implementations.**

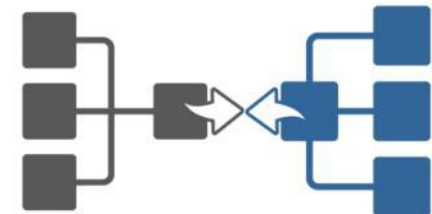


Source: HIMSS.org research

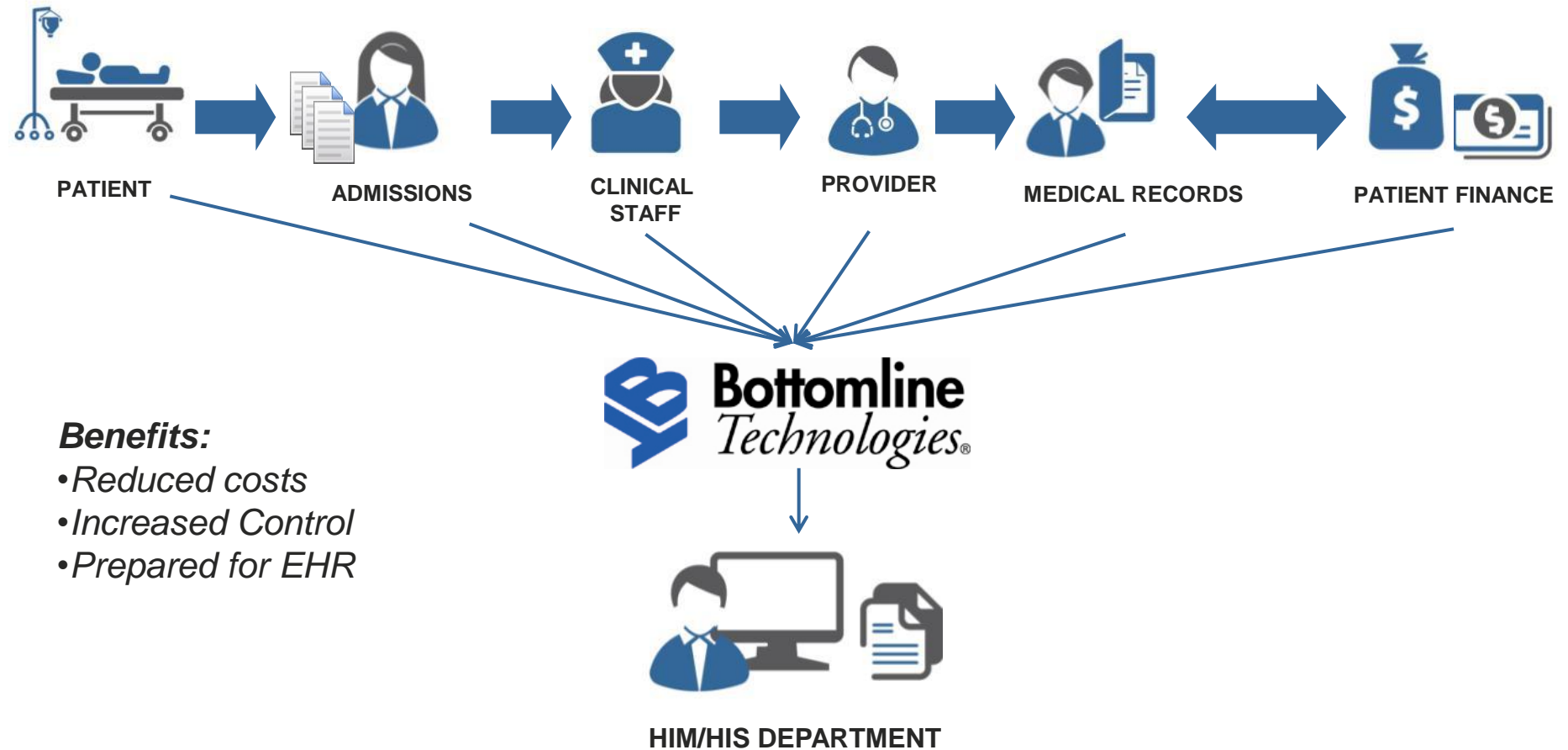
Proven Benefits for Document-centric Healthcare Processes

Applying e-forms technology to patient registration process can deliver:

- Reduction in data errors, leading to **significant staff time savings** and enhanced patient flow
- **Increased patient satisfaction**, enhanced privacy via seamless registration
- **Reduction in costs** for paper production, processing and storage
- **Direct integration** with organization's installed HIS/HIT systems
- **Increased compliance** and audit support
- Increased efficiency and security through use of **electronic signature capture**



Bottomline's Forms Automation Solutions



Benefits:

- *Reduced costs*
- *Increased Control*
- *Prepared for EHR*

Document Solutions for All Departments



ADMISSIONS

Outpatient / Inpatient Registration

Advanced Beneficiary Notice

Insurance: UB92, HCFA 1500

Consent Forms

Medicare Statements

Worker's Comp Forms

Admitting Packets

Advance Directives

Patients "Bill of Rights"

Patient wristbands & labels



BUSINESS OFFICE

Patient Statements

Detail Bills

UB's and HCFA's

Pre-certifications

Account Payable Checks

Payroll Checks

Barcode Charges

Unique Payer Requirements



Document Solutions for All Departments



Nursing Department

Progress Notes

Diet Menus

Flow Sheets

Transport Requests

Fluid Balance Sheets

Physician Orders

Ancillary Department Forms



Materials Management

Barcode Labels

Purchase Orders

Requisitions



Radiology

Flash Cards

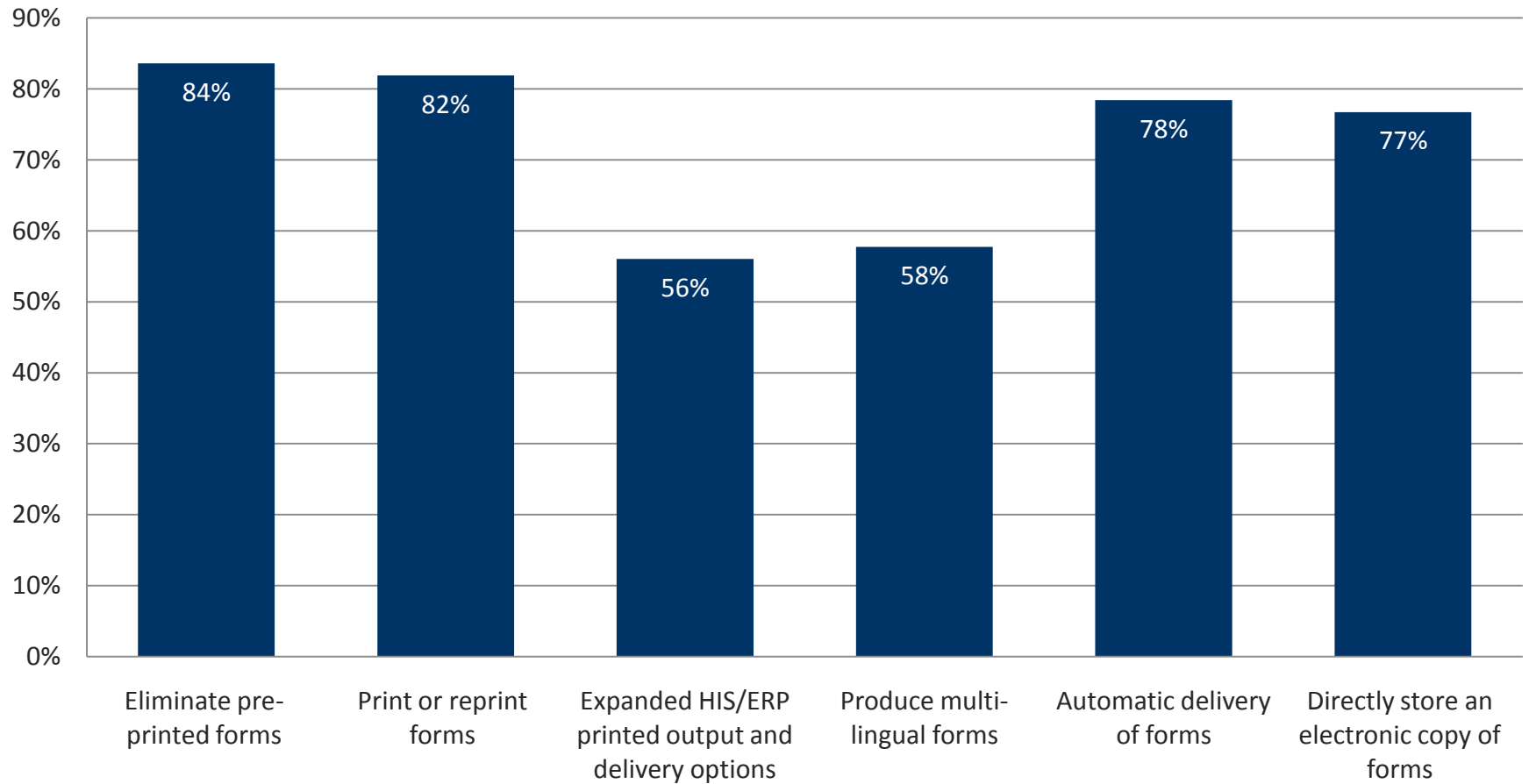
Dictation Slips

Physicians Orders

Routing Slips/Instructions

Barcode Labels for Identification

Importance of Solution Capabilities Within Healthcare Organizations



Source: Bottomline Customer Survey May 2011

Bottomline's MedEx™ Solution

MedEx - Windows Internet Explorer
 http://medex12.bottomline.com:8227/

Bottomline Technologies. Patients and Forms Registration Preferences Admin Help Sign Out

Location: 2E Card/Surg

Patients All Location (2E Card/Surg)

Patient Name	MRN	Account #	Room/Bed	Admit Date	Date of Birth
AGUILAR, MICHELLE M	316383	00004946000	2410/01	08/03/2008	02/03/1966
ARCHULETA, RICHARD L	283863	00004941258	2430/01	07/31/2008	03/01/1964
BARR, BRECK K	202156	00004945341	2402/01	08/02/2008	03/20/1952
BLAIR, JEFFREY R	145669	00004944807	2422/01	08/01/2008	09/02/1941
CHAVES MAGANA, ROGELIO	346912	00004940581	2402/01	07/31/2008	04/13/1947
CHAVEZ, MARIA	341006	00004948949	2424/01	08/04/2008	04/04/1928
COUGHLIN, THOMAS J	113244	00004946232	2404/01	08/03/2008	05/01/1948
CUANAS, MIGUEL	347110	00004954079	2420/01	08/06/2008	04/07/1947

Name: X 33 Total Results

Selected Patients

Patient Name	Account #
BARR, BRECK K	00004945341

Forms All Location (2E Card/Surg) Favorite

Form/Set Name	Type
Cardiac Pulmonary Rehabilitation Physician Notification of Patient Event	form
Cardiac Rehab Pack	smartset
Cardiac Rehabilitation	form
Cardiac Rehabilitation Initial Health Assessment	form
Cardiac Rehabilitation Patient Office Visit Form	form

Name: X Tags: Top 50 of 120

Selected Forms

Name	# Copies
Cardiac Rehab Pack	1

Preview Print to: Location Default (2E Nurs)

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About Exempla Healthcare

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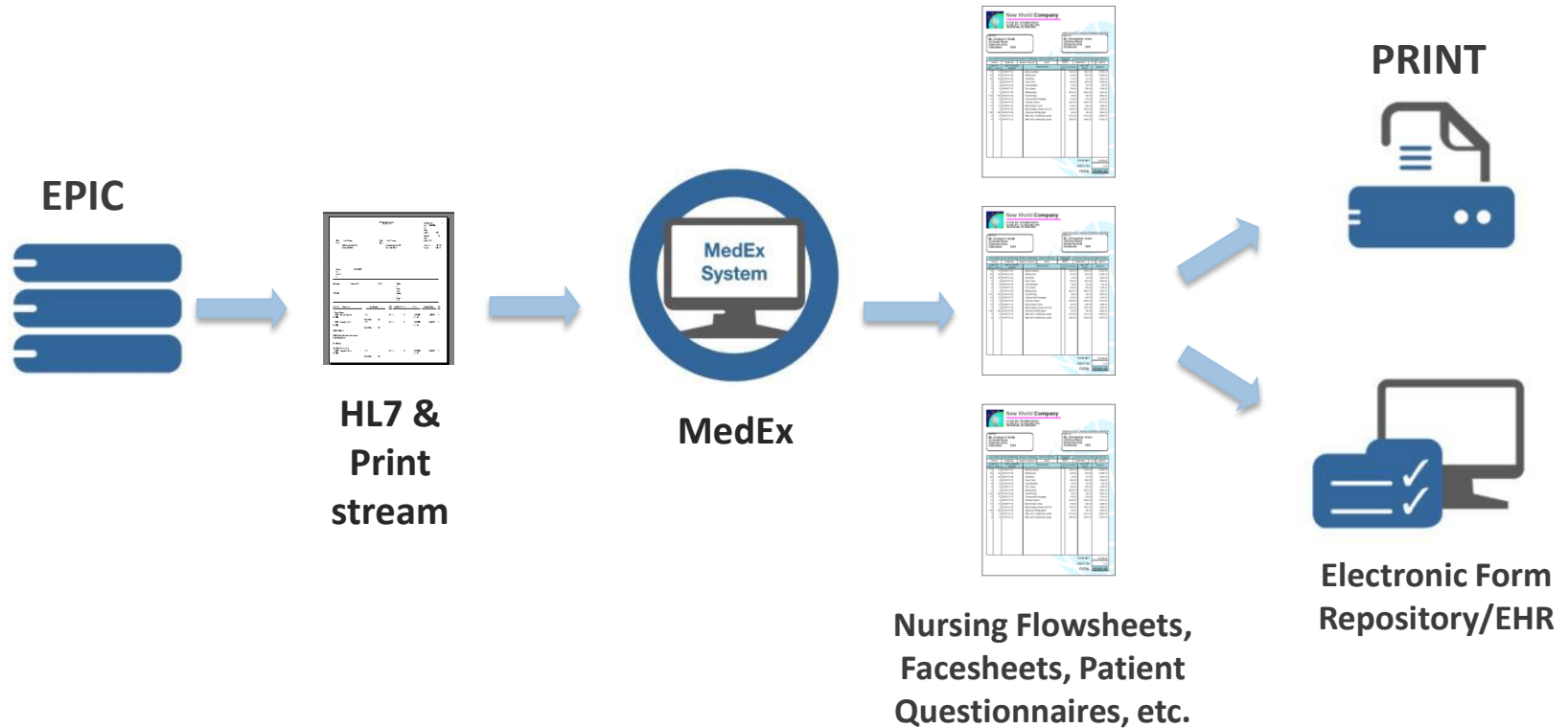
*A member of Sisters of Charity
of Leavenworth Health System*

- Not-for-profit, community-based network of physicians and 3 hospitals in Denver-metro area
- Staged for growth
- Investing in advanced technologies and state-of-the-art equipment
 - Significant investment in electronic health record (EHR) technology to better connect doctors and patients
- Moved all hospitals from Meditech to EPIC from 2005 – 2009
- Introducing Katheryne Kollor, System Document Manager for Exempla Healthcare

Exempla Healthcare & Bottomline

- 9-year relationship
 - Consistently expanded and upgraded systems over this period
 - Integrated with multiple inpatient software systems deployed across Exempla network (feeding automatically to patient record and imaging solution, avoiding manual scanning)
- Integrated with Epic system since 2005
- Major print processes span both business office and clinical forms
- Forms highly automated (with rules-based logic) in registration process
 - Registration packets (admission agreement form, payment information form, patient rights, face sheets, patient labels), charge sheets
- Other areas include Emergency, HIM/Medical Records, Business Office, Finance and Nursing Units
 - Nursing flowsheets, patient questionnaires, physician orders, patient procedure information sheets, consents, welcome letters. etc.

Today: Form Process with Epic



Addressing the Epic Connection

- MedEx is seamlessly integrated with Epic
 - **Registrars never have to leave Epic to print forms**
- MedEx solution is highly complementary to Epic
 - Utilize forms reprint functionality within Epic to pass print stream data to Bottomline application
 - No limit on number and type of forms that can be printed
- Even if the patient hasn't been pre-admitted (A05 HL7 message is not generated), the clinician can push the patient data into MedEx from Epic and print the needed forms via print stream
- Ability to log into MedEx when Epic is down to print procedure-specific clinical packets and individual forms

Results by the Numbers

- **Patient Care:** Patients receive the right form every time
- **Productivity:** Registration clerks save ~5 minutes per admission
- **Patient Safety:** MedEx eliminates addressograph and dramatically reduces the need to manually label forms
- **User Satisfaction:** High registrar adoption with integration to Epic and high clinician satisfaction for ease-of-use
- **Scalability:** grew from a single facility to three hospitals on a single MedEx server
- **Compliance:** Increased document control ensures only current forms are available for use & instantly deploy updated forms
- **Costs:** Reduced need for paper and paper destruction, and associated supplies
- **EHR Requirements:** Electronic forms support EHR goals by creating documents for direct digital storage and retrieval

Working with Bottomline

- Compared to competitors, **user-friendly** and **scalable**
- Proven, highly customizable solution
- Simple, effective integration which has proven to be **critical to the overall Epic rollout**
- Met all our business goals
 - Enables Exempla to deliver highly customized output across the hospital and health system enterprise
- Knowledgeable, experienced and professional staff
 - Consistently will to take feedback and enhancement requests and incorporate them into future versions



About Bottomline

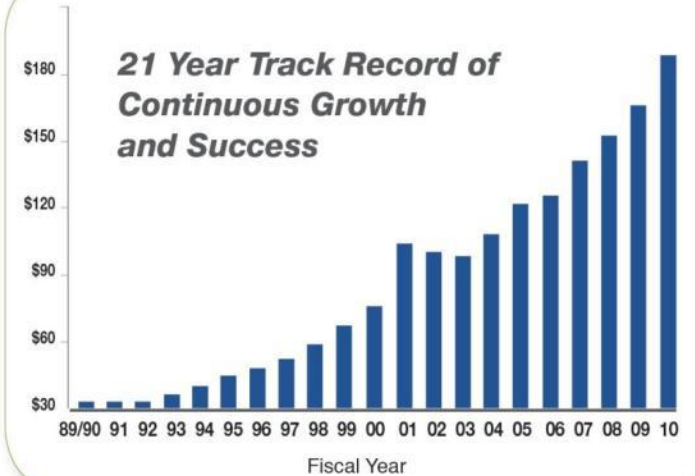
Bottomline Technologies

Trusted Partner To 9000+ Customers

900+ Hospitals in NA



Financial Highlights



- Strong balance sheet with over \$120 million cash and no debt
- Generated in excess of \$10 million operating cash flow each of the last six years and \$26 million in its most recent fiscal year
- FY 2010 revenue of \$158 million
- Predictable: 63% of revenue is recurring
- 30 consecutive quarters of positive EBITDA

Bottomline has 43 EPIC users running our solutions!

Bottomline & the Healthcare Market

- 2008 & 2009 Acquisitions Expand Healthcare Portfolio



- Assist Healthcare Providers to attain ARRA EHR Meaningful Use
 - Forms Automation Moves Documents From Paper To Electronic
 - Electronic Forms Placed In Clinical Data Repository Help Complete Longitudinal Health Record
 - Web Portal Provides Access To Patient-Focused Health Information
- Drive process efficiency and increase profit with Paymode-X

Bottomline Healthcare Solutions: Objectives Guiding Product Direction



Assist healthcare organizations to move from & eventually eliminate paper-based health information



Enable healthcare organizations to aggregate information from multiple clinical & financial systems



Enable healthcare organizations to automate & manage payment processes with suppliers & health insurers (payors)



Questions?

Thank You!

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Learn More Online:

<http://www.bottomline.com/healthcare>

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