Since 1978, InterSystems has delivered mission-critical software that helps organizations keep patients and populations healthy. Companies like Epic, GE Healthcare, and Roche Diagnostics have created some of the world’s most important healthcare applications using InterSystems technology. Leading healthcare delivery organizations and governments in over 80 countries use InterSystems Caché®, Ensemble®, HealthShare®, and TrakCare® products to improve clinical outcomes and efficiency.

The health records of 500 million people worldwide rely on InterSystems technology

InterSystems has customers in over 80 countries

The two most popular electronic health record systems in the United States are based on InterSystems technology

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The Transformation to Higher-Value, Sustainable Care

Healthcare is changing rapidly, driven by new technology and new models of care and financing. While health funding and delivery differ around the world, the goals are the same everywhere: to create high-value, sustainable health systems.

Our vision for this transformation is simple:

*Empower care providers and connect care communities around clearly presented, easy-to-use, and comprehensive health information.*

**Connected care is empowered care**

Comprehensive patient information, managed by InterSystems healthcare solutions, brings providers, payers, and patients together in a seamless, coordinated care and management experience. Our products combine complete information, intuitive workflow, and embedded analytics to

- **Empower individuals** — where care providers and payers have the timely and accurate information, tools, and services they need to efficiently manage workload, improve workflow, and make the best care and business decisions; and where patients become more engaged in their care, with access to a comprehensive view of their health information and services, including appointments, prescription refills, and communication with clinicians

- **Connect care communities** — where knowledge-driven, evidence-based care is provided seamlessly across organizational and disciplinary boundaries

- **Enable responsive organizations** — where healthcare professionals can work effectively as individuals and as part of coordinated teams, with powerful, reliable software to keep everyone synchronized while adapting to ongoing change
InterSystems Powers Transformation, From the Bottom Up

It takes powerful technology to create transformative products. That’s why we leveraged our expertise as the creator of the most widely deployed healthcare data management software in the world to create a revolutionary health informatics platform.

The InterSystems Health Informatics Platform
The InterSystems Health Informatics Platform combines high-performance, highly reliable, and massively scalable data management, interoperability, analytics, and rapid application development capabilities. It streamlines development of modern, connected healthcare solutions that can leverage big data for predictive, population-level analytics, or extract just the right information from unstructured text to deliver it exactly when needed. Unlike platforms composed of multi-vendor technology stacks, every critical software component is crafted by InterSystems. This ensures that everything works together seamlessly at any scale, and improves the reliability of upgrades and maintenance.

Connected at the core
All InterSystems healthcare products are built on our Health Informatics Platform for aggregating comprehensive patient records and sharing information. With this foundation, you can advance your transformation to higher-value, more sustainable healthcare using

- Our TrakCare unified healthcare information system\(^2\) to deliver world-class care within your organization
- The HealthShare family of connected health products for care coordination, analytics, and interoperability
- The Health Informatics Platform itself to create your own solutions

\(^2\) TrakCare is not available in the United States.
TrakCare, the world’s most proven electronic medical record (EMR) system, makes the practice of care seamless for all users. It includes a comprehensive set of clinical, administrative, and departmental modules that share a single data model and user interface accessed through a single login. It helps improve care processes by leveraging local and international best practices from InterSystems’ long experience serving a worldwide community of clinicians.

**Improving care by empowering care providers**

TrakCare facilitates streamlined, shared workflows across care settings and provides a unified record for each patient across hospital departments, primary and community care settings, and laboratories. It empowers care providers and management teams to make more-informed decisions. Using TrakCare means less time spent searching for information and more time with patients.

**Better management of care cost and quality**

TrakCare enables safer and more efficient delivery of care. Embedded dashboards and a single data model make it much easier for clinicians and administrators to track and understand the cost and quality of care — an essential step toward sustainability.

**Faster, more predictable implementation**

TrakCare comes preconfigured to meet local market requirements. Care teams can leverage the expertise we’ve gained from working with clinicians and health systems around the world. This reduces the complexity and risk of switching to a new healthcare information system, or installing one for the first time.

**Stronger adoption**

Extensive adoption is key to realizing the benefits of an advanced EMR. Adoption starts with an intuitive system that’s easy to learn and use. As a web-based system, TrakCare’s user interface is familiar. Our design team works at the forefront of innovation — from responsive design that optimizes layouts for viewing on any device, to a problem-oriented view of the EMR that enables clinicians to quickly see and act on relevant information. We partner with our customers to prepare for change, identify a path to achieving adoption goals, and make it easier and more rewarding for clinicians to use TrakCare.
IN CHINA:
**TrakCare supports high-quality care and rapid growth**
United Family Healthcare (UFH) is pioneering private care delivery models in China. Rapid implementation, and a single instance of TrakCare across all facilities, has helped UFH grow smoothly from one hospital to five, in addition to operating 11 outpatient clinics and a home health service. The entire UFH network has earned accreditation from Joint Commission International, a “stamp of approval” for the world’s top health systems.

IN SCOTLAND:
**TrakCare scales up to manage health records and improve care delivery across Scotland**
TrakCare manages the health records of over 5 million people in Scotland. With TrakCare, health boards across the country have a unified health information system for sharing essential information securely across organizations. TrakCare is supporting facilities and staff working in emergency, inpatient, outpatient, radiology, and mental health care settings.

IN SAUDI ARABIA:
**Hospital achieves HIMSS EMR Adoption Model Stage 7 quickly using TrakCare**
Just two years after deploying TrakCare, King Khaled Eye Specialist Hospital became the first hospital in the Middle East to achieve HIMSS EMR Adoption Model Stage 7. Stage 7 attests to the hospital’s use of clinical information technology and advanced safety features to enhance the quality of patient care. The hospital found significant improvements in 39 of the 40 key indicators chosen to track performance before and after the TrakCare implementation.

TrakCare is the world’s most proven EMR. It’s trusted by over 450 hospitals in 25 countries on five continents, and is ranked Best in KLAS3 for Global (non U.S.) Acute Care EMR and PAS

TrakCare is not available in the United States.

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When you use HealthShare to eliminate information barriers across the health and social care continuum, you make innovation and transformation possible. HealthShare creates a virtual, longitudinal, community-wide patient record as the foundation for coordinated e-health applications.

**The path to transformation**

HealthShare products are based on information-sharing within and between organizations, making the path to higher-value, more sustainable healthcare easier to follow. HealthShare provides solutions for:

- Providing efficient, collaborative care based on a shared record, embedded intelligence, and delivery of just the right information at the right time and place within care delivery, management, and payment processes. HealthShare text analysis technology, for example, augments the care process by highlighting core issues and related factors that clinicians might otherwise miss in a large, complex patient record.

- Engaging patients with an easy-to-understand, comprehensive view of their health information that supports services such as appointments, prescription refills, communication with clinicians, and education.

- Supporting the integration and interoperability of health applications and data based on HL7 FHIR and other global healthcare information protocols and messaging formats.

- Understanding formal and informal care relationships and knowing who is who within health communities. HealthShare serves as the “single source of truth” for patient and provider identities, to ensure that everyone has the right information.

- Performing robust analytics and application development with tools that leverage InterSystems’ Health Informatics Platform for building connected, information-rich healthcare information technology products and services.

**Reaping the benefits of transformation**

Using HealthShare, healthcare organizations are improving communication and accuracy of health records, enhancing safety, reducing duplicative services, and using all of the organization’s data in analytics to identify opportunities for enhancing and optimizing care processes and outcomes.
IN BOSTON:
Making the move to population health management
Massachusetts General Hospital and Brigham and Women’s Hospital in Boston use HealthShare to help their 30 primary-care practices, comprising 1,500 physicians, manage the care of 300,000 patients in the hospitals’ accountable care organization (ACO). In the first six months studied, the two hospitals saw significant improvement in a range of quality-of-care measures, from diabetes and hypertension control to cervical cancer screening.

IN LONDON:
Redesigning the urgent-care process and improving care for serious illness
Coordinate My Care (CMC), a clinical service for serious illness and end-of-life care, uses HealthShare for care coordination across London — from ambulance services to social workers and community palliative care teams. In the first cohort of 25,000 patients covered by CMC plans, 79 percent of those who died did so in their care setting of choice. Respecting and communicating patient preferences has also freed up about £23 million in National Health Service resources for other care.

IN NEW YORK:
Delivering a comprehensive record to align payers and providers for better care
Healthfirst, a not-for-profit health plan serving more than 1 million members in the New York City metropolitan area, uses HealthShare for its health information exchange and clinical portal. Providers have access to detailed information, including prescription drug usage and alerts for gaps in care, such as missing preventive care services. The clinical portal for clinicians works across the entire care network, including acute care, community care, mental health services, social care, and general practitioner services.

In the greater New York City area, Healthix used HealthShare to create composite health records for more than 16 million patients, based on 54 million provider medical record numbers. Healthix sends nearly 600,000 clinical event notifications to providers in a typical month.
Customers depend on our products for innovation, high performance, scalability, reliability, and insight. They know that no matter how much their organizations grow, InterSystems products and the solutions built on them will remain reliable, adaptable, and responsive. InterSystems healthcare solutions are used by

- **Providers**, as the foundation for connected health and care
- **Payers**, to improve population health management through timely interventions based on real-time clinical data
- **Governments**, to deliver seamless care across regions and countries, improve public health, and control costs
- **Health information exchange organizations**, **e-health initiatives, and patient registries**, to connect communities, promote collaborative innovation, enhance clinical quality and safety, and empower citizens through health information access
- **Independent software vendors**, **healthcare provider and payer organizations**, and **developers of diagnostic and therapeutic solutions**, take the challenge out of creating nonstop connected healthcare solutions that interoperate seamlessly with HealthShare and other products

**IN GOVERNMENT:**

**A reduction in no-show rate improves productivity and patient satisfaction**

The Chilean government has deployed TrakCare across more than 60 hospitals and 200 primary care facilities. The aim: to transform its public healthcare system to control escalating costs, increase preventive care, and deliver more personalized patient services. For example, in some regions, the **no-show rate was as high as 30 percent**. TrakCare schedule and appointment confirmation management capabilities, along with a patient portal, have **helped reduce that rate to 5 percent**, making better use of clinician time and getting patients in sooner for appointments.

**IN HEALTH INFORMATION ORGANIZATIONS:**

**Improving care, reducing hospital readmission rates, saving money**

The Rhode Island Quality Institute, a statewide health information organization, used HealthShare to create its health information exchange, called CurrentCare. CurrentCare’s real-time hospital admission, discharge, and transfer alerts have helped healthcare organizations in Rhode Island improve care and reduce costs. One study found that readmission rates were **18 percent lower** for patients whose primary care providers used CurrentCare hospital alerts compared with those whose physicians did not. **This difference reflected a potential cost savings of approximately $1.4 million annually.**

Who Uses InterSystems Healthcare Solutions?
IN SOCIAL SERVICES:
Protecting the most vulnerable through smart information-sharing
Care providers in the United Kingdom receive national child-protection notifications within their usual workflows via HealthShare when they are treating a vulnerable child. The technology gives health professionals quick and secure access to key nonclinical social care information that can help them assess whether a child is at risk and ensure proper follow-up care.

IN SOFTWARE DEVELOPMENT:
Images in the electronic health record, made easier
Images play a major role in healthcare, but incorporating them correctly into electronic health records can take time that’s better spent caring for patients. Ricoh Corporation, a supplier of multifunction printer, camera, fax, and other data-capture technologies for hospitals, is acutely aware of this problem. By developing a solution with InterSystems HealthShare, Ricoh was able to focus on the value of its imaging products, while HealthShare solved the EHR connectivity, integration, and workflow issues.

IN PROVIDER ORGANIZATIONS:
Delivering faster, safer, and more-efficient care
Rumah Sakit Pondok Indah (RSPI) is one of Asia’s most prestigious private hospital groups. With TrakCare, RSPI has shifted to a centralized, paperless EMR environment, achieving measurable improvements in operational efficiency. Patients now spend less time moving between departments and benefit from improved test-result and pharmacy turnaround times. A 100-percent adoption rate by clinical staff has enhanced the patient journey and improved patient safety.

Most clients come to InterSystems because they face steep challenges and need a new engine to drive success. We become a long-term partner when our clients experience the quality of our technology and our people, and the integrity of our business practices.

Since our founding in 1978, InterSystems has been privately held. Today we have **clients in over 80 countries, no debt, and no investors to serve.** We have no quarterly results to report and factor into our decisions. When you become our client, we can focus on your success, without distractions and without worrying about Wall Street.

**Implementation success**

Whether you’re implementing HealthShare products or TrakCare, or using our Health Informatics Platform to develop connected applications, we’ll work with you right from the start on the key elements of vision, execution, and adoption.

**Vision:** A compelling shared vision focuses not only on the mature solution, but also on measurable, incremental value points along the path to maturity. It keeps everyone engaged, informed, and aligned.

**Execution:** Our methodology reduces uncertainty, risk, and complexity, with a proven software platform and certified implementation experts.

**Adoption:** To be successful, a solution has to be trusted and valued by end users. We provide a catalog of adoption blueprints, or “recipes for success,” and work closely with you to tailor them to your specific needs. We follow up by helping you carry out a successful adoption program.
Take the next step

Your technology and product choices today will affect the practice and business of healthcare well into the future. InterSystems products enable better decision-making and protect your IT investments by bringing all of each patient’s data into the place where it matters most: the center of the care community. With it, you can deploy or create connected care solutions for today’s challenges and be ready for those you can’t yet imagine.

Contact us to begin the conversation and learn how we can help accelerate your organization’s transformation to higher-value, more sustainable care. InterSystems.com/contact
The power behind what matters.