Better Care. Connected Care.
HealthShare.
InterSystems Corporation is a global software company based in Cambridge, Massachusetts. We design, develop, and market advanced data management, connectivity, and analytics technologies for industries that demand the highest possible software performance and reliability. We also provide complete health information and electronic medical record systems for hospitals, primary care, community care, and laboratories in select countries on five continents.

What sets our company apart is that every one of us is dedicated to making our clients successful. This is the shared passion that drives our ongoing commitment to excellence in software products and services. As a consistently profitable, privately held company, our focus on client success has never been distracted by demands from outside investors or the short-term gyrations of stock markets.

InterSystems HealthShare®, our health informatics platform, helps some of the world’s most innovative healthcare organizations provide the best care possible while evolving and improving their healthcare delivery models.
Healthcare organizations worldwide are charged with improving quality, accessibility, and efficiency. Better care isn’t easy. Populations are aging and growing numbers of patients have multiple chronic conditions. Medical knowledge is growing exponentially. Funding is constrained at every level.

Faced with such complex challenges, organizations traditionally respond in one of two ways. They map out complex, monolithic, multi-year solutions that are out of date before they can be implemented. Or they pursue a host of small, individual solutions that have little impact on the problem as a whole. Information technology deployed as part of such responses does little to create value.

We believe there is a better way: transform healthcare through information sharing. We call it strategic interoperability. When comprehensive health records are shared in a timely and meaningful way among providers, patients, information systems, and payers, the result is connected, holistic, and patient-centric solutions.

InterSystems HealthShare® provides the health informatics platform and the solutions necessary to put this approach into practice. Simply stated, HealthShare allows your organization to capture, share, understand, and act.

**Capture** health and health-related information from everyone involved, including the patient and payers. **Share** that information in a meaningful way across all the constituents in the care process. Analyze and **understand** all of the information, structured and unstructured, and with that understanding, **act** to drive improvements in care and efficiency.

**Connected care: the path to value**
HealthShare covers the complete spectrum of interoperability requirements, from health information exchange, to community engagement, to health analytics based on current, comprehensive, and credible information. The following pages give you a quick look at the HealthShare product family and how it can help your organization deliver the value of better, connected care.
Connecting people, places, and things

HealthShare's enterprise service bus (ESB) technology provides rapid and reliable healthcare integration. With out-of-the-box support for global healthcare information protocols and messaging formats, HealthShare is the gold standard of interoperability.

Powerful data management capabilities

Highly optimized for healthcare, our built-in data management technology understands health information in all its forms. HealthShare supports all data types — structured, unstructured, images, documents, messages — from clinical, administrative, and patient sources within a consistent, easy-to-manage environment.

Analytics inside

InterSystems analytics technology embeds powerful insight within all HealthShare solutions. Using HealthShare, you can deliver actionable information within clinical workflows, inform care coordination, and manage business processes with analytics created specifically for healthcare information.

The HealthShare platform provides reliable, high-performance, and scalable technology for three key capabilities: data management; connectivity to applications, data sources, and devices; and creating insights from the data.
Commitment to care
InterSystems data management is the basis for electronic medical records serving over 12 million patients in the U.S. Department of Veterans Affairs and Department of Defense health systems.

Mission critical
The world’s leading healthcare IT vendors rely on InterSystems. Our partners include Epic, GE, Roche, Xerox, 3M, and many more.

Technology you can trust
All 17 of the US News & World Report Best Hospitals rely on InterSystems technology.
Strategic Interoperability

The healthcare delivery process is inherently fragmented and disconnected, with many touchpoints between patients and the care community. Patients receive care in multiple locations. Lab tests, prescriptions, and consultations generate large amounts of data that is widely dispersed and hard to access. The result is communication breakdowns, cost inefficiencies, and poor outcomes.

Coordinated care requires a comprehensive view of a patient’s history and status. Payers and policymakers need to understand patterns of care for populations. Strategic interoperability, provided by HealthShare, connects all the dots in healthcare to bring the right information to the right people, at the right time.

“The core of our information infrastructure is a HealthShare-based private health information exchange, which I refer to as our ‘health cloud.’ It will become the single source of truth and an information gateway into and out of Hunterdon Healthcare.”

Wayne Fellmeth, MD, CMIO, Hunterdon Healthcare
When patients contribute to the record through HealthShare, and the family care team has visibility into the shared care plan, both satisfaction and outcomes improve.

**Social services**
Sharing care information with community service providers via HealthShare allows them to close gaps in care and ensure needs such as transportation or behavioral health care management are met for at-risk patients.

**Primary care providers**
Providers who receive automated alerts from HealthShare when their patients are admitted to or discharged from a hospital can see dramatic decreases in 30-day readmission rates.

**Hospitals**
When a patient presents for emergency care, HealthShare interoperability means that the care team can review a record summary including allergies and current medications, even if the patient has never been treated there before. The result: safer care.

**Payers**
By connecting patient information in HealthShare, health plans and payers of all types gain visibility into the member populations most in need of intervention and are able to partner with care providers to manage population health.
Engaged patients actively and knowledgeably manage their own health and wellness and that of others for whom they’re responsible. They review and manage care records, learn about conditions, adopt healthy behaviors, make informed healthcare purchases, and interact with care providers as partners.

Engaged caregivers collaborate across the entire care team to plan and coordinate care, reduce variations, improve quality, and reduce financial risk in concert with those paying for care.

Engaged healthcare communities of all kinds need comprehensive information, in one place, presented in a way that is relevant and makes sense to individual community members. Healthcare organizations that adopt the HealthShare platform as the core of their information infrastructure lay the foundation for truly engaged communities.

Physicians and patients interpret clinical information differently and each requires data presented in a way that meets their needs. HealthShare solutions reflect these very different perspectives and allow you to present your own branded face to your constituent communities. Members of a clinically integrated network can have access to comprehensive records through enhanced provider workflows. Similarly, patients and their families can use a multi-source portal built for them to access information and manage their care across provider and geographical boundaries.
The HealthShare intuitive timeline makes it easy for patients to review the medical record for accuracy, helping them partner with their providers for safer, high-quality care.

Patients can view, download and transmit records, send messages to providers, request services and efficiently manage their care.

Family members and others authorized by the patient can be granted access to help them better participate in care.

The HealthShare intuitive timeline makes it easy for patients to review the medical record for accuracy, helping them partner with their providers for safer, high-quality care.
Data is at the heart of everything your organization does, from diagnosing disease, to delivering care, to evaluating outcomes and measuring performance. If that data is too old, is incomplete, or doesn’t match what you know to be true, the consequences can range from missed opportunities to lost credibility. In some cases, the right data is a matter of life or death.

Turning raw, disconnected data into trustworthy, actionable information is at the heart of what we do with HealthShare. HealthShare’s analytics ecosystem maximizes your opportunities to derive insight from your information assets:

**Condition and serve**

Improve the currency, consistency and quality of the data fed to existing analytics applications by using the HealthShare platform as the definitive data source.

**Leverage embedded analytics**

Build dashboards and drilldowns within HealthShare using structured data and find actionable information in unstructured clinical notes.

**Deliver real-time alerts**

Support timely, intelligent interventions with clinical event notifications delivered by HealthShare to care providers.
Data

**Comprehensive clinical data**
Clinical data is heterogeneous, and as much as 70% is unstructured. A complete clinical record includes unstructured and structured data from all providers, regardless of location.

**Financial and operational data**
Whether billing, claims, or throughput, financial and operational data is critical to measuring relevant value and performance.

**Patient-supplied data**
Patient-supplied data is more than just readings from wearable devices. It includes health history, responses to treatment, goals for care, and satisfaction with the process.

Action

**Providers**
Optimal care incorporates feedback loops directly into the care process to reduce and eliminate gaps in care, and identify opportunities to improve outcomes.

**Health plans**
Payer analytics have traditionally relied on stale claims data. Not only is this too late for timely intervention, it fails to identify the patients who would most benefit from it.

**Research and policy makers**
Clinical researchers need normalized, high-volume clinical data for observational research studies. Healthcare policymakers need quality and outcomes data to evaluate performance and adjust incentives.
HealthShare in Operation

New York State has it all, with 20 million people, thousands of doctors, hundreds of hospitals, and urban, suburban, and rural settings.

In New York and around the world, HealthShare powers care transformation within information networks and integrated delivery networks. It’s used by application developers and health plans, and within regional and federal health programs.
Communities:
New York metropolitan area
Providers, social service agencies, health homes, researchers, and health plans rely on connected records and alerts provided by the Healthix information exchange to manage care and optimize patient outcomes for over 12 million people.

Payers:
Healthfirst
This innovative health plan is using information exchange to enhance collaboration and support better care through more complete and timely patient information.

Regional health information organizations:
Hixny
HealthShare supports patient engagement in upstate New York through the Hixny Secure Patient Portal.

Health systems:
Northwell Health
One of the largest healthcare systems in the U.S. keeps care coordinated and information flowing among hospitals, nursing facilities, home health, and physician practices, no matter what EHR is in use.
South Devon Healthcare
NHS Foundation Trust
South Devon Trust uses HealthShare for health information exchange and a clinical portal serving health and social care providers across England’s South Devon and Torbay region.

MemorialCare Health System
MemorialCare, serving Los Angeles and Orange counties in Southern California, uses HealthShare for interoperability and support of strategic IT and business initiatives.

Partners HealthCare
Partners HealthCare, an integrated healthcare network based in Boston, uses HealthShare for interoperability, device integration, and application development.

South Devon Healthcare
NHS Foundation Trust
South Devon Trust uses HealthShare for health information exchange and a clinical portal serving health and social care providers across England’s South Devon and Torbay region.
Healthcare Enterprises

Healthcare enterprises include hospitals, physician practices, integrated delivery networks, and health plans. While there were once clear boundaries between payers and providers, there is now a continuum. Traditional fee-for-service integrated delivery networks (IDNs) blend with financially at-risk providers and pure payers. The more you have at stake for the management of a member population, the more you need strategic interoperability.

When might your enterprise benefit from HealthShare?

You need secure, standards-based connectivity
Integration is the first step toward strategic interoperability. By adopting HealthShare as your ESB, you optimize connectivity and position yourself to respond to opportunities and challenges as they arise.

You are merging, acquiring, or affiliating with other providers
With HealthShare strategic interoperability as the foundation for your information technology infrastructure, you gain the flexibility to invest in new relationships without the need to rip and replace existing systems. And you create a consistent, stable view of your organization for providers and patients.

You manage care for a geographically dispersed population
Whether you are a specialty provider, a regional referral center, or a care contractor delivering a bundle of services to a national employer, you need to support a shared-care plan with comprehensive information.

You are an accountable care organization (ACO), health plan, payer, or otherwise entrusted with the care of a population
You need current, comprehensive, credible data about your members, actionable information, and real-time notifications to optimize care outcomes and minimize financial risk.

You need a platform for innovation
With HealthShare's high-performance, scalable, and reliable interoperability platform at the core of your IT environment, your organization can create new solutions that allow you to innovate, succeed, and grow.

“This is one of the most strategic IT investments Northwell Health has ever undertaken. HealthShare’s modern architectural design will give us the agility we need as we continue to grow. This platform will position us strongly for the future, providing the scalability, reliability, and performance we need, without requiring anyone in our care community to replace their technology investments or disrupt familiar processes and workflows.”

John Bosco, CIO, Northwell Health
Application Developers

We understand application developers. Our company was started by software engineers with a strong passion for technology and applying it to the problems of healthcare. We understand what it takes to get products up and running. Whether you are a healthcare startup, a Fortune 500, or a healthcare system developing new solutions, we deliver the technology, knowledge, and support to help you bring your vision to life.

A strong foundation
The HealthShare platform takes the challenge out of creating connected, information-rich, non-stop applications. It removes the complexity from data management, mobile and web access, interoperability and integration, healthcare analytics, and other common tasks so that you can focus on the unique value of your application and content.

Right size for the job
Because the HealthShare platform scales down just as easily as it scales up, it supports development projects of all sizes. The applications you create with our platform will automatically interoperate with the rest of the HealthShare product family. This makes it easy for you to participate in a worldwide ecosystem of HealthShare solutions running everywhere from the largest servers to the smallest mobile devices.

A partner you can trust
Over 80% of our business is with long-term partners. Companies like Epic, GE Healthcare, 3M Health Care, Ricoh, and Roche Diagnostics have made a strategic commitment to InterSystems.

Help when you need it
Our record for success and customer service is second to none in the healthcare software industry. We work closely with developers to make sure that they have what they need, including fast-paced online or in-person education and training.
3M Health Care
3M depends on InterSystems technology for integration and cloud-based interoperability.

Ricoh
Ricoh uses HealthShare for data management and as a hub that integrates its healthcare camera and other products with healthcare information systems.

WelVU
With WelVU’s multimedia education platform, patients are better informed and engaged. By using HealthShare, education is not only engaging, but personal.

Homecare Homebase
HealthShare powers real-time, secure data exchange across the office, field staff and physicians to enable coordinated home and hospice care.
Vision to Value

The people using your healthcare information systems have different roles, different perspectives, and different visions of how those systems should serve them. So how do you deploy a solution everyone will value?

**Vision**

From the start of the project, we work with you to develop a compelling, shared vision. That vision describes not only the mature solution, but also measurable, incremental value points along the path to maturity. Your vision then drives the decisions and actions undertaken throughout the project so that everyone stays engaged, informed, and aligned.

**Execution**

Our execution strategy is designed to reduce uncertainty, risk, and complexity by using a proven software platform, providing a team of trained and certified implementation experts, and an established implementation methodology throughout the course of your project. Our track record for customer success spans more than three decades and is unmatched in the healthcare industry.

**Adoption**

To be successful, a solution has to be used and valued. 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.

“HealthShare enables us to support new initiatives with the speed and confidence that comes with its range of capabilities and scalability. Such agility is vital given the increasing complexity and changing nature of healthcare.”

Scott Joslyn, CIO, MemorialCare Health System
The executive team
“As an organization, we are restructuring for value-based payment, but our revenue is still dependent on volume. We are part of three ACOs and just affiliated with another organization to expand our referral base.”

The clinical team
“The patients we see have complex, long-term conditions. They need far more than the few minutes I’m able to give them. I need help to deliver safe, quality, coordinated care.”

The technical team
“We have 127 different mission-critical information systems. Between meaningful use, integrating new physician practices, and managing upgrades, we have neither the time nor the energy for new initiatives to help transform the organization.”

Our objective is to deliver true and meaningful value to support your strategic goals.

HealthShare: Delivering YOUR shared vision for better, connected care
The power behind what matters.