

# Create The Future Of Care

InterSystems in Healthcare





## InterSystems in Healthcare

For over 40 years, InterSystems has been at the heart of the healthcare information ecosystem. Today, more than 1 billion health records worldwide are managed using InterSystems technology. Health information is who we are. And it's our mission to make it work better for you and those you care for.

### Our products include:

- InterSystems IRIS for Health™ data platform, specifically engineered to extract value from healthcare data
- InterSystems TrakCare® unified healthcare information system
- InterSystems HealthShare® Unified Care Record and suite of connected health solutions



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## Creating the Future of Care

Healthcare is changing rapidly, driven by new technologies, including artificial intelligence and consumer devices, and by new models of care and financing. The goal is the same everywhere: to create a smarter, more sustainable health and care system for the future.

We believe the future depends on the right foundation: connected health and care organizations, and decisions based on meaningful, comprehensive health data.

### Powering the Future

InterSystems healthcare solutions provide that foundation for the future. Whether you are creating a seamless coordinated care experience that aligns providers, payers, and consumers, a data scientist developing predictive models for evaluating new therapies, or an entrepreneur working to bring new medical technology to market, our products help you realize your vision. Together with you, we:

- **Accelerate development** – with data platforms and products engineered to extract value from massive volumes of healthcare data, with unprecedented speed.
- **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. Where patients become more engaged in their care with access to a comprehensive view of their health information and convenience services.
- **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.









# Digital Transformation with InterSystems

Digital transformation is essential to creating the health systems of the future – where process redesign, analytics using massive data sets, and coordination across the entire care community improves outcomes and lowers costs. Yet no industry has had to face the same extent of interoperability, scalability, reliability, and speed challenges as healthcare. That's why all of our solutions are built on our own, proven, high-performance healthcare data platform – InterSystems IRIS for Health.

## IRIS for Health

InterSystems IRIS for Health is the only data platform engineered specifically for the rapid development and support of healthcare applications. It combines high-performance, highly reliable, and massively scalable data management, transaction processing, and analytics, with out-of-the box healthcare interoperability, including FHIR. Connected healthcare solutions built on InterSystems IRIS for Health can leverage big data for predictive, population-level analytics, or extract just the right information from unstructured text to deliver it exactly when needed. The unified InterSystems IRIS for Health platform connects the systems of today with the healthcare of tomorrow, improves reliability for upgrades and maintenance, and ensures that everything works together seamlessly at any scale.

## Connected at the Core

InterSystems healthcare solutions are part of a product ecosystem based on InterSystems data management technology. They include:

- TrakCare<sup>1</sup> unified healthcare information system – to help you deliver world-class care across your organization
- HealthShare Unified Care Record and suite of connected health solutions – for care coordination, analytics, and interoperability beyond your organization
- InterSystems IRIS for Health and HealthShare solution components – to create new solutions that turn existing systems and data into breakthroughs for the future of care
- Software, intelligent devices, and service offerings developed by our partners across the world

All InterSystems healthcare products deliver native support for HL7<sup>®</sup> FHIR<sup>®</sup> and every major global healthcare messaging standard, along with the application programming interfaces (APIs) that unlock your data and expand your capabilities.

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<sup>1</sup> TrakCare is not available in the United States.



**TRAKCARE IS  
TRUSTED BY OVER  
450 HOSPITALS IN 27  
COUNTRIES ON FIVE  
CONTINENTS.**

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## **Connected, Informed, Empowered With TrakCare**

The TrakCare electronic health record (EHR) system provides a unified patient record encompassing administrative, clinical, and financial information. Each interaction with TrakCare enriches the patient record for everyone. As a unified system, TrakCare provides a single source of truth, making TrakCare's decision support a smarter and more trustworthy partner in care. TrakCare helps you transform and improve care processes with best practices that InterSystems has learned from long experience serving a worldwide community of clinicians. TrakCare customers can enhance their digital transformation journey with HealthShare for more extensive interoperability across the greater care community and for broader population health management capabilities.

### **Improving Care by Empowering Better Decisions**

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 for patients and populations. 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. And 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.

### **Successful Adoption**

Successful adoption is key to realizing the benefits of an advanced EHR. Adoption starts with an intuitive system that's easy to learn and use, one that readily presents just the information needed wherever you are. TrakCare cuts through information clutter, for example, with a single screen, problem-oriented approach to managing and documenting clinical encounters for faster decision-making and action.

TrakCare is built for mobility, ensuring anytime, anywhere access to information. Responsive design optimizes layouts for different devices, eliminating the need to install and maintain separate apps.



## IN PRIVATE HOSPITALS

### Creating the future of care with TrakCare

Thailand's Bumrungrad International Hospital is recognized as one of the world's leading and most technologically advanced hospitals, serving 1.1 million patients annually, with 1,300 physicians and 580 beds. With TrakCare installed throughout the hospital, Bumrungrad has achieved record high patient satisfaction ratings of over 95% in several departments. TrakCare's clinical decision support capabilities provide safety alerts for a range of risks including drug interactions, therapeutic duplications, and duplicate orders. TrakCare is integrated with patient monitors, and delivers closed-loop medication management to minimize medical errors and provide safeguards to help improve patient safety.



### TrakCare supports high-quality care and rapid growth

United Family Hospital and Clinics (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 seven, in addition to operating 13 outpatient clinics and providing 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 PUBLIC HEALTH SYSTEMS

### TrakCare scales up to manage health records and improve care delivery across Scotland

Since 2009, TrakCare has been helping acute and community hospitals to deliver better and safer care, and to improve efficiency across Scotland. Now, TrakCare manages the health records of over 95% of the Scottish population.



### TrakCare wins support of staff, enhances quality of care

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.



# Driving Transformation Across Care Communities with HealthShare

Whichever type of health and care delivery system you have, HealthShare brings together the diverse healthcare ecosystems within it. HealthShare eliminates information barriers across the health and social care continuum, as well as the blind spots that lead to gaps in care.

HealthShare connects to clinical, financial, patient-generated, and social data sources to create a normalized, unified care record. It helps you analyze, share, and use this community-wide data to:

- Support new value-based business models
- Drive population health initiatives
- Enable clinical research
- Provide care coordination across organizations, regions, and countries

## The Path to Transformation

HealthShare products make the path to higher-value, more sustainable healthcare easier to follow. They include:

- **HealthShare Unified Care Record:** Creates the foundation for collaborative care, innovation, and transformation, with a unified care record
- **HealthShare Personal Community:** Empowers patients and families with the information they need for better decisions and outcomes
- **HealthShare Health Insight:** Leverages all of your information assets, including unstructured data, for analytics and the delivery of actionable insights when and where needed
- **HealthShare Patient Index:** Creates and manages a single source of truth for patient identity and demographics within a healthcare enterprise or across a healthcare community
- **HealthShare Provider Directory:** Automates the collection, consolidation, and sharing of accurate provider information
- **HealthShare Health Connect:** Supports the integration and interoperability of health applications and data based on HL7 FHIR and other global healthcare information protocols and messaging formats

## Reaping the Benefits of Transformation

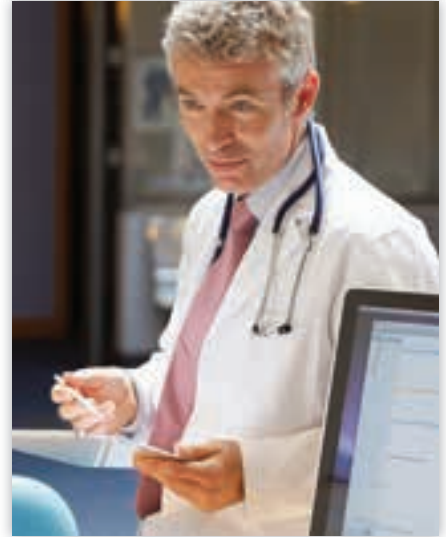
Using HealthShare, healthcare organizations are improving communication and the accuracy of health records, enhancing safety, reducing duplicative services, and using all of their data in analytics to identify opportunities for enhancing and optimizing care processes and outcomes.

IN THE GREATER NEW YORK CITY AREA, HEALTHIX USED HEALTHSHARE TO CREATE UNIFIED CARE RECORDS FOR MORE THAN 17 MILLION PATIENTS, BASED ON 85 MILLION PROVIDER MEDICAL RECORD NUMBERS. HEALTHIX SENDS NEARLY 1.7 MILLION CLINICAL EVENT NOTIFICATIONS TO PROVIDERS IN A TYPICAL MONTH.

## IN AN INTEGRATED DELIVERY NETWORK

### **Leveraging 3 billion data points for innovations in care and care coordination**

Northwell Health, based on Long Island, New York, is one of the largest private health systems in the United States, with more than 18,500 affiliated physicians. Drawing data from disparate systems across the organization, HealthShare has created a unified care record holding over 3 billion data points. Northwell uses the unified care record as the foundation for applications that: target gaps in clinical workflows not typically covered by EMRs, simplify management of risk in at-risk contracts, and automate the establishment of patient cohorts for population health management and cohort analytics. Northwell also uses HealthShare to enable external solution vendors to integrate with Northwell systems using application programming interfaces to test and optimize their complementary products.



## IN A NATIONAL HEALTH SERVICE

### **Mental health project signals better connected care for patients in crisis**

Four mental health trusts within the NHS England, known as the Mental Health Alliance for Excellence, Resilience, Innovation, and Training (MERIT), are using HealthShare to provide shared access to information among the trusts. Now, in addition to seeing a patient's physical health record, professionals can see specific but crucial information from a patient's mental health record at time of crisis. In this way, patients in crisis presenting to hospitals will receive better informed and potentially life-saving care.



## IN A HEALTH PLAN

### **Combining claims and clinical data to improve care and business performance**

Premera, a not-for-profit licensee of the Blue Cross Blue Shield Association operating in Alaska and Washington State, uses HealthShare to bring together clinical data from health information exchanges, provider group EMRs, and claims to build a complete picture of each of its members. By combining clinical and claims data, they are now able to see deeper and more accurately into the health status of their members, into what their providers need to improve care, and how the business can better manage risk and support its mission of "improving customers' lives by making healthcare work better."



## Who Uses InterSystems Healthcare Solutions?

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
- **Public and private 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
- **MedTech innovators**, to accelerate development of complete solutions around devices or treatments that help their customers demonstrate value, optimize utilization, and benefit the patient
- **Software developers**, to bring innovative, more information-rich, interoperable, and secure healthcare applications to market faster
- **Clinical laboratories**, to create high-value organizations that unify diagnostic data from multiple sources, communicate results for coordinated care, and leverage analytics for care insights
- **Life sciences organizations**, to leverage real world longitudinal patient data for innovation and end-to-end evidence
- **Health information networks, e-health initiatives, and patient registries**, to connect communities, promote collaborative innovation, enhance clinical quality and safety, and empower citizens through health information access

**“WE CONSIDER HEALTHSHARE AND ITS ENTIRE SUITE OF SOLUTIONS TO BE THE BACKBONE TO OUR INNOVATION SPACE.”**

*Jim Heiman, Program Director, Health Information Exchange, Northwell Health*



### IN GOVERNMENT

#### **A reduction in no-show rates 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

### **Incorporating social determinants of health to drive better outcomes**

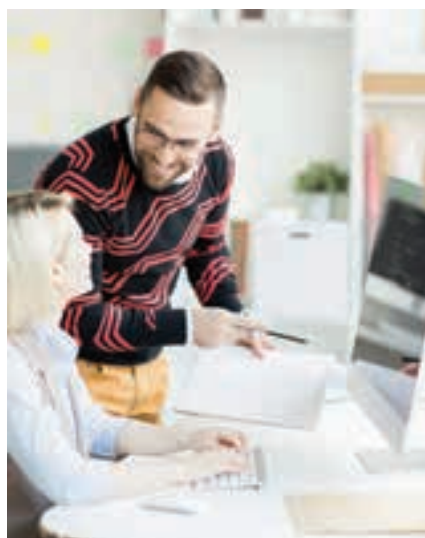
InterCommunity Health Network Coordinated Care Organization (IHN-CCO), part of Samaritan Health Plans, is one of 15 coordinated care organizations in Oregon tasked with delivering managed care to the state's Medicaid recipients. Using HealthShare, IHN-CCO brings together clinical and social determinants of health data in a shareable, structured electronic format that allows for closed-loop referrals, and helps providers identify high-risk patients and focus on their care. Physical, behavioral, and mental health providers in the IHN-CCO network believe that having this holistic, clinical and non-clinical information enables them to better serve their patients and coordinate care more effectively.



## IN SOFTWARE DEVELOPMENT

### **Predictive healthcare models run on real-time data via HealthShare**

HBI Solutions is a predictive analytics company. Working with InterSystems, HBI can focus on its core competency of data science and predictive algorithms, while HealthShare aggregates, normalizes, cleanses, and prepares the clinical, claims, and unstructured clinical note data that HBI needs. HBI's Spotlight product is used by organizations that support care for more than 20 million people. Key to Spotlight's market success is that it uses HealthShare for real-time data, as well as clinical event notifications and other services. Spotlight identifies patients who would benefit from care management programs, predicts the potential for readmission and complications like sepsis, and determines the likelihood of events such as heart attack, stroke, or the onset of chronic disease. Major customers of HBI include InterSystems clients Healthix, Manifest MedEx, and Bumrungrad International Hospital.



## IN CLINICAL LABORATORIES

### **Increasing value and revenue**

Faced with cuts in government reimbursements for its services, TriCore Reference Laboratories, serving the state of New Mexico, didn't want to just remain viable by cutting costs. Instead, TriCore is using HealthShare and software from Rhodes Group to help it transform to a Clinical Lab 2.0 business model. In a pilot program with a New Mexico payer and managed care organization, TriCore used HealthShare to aggregate each patient's longitudinal laboratory test results in real time from TriCore's labs across New Mexico, combined it with claims data, and normalized it all into a unified care record. The results were striking, with reductions in neonatal intensive care unit occupancy rate, pre-term births, and emergency department visits. These reductions translated into \$4,384,801 in direct savings and penalty avoidance in one year for Tricore's customer. TriCore expects to deliver even more value to its customers as Rhodes Group incorporates additional capabilities of HealthShare and InterSystems IRIS for Health into its solutions.



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## A Relationship That Matters — Partnership With InterSystems

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 or factor into our decisions. When you become our client, we can focus on your success, without distractions and without worrying about Wall Street.

**“We wanted a dependable partner who cared deeply about our success, who wasn’t going to be drifting about or pushed by any particular fad, but just was there providing excellent technology for the long haul. With InterSystems we are really happy with the choice we made.”**

*Claudia Williams, CEO, Manifest MedEx, a health information network serving the state of California.*

**“We can solve the problems of our current healthcare system by working together across the provider and payer community using InterSystems solutions. Health plans need to support modern technology like HealthShare.”**

*Colt Courtright, Director of Corporate Data and Analytics, Premera Blue Cross.*

**“After 10 years of collaboration, we’ve been impressed by the technology, quality of the product and support service, and the overall reliability of InterSystems.”**

*Jenny Shao, PhD, Health Information System Director, United Family Healthcare.*

**“InterSystems has been a great partner for ZOLL. This partnership provides a solution that is the backbone for several exchanges, and the backbone for several electronic medical records already. It’s tried and tested, so it was a natural for us to partner with and work with InterSystems.”**

*Greg Mears, MD, Medical Director, ZOLL.*

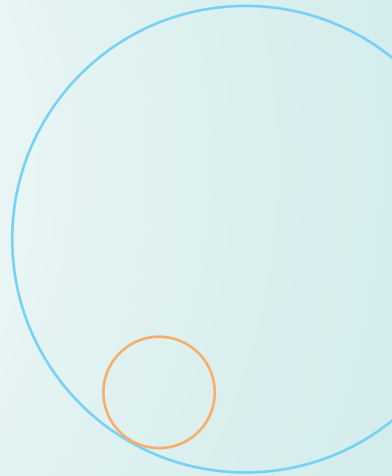
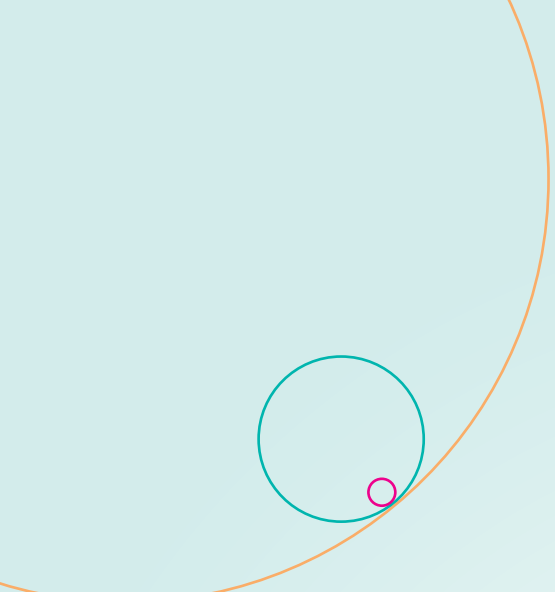
## Take the Next Step

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 the transformation to higher-value, more sustainable care.

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