

EXECUTIVE PERFORMANCE MONITOR

Let New Age Systems help you harness the power of your information to monitor and manage the performance of your organization. Executives, managers, and front-line workers need real-time access to operational data in order to make good decisions. We can help you get operating data from multiple sources to support immediate decisions, rather than at the end of the quarter when it's too late to do anything. The benefits are high and the costs are low.

We at New Age Systems believe that information technology must play a central role in the redesign of the healthcare system if a substantial improvement in performance and quality of care is to be achieved.

Healthcare organizations typically follow an antiquated and parochial process for using data to make decisions within the organization. A great deal of information is collected and stored about patients and patient care processes. Unfortunately, the data is often spread across multiple disparate systems, making it difficult or impossible to utilize in an integrated manner.

As an alternative to costly integrated systems, the New Age Systems solution monitors process performance by capitalizing on the wealth of information and decision support capacity present in your existing computer systems.

Example

How efficient is the medication delivery process at your facility? From the time the physician places the medication order

until it is actually administered to the patient, there are numerous opportunities for delays and errors.

Can the manager detect when this process is beginning to spin out of control and intervene before harm comes to the patient or length of stay is increased? Or, how many times have patients left before being seen because they were tired of waiting in a crowded waiting room? A real time monitor to track your wait time performance could be very useful. When wait times begin to creep beyond acceptable standards, as defined by your organization, the system could alert or notify the responsible individual so that immediate intervention can be taken BEFORE patients begin to abandon ship.

Workflow

Our performance monitoring solution is a data integration and clinical decision support tool that harnesses the power of information captured in existing disparate computer



systems. The information is used in real-time to monitor processes, and prevent problems by triggering alerts or notification to those responsible for ensuring that the processes run smoothly. In this way your organization will better utilize and communicate knowledge so that timely interventions can be taken to avoid or minimize problems. Here 's how it works...

- Data is captured from HL7 interface messages or other methods, such as time stamped data, patient information, orders, and others.
- Data is converted to XML.
- XML data is parsed into a short term database.
- Rules are applied against the data using Microsoft BizTalk.
- Performance measures are displayed or communicated to responsible individuals via alerting process or monitoring screens.

User Interface

Performance alerts are communicated via e-mail, cell phone, pager, printer, or web monitor. For example, the responsible manager can be paged or e-mailed at the first sign that a process is beginning to approach threshold. Or, use New Age Systems's executive web monitor view which continually delivers performance metrics about processes within the purview of a specific executive, such as the VP of Nursing or Chief Operating Officer.



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MEMORIAL HEALTH EXECUTIVE MONITOR

Chief Operating Officer View

Vital Stats ...

Current IP census	234 (82%)
Current ICU census	15 (100%)
Current ER census	16 (74%)
#IP Adm in last 8 hrs	11
Current FTE's signed in	346

* Expected = historical average over the last 30 days

Yellow = 20% > expected

Red = 40% > expected

