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## Upcoming Events

**Cerner Health Conference**  
 Kansas City, MO  
 October 5 – 7, 2009

**Virginia HIMSS Chapter  
 Fall Conference**  
 Williamsburg, VA  
 October 13 – 16, 2009

**Colorado HIMSS Chapter  
 Fall Event**  
 Westminster, CO  
 October 16, 2009

**Central and North Florida  
 HIMSS Chapter  
 Fall Executive Event**  
 Tampa, FL  
 October 23, 2009

**Midwest HIMSS  
 Fall Conference**  
 Grand Rapids, MI  
 November 2 – 3, 2009

**HIMSS Virtual Conference**  
 November 3, 2009

# Eisenhower Medical Center Teams Up with ICG at InSight

by Carolyn Weinig, Director of Business Development and Michelle Hager, McKesson Practice Director

ICG was never more proud to call Eisenhower Medical Center (EMC) of Rancho Mirage, CA a client than when observing our partnership in action during the McKesson User Conference - *InSight* this fall. Eisenhower's Director of Applications Betty Nichols and ICG's Greg Johnson presented impressive results from their performance and process improvement project in clinical analytics to a packed crowd of interested McKesson clients.

During the session entitled "Addressing Physician Utilization through Analytics" EMC's Nichols explained how a collaborative team of EMC staff, with the help of ICG Consultant Greg Johnson, was able to save her hospital a projected \$1 million in one year. Nichols shared the stage with Johnson, who dove a bit deeper into the technical aspects of the project and shared some of the details. Nichols, who has been at Eisenhower for nearly 9 years, praised their project champion Dr. Stoltzman for his endorsement and sponsorship of their project.

"This was a medical staff project, not an IT project," Nichols told the gathered crowd, many of whom are HBI users in other McKesson client sites. "We would not have had the necessary clinician adoption had Dr. Stoltzman not been involved." Nichols went on to explain that using McKesson's Horizon Business Insight (HBI) decision support analytical tool, in the capable hands of ICG's Johnson, the project analyzed the physician practices of prescribing certain expensive antibiotics and affected change by educating them on the unnecessary costs and comparable less-expensive alternatives.

"This is just the low hanging fruit," Nichols said. She went on to say that the team intends to continue to look for opportunities to save the hospital money in the coming months and years, thanks to this initial successful project with ICG; HBI analytical reporting capabilities; and EMC's medical staff buy-in. Their next project will be to look at the common practice of prescribing acid suppressive medication for inpatients, believing that their findings will show that the medication may be over-prescribed, costing the hospital money and possibly adversely affecting patient outcomes.

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# Client Profile

## Client Profile

### Eisenhower Medical Center, Rancho Mirage, CA

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#### EMC Demographics/Accolades

Eisenhower Medical Center is a 313 bed acute care hospital located in the desert of Southern California. In addition to the main hospital, EMC boasts of four Eisenhower Express Clinics off campus, a Primary Care Clinic, orthopedic, cardiovascular, neuroscience and oncology centers of excellence, the George and Julia Argyros Health Center, the Betty Ford Center at Eisenhower, and the Barbara Sinatra Children's Center at Eisenhower. Although many of their facilities are named after the who's who of the "rich and famous", the hospital serves a very large Medicare population – over 70%, and serves a county with very high unemployment.

Eisenhower Medical Center, above all, is a medical center driven by a commitment to excellence and a promise to "be here when you need us." Eisenhower is in the forefront of medical care as a leader in providing innovative treatment and important clinical research in orthopedics, cardiovascular, and cancer care. Eisenhower has achieved remarkable progress including:

- Among the Top 5% of all Hospitals in the Nation for Clinical Excellence™ in 2009 as recognized by HealthGrades®.
- First in California to receive Cycle III Chest Pain Center accreditation by the Society of Chest Pain Centers in 2009.
- The first hospital in Riverside and San Bernardino Counties to be designated a Primary Stroke Center by The Joint Commission.
- One of only 60 California hospitals to receive both Total Hip and Total Knee certifications from The Joint Commission.
- One of the 100 Top Hospitals® as recognized by Thomson Reuters in 2005.
- Distinguished Hospital for Patient Safety™ in 2009 as recognized by HealthGrades.
- Best [#1] in the state of California for Joint Replacements in 2009 by HealthGrades.
- Best [#1] in the state of California for Gastrointestinal Surgery in 2009 by HealthGrades.

The ICG staff attending *Insight* this year was very pleased to entertain nearly a dozen Eisenhower employees, as well as some 60 other representatives of 17 other McKesson client sites from all over the country at a social reception one evening of the multiple-day conference. The reception, an annual event for ICG, has grown each year, providing ICG clients and friends the opportunity to network in a relaxed environment, winding down from full days of educational sessions and meetings.

*Insight* is the annual user conference of the large body of McKesson Software clients, boasting over 1000 different client sites in attendance this year in mid-September in Orlando.

The 2010 *Insight* Users Conference is scheduled to be held in Denver.

#### ICG Announces Mid-Year Survey Results

##### *The Results Speak for Themselves*

Commitment to superior quality customer service is top priority at ICG as we continue to measure our success by the satisfaction of our customers. Our Q2 2009 customer survey results are below and we wanted to share those fantastic results:

- **100% of the respondents indicated they would use ICG for future engagements!**
- **100% of our respondents said that overall they were satisfied with the Consultant's performance!**
- **100% said they would recommend ICG to other organizations!**

These results are proof of the quality work that you can expect from ICG! These results are proof that ICG is providing a valuable service to our customers!

Thank you to all who have given feedback. We appreciate the time you take to complete our surveys. As part of our continuing effort to achieve ultimate customer satisfaction, we strive to improve our processes, communication and performance based upon survey results.

# Tips for Horizon Business InSight

by Greg Johnson, Senior Consultant

Horizon Business Insight is a powerful tool for capturing and displaying financial and clinical data. At Insight, Eisenhower Medical and I outlined the work we did to create dashboards for physician utilization and clinical practice cost projections. Our business objective was to capture a result ‘one to many’ to derive the cost per bed of any clinical therapy – in this case Daptomycin. We achieved one result but data is captured in many rows – which can be a challenge to summarize. Below are some tips on how to create this type of dashboard and some examples of what we accomplished at Eisenhower.

1. Capturing single results to many.
  - a. In the below example we wanted to capture census data for a single day or for the month and determine the cost per bed of a singular order placed.
  - b. In this case it was about capturing a pharmacy order (single result) for the same service data (many rows) for multiple patients.
2. Drill to the Month.
  - a. If data for January was needed each rows they populated the census number. That number is a static number with either a max or min value.
  - b. Cost per bed is a summary result achieved by comparing the two values – of census data and drug usage.

Year - Month	Patients	RX Count	Doses	TotalCost	MonthOccupiedBeds	MonthCostPerBed
2008_10_October	47	68	218	\$29,748.33	6,453	\$4.61
2008_11_November	39	51	213	\$30,327.62	6,389	\$4.75
2008_12_December	53	77	252	\$37,742.74	6,488	\$5.82
2009_01_January	49	77	259	\$37,046.80	7,369	\$5.03
2009_02_February	54	76	288	\$49,181.69	6,837	\$7.19
2009_03_March	12	19	65	\$12,158.62	7,472	\$1.63
2009_04_April	17	26	96	\$18,324.02	6,611	\$2.77
2009_05_May	8	10	57	\$10,653.50	6,588	\$1.62
2009_06_June	6	7	52	\$9,084.53	5,918	\$1.54
2009_07_July	6	6	18	\$3,420.74	2,385	\$1.43

## Why complete the processing this way?

We developed many rows so that we could drill down into the clinical therapy or therapies that were driving the cost up. If we didn't have the many rows to drill into each therapy then a total cost would show only that a particular day or month had a high cost rather than identifying the actual clinical therapy or in this case – pharmacy item that drove the cost up. To find out more about how to run a ‘one to many’ result in HBI contact Michelle Hager at ICG's home office: (866) 888-8253 or MHager@InnovativeCG.com.

# Welcome to ICG!

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**Paul Stehr** joined Innovative Consulting Group's Business Development team in August 2009 in the role of **Vice President of Business Development**. Paul is responsible for overseeing all new sales and marketing activities as well as maintaining existing customer relationships at ICG.

As a seasoned professional in the Healthcare Informatics arena, Paul brings over 24 years of solution sales and marketing experience to ICG, including 14 years of successful and increasing management responsibility. Most recently, Paul held the position of Senior Vice President, Sales and Marketing at Peminic, Inc. in Princeton, New Jersey. In previous senior roles, he held the positions of Regional Account Executive at Open Text Company,

Regional Sales Manager for the Document Systems Division of Standard Register, Regional Vice President for Per-Sé Technologies, National Sales Manager for MedPlus and District Manager of Healthcare for Dictaphone.

Paul's career has been marked by high achievement in areas of technologies, applications and service offerings, including enterprise document and collaborative management, electronic forms and automated workflow, process improvement, enterprise solutions for clinical, financial, electronic medical records, staff and patient scheduling, plus other specialized solutions in the healthcare environment. Paul lives in the Houston area.



**Robert Smith** joined Innovative Consulting Group's Business Development team in July 2009 in the role of **Cerner Practice Director**. Robert is responsible for engagement management for Cerner customers, sales support, and the continued growth of the Cerner practice.

As a Healthcare Information Systems professional, Robert has over 25 years experience in project and operation management, business development and consulting with client implementations and vendor software. Most recently, Robert held the position of Regional Vice President at Emergisoft Corporation in Arlington, Texas.

Prior to Emergisoft Corporation, he was employed at ACS-HCS (formerly Superior Consulting) in Southfield, Michigan where he provided Executive leadership and management for several implementation projects. Additionally, Robert has extensive experience with the Cerner Corporation as a Client Executive and Project Manager along with 10 years of experience as the Director of Information Services at a 289 bed hospital in Jacksonville, Florida. Robert lives in the Northern Palm Beach County area of Florida.



**Penny O'Boyle Caldwell** joined Innovative Consulting Group's Business Development team in August 2009 in the role of **Siemens Practice Director**. Penny is responsible for engagement management for Siemens customers, sales support, and the continued growth of the Siemens practice.

As a Healthcare Management Professional, Penny has over 15 years experience in the healthcare technology industry. Most recently, Penny held the position of Solution Director of Clinical Systems at Siemens Medical Solutions in Malvern, Pennsylvania. In this role, she served as the clinical systems expert and directed the development of an accelerated implementation strategy to meet the needs of "meaningful use". In previous Siemens principal consulting roles, Penny successfully implemented the suite of Soarian Clinical applications and has expertise in Invision and IDX. Prior to Siemens, Penny was employed as a Registration and Scheduling Manager at Temple University Hospital in Philadelphia, where she also acted as interim practice director for primary care and specialty services. Penny lives in the New Jersey Shore area.

***Please join us in welcoming Paul, Robert and Penny to the ICG team!***

CREDITS: Leadership Team: Wayne Kinney, Diane Feyen, Dick Lynch, Jeff Kinney / Innovator: Editor in Chief - Paul Stehr; Reporting Editor - Kim Hoops



9210 Petersburg Rd. Evansville, IN 47725  
Phone: (866) 888-8253 • Fax: (812) 867-5300  
Info@InnovativeCG.com • www.InnovativeCG.com