

Creating strategic alignments



Find peace of mind

The rate of change in health care is accelerating.

Payers are shifting to value-based relationships. Patient volumes are moving away from the hospital, and mergers and divestitures are reshaping national, regional, and local markets. This new environment makes IT more important to your success than ever before.

At the same time, declining reimbursement is putting pressure on budgets. The training and development needs of your IT team continue to grow, and there are new IT innovations you want to deploy.

To navigate these challenges, you need a partner that lives at the intersection of health care and technology — a partner solely focused on health care IT.

"We're all in, and Cerner's all in," said Jonathan Curtright, CEO, University of Missouri Health Care. "When you have two organizations that are committed to each other, the magic we can make is truly amazing."

A strategy to help you grow and compete

*Cerner ITWorks*SM is how Cerner aligns with clients to provide the talent, quality and value they seek from their IT investments.

Our strategic outsourcing business offers peace of mind. We handle your day-to-day IT operations and help you focus on what you do best — taking care of patients.

Through our offering, your IT employees become Cerner associates. Led by an on-site client leader, we make sure your organization's IT work aligns with your strategic initiatives.

Together, we create a new IT strategy to help you grow and compete.

Health care is too important to stay the same.™

Key Benefits

- **Elevate your IT staff** with extensive training and an experienced client leader
- **Improve your service quality** with Cerner's industry leading managed services
- **Rationalize your IT spend** through more efficient deployment of talent and technology



How do we align to your strategic goals?

We offer a comprehensive, proven plan to maximize the value of your IT solutions, services and team, called our “Blueprint for Excellence.”

This blueprint, coupled with Cerner’s world-class services for hosting, upgrades, help desk and application management, reinforces your IT infrastructure and enhances end-user satisfaction, support and adoption of new innovations.¹

We provide these services on a predictable, fixed-fee basis, which can reduce your overall cost of IT.

Our goal? To leverage IT to transform the way you provide care. We want your organization to become an exemplar for your community — a model for excellence.



The technology is great — that’s just an added bonus. What’s really important to us is the relationship, the partnership.”

*Charlie Shields
President and CEO
Truman Medical Centers
Kansas City, Missouri*

Elevate your IT staff

As you transition to ITWorks, we identify an experienced executive to lead your IT team.

Your dedicated client leader oversees your Cerner and non-Cerner solutions, leads the workforce and provides a single point of contact for your IT needs.

These leaders have an average of more than a decade of health care IT experience. To ensure they have the right industry knowledge, our leaders participate in College of Healthcare Information Management Executives (CHIME) CIO accreditation.

We invest in your staff members, offering extensive training and unique opportunities to grow their careers. Training and development strengthen their management and technical skills, increasing their value to your organization.

Resources when and where you need them

Hospitals and health systems may lack some of the on-site expertise and talent they need to support, run, and optimize their IT solutions. We fill this gap with our distributed workforce and leveraged services.

ITWorks seeks to address your resourcing needs with our distributed workforce located across our organization. Our ability to flex resources reduces your need for supplemental staffing.

These leveraged services include highly trained software and interface experts who provide their expertise for your Cerner and non-Cerner IT systems.

“We really viewed the *Cerner ITWorks* relationship as a real strategy to help bring talent to the organization and partner with a leading IT health care company, essentially in the world,” said John Amos, president and CEO, Yavapai Regional Medical Center, Prescott, Arizona.

Rapid adoption of best practices

Our core team works to ensure broad adoption of new innovations and best practices across the ITWorks community.

These associates use assessments to advise your on-site team members. They encourage the best practices we have gathered from our clients’ experiences and the broader Cerner community.

Our core team has expertise in areas ranging from human resources and recruiting, to clinical informatics, IT security, network infrastructure, technical strategy and regulatory compliance.

Our team will help you maintain and augment a formal project management office and a clinical governance structure to prioritize your projects — critical parts of any well-run IT department.

In addition, we coach, train and mentor on-site team members to help them understand Cerner as well as industry standards.

1. AMS-SWX_The_Cerner_Support_Experience_Book 171789203 v7, page 4

Improve your service quality

Through these managed services, Cerner assumes routine, day-to-day tasks, allowing your on-site IT team members to spend more time with your end users working on strategic projects.

Tier 1 support: Help Desk – One of the early bright spots in any ITWorks relationship is our HDI-certified Help Desk, which offers service 24 hours a day, 365 days a year.

Our Help Desk answers questions about your Cerner and non-Cerner IT systems and applications. Trained and knowledgeable associates staff our Help Desk. With continuous coverage, our centralized Help Desk delivers a client satisfaction rate of 98.6%.²

Tier 2 support: Application management – Our 24x7x365 Application Management Services (AMS) offering provides maintenance, monitoring and incident management support of *Cerner Millennium*® applications through a centralized team with deep Cerner experience. Client satisfaction runs at 96%.³

Non-Cerner applications - We uniquely offer centralized management and support of your non-Cerner applications. Our team uses our experience in managing more than 2,800 unique solutions to perform comprehensive assessments and develop ways to reduce the scope and scale of your portfolio.

Upgrades - The Upgrade Center offers full-service Upgrade Center Managed Services, bundled upgrades or single upgrades to help you improve quality, reduce cost and increase user satisfaction. This team handles upgrades for new *Cerner Millennium* and *Soarian*® code releases.

Remote hosting - Our remote hosting service, *CernerWorks*™, is consistently recognized as one of the best in the industry. We host Cerner and non-Cerner applications, maintaining uptimes of +99.9%.⁴

2. *Ibid*, page 7

3. *Ibid*, page 12

4. Total client uptime (scheduled and unscheduled) as of Q1 2019

Rationalize your IT spend

Our Blueprint for Excellence delivers exceptional value from all our solutions and services.

Value can be defined in many ways — adoption of innovation, improvements in health outcomes, better decision support, avoidance of unnecessary costs and adverse events through alerts and rules, and improved revenue.

Fundamentally, value is about getting the most out of each dollar your organization invests. We provide a predictable, fixed-fee model that takes the uncertainty out of your annual budgeting process.

We help rationalize your IT spend by eliminating redundant or inefficient software maintenance costs, streamlining support, and managing your IT solutions in a more holistic manner.

Through our blueprint, we can improve the performance of your IT assets and can lower your overall cost of IT. Ultimately, we position your IT department to be part of your competitive business advantage.

At CoxHealth in Springfield, Missouri, President and CEO Steven D. Edwards said his organization joined the *ITWorks* family to speed up the adoption of technology.



If we did it on our own, the capital investment was so intense the first couple years, it was cost prohibitive. But in our relationship with Cerner, we can spread that over time and yet get the benefits immediately."

*Steven D. Edwards
President and CEO
CoxHealth
Springfield, Missouri*

Become an exemplar

Industry leaders

As of June 2019, we have 30 academic, pediatric, community, global and IDN *Cerner Millennium* clients, ranging in size from 49-2,700+ beds.

Our clients continue to receive national accolades. In 2018, for example, eight *ITWorks* clients won CHIME HealthCare's Most Wired honors.

Along these lines, 17 of our clients have reached Stage 6 on the HIMSS Analytics EMR Adoption Model, and another five have reached Stage 7, which means their operations are almost completely paperless.

In addition, three of our clients have received the HIMSS Enterprise Davies Award, which honors "outstanding achievement" in the use of health IT to "substantially improve patient outcomes and value."

Leaders in innovation

Our clients have earned national recognition for innovation.⁵

- The American Health Information Management Association (AHIMA) has honored Truman Medical Centers with the Triumph Innovation Award for using IT to streamline and expedite referrals.
- University of Missouri (MU) Health Care and the Tiger Institute for Health Innovation has won the AHAs' Most Wired Innovator Award for its MoodTrek application.

These awards highlight the value of our blueprint and of our work together. We provide improved support and services, an increased capacity to adopt innovation, and a stronger, more skilled on-site IT team at a lower overall cost.

With health care in a period of accelerating change, the need for innovation and excellence in IT is greater than ever before. We can make IT a competitive advantage for your organization.

"Cerner has been a high-quality partner in creating a structure around our care processes that allow us not only to be more efficient, but to be much more effective in how we deliver care," said Russ Tyner, president and CEO, Baptist Health. "Obviously, there are others out there that provide similar services. We've not found them to be as interested in being a partner as Cerner has been with us."

5. These awards are from 2017.

6. There were not enough companies in this category to award a "Best in KLAS" designation.

Client outcomes were achieved in respective settings and are not representative of benefits realized by all clients due to many variables, including solutions scope, client capabilities and business and implementation strategies.

About Cerner

We're continuously building on our foundation of intelligent solutions for the health care industry.

Our technologies connect people and systems, and our wide range of services support the clinical, financial and operational needs of organizations of every size.

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Setting the pace

Black Book Market Research ranks Cerner ITWorks No. 1 in a survey of complex end-to-end IT Outsourcing users across U.S. hospitals and physician groups.

In 2018, KLAS ranked ITWorks as "Best in Category for Extensive IT Outsourcing."⁶

