

Blueprint for Excellence



Focus on patients — let us focus on IT

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 realized we need a partner with significant IT resources and deep expertise that would make a commitment to us and a shared responsibility for outcomes,” said Barry R. Freedman, president and CEO, Einstein Healthcare Network. “I’m pleased we are expanding our relationship with Cerner.”

Maximizing value

ITWorks offers a comprehensive plan designed to maximize the value of your IT solutions, services and team. We call this our “Blueprint for Excellence.” In this blueprint, we assume responsibility for your IT solutions, as well as your IT workforce, and we embed an executive into your organization.

Cerner’s world-class services for hosting, upgrades, help desk and application management reinforce your IT infrastructure and set a new foundation for improving end user satisfaction, support and adoption of new innovations.¹

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

Health care is too important to stay the same.™

¹ “Cerner was determined to be the only EHR/HIT offering comprehensive, full, four level technical support with established clients among the survey participants in Q2-Q3 2017,” according to <https://blackbookmarketresearch.newswire.com/news/clinical-ehr-users-validate-advanced-tech-support-improves-patient-19966576>



Creating a strategic alignment

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 of excellence.

"The technology is great — that's just an added bonus," said Charlie Shields, president and CEO, Truman Medical Centers, Kansas City, Missouri. "What's really important to us is the relationship, the partnership."



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*Barry R. Freedman
President and CEO
Einstein Healthcare Network
Philadelphia, Pennsylvania*

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 15 years 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 strengthens 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 client experiences throughout ITWorks 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.

Improve your service quality

We enhance your team with our market-leading managed services.²

Application management – Our team manages your Cerner and non-Cerner solutions and services. From the EHR in your ICU to the system that runs the cash register in your gift shop, we handle all of it.

Today, our ITWorks Application Management team supports a wide range of non-Cerner applications. We recommend solutions that work best with our platforms, which can save you money in the long term.

Enterprise help desk – ITWorks includes help desk services for your IT-related issues. We support Cerner and non-Cerner systems and applications, and our help desk is staffed by college-educated associates. With 24/7/365 coverage, our centralized help desk delivers a satisfaction rate of 98.4%.³

Upgrades – Our Upgrade Center team of experts is focused solely on aligning your organization with the latest code releases for your Cerner platforms. This team handles your upgrades and minimizes incidents, delivering a client satisfaction rate of 99.1%.⁴

Remote Hosting – For the last nine consecutive years, KLAS has recognized Cerner's remote hosting service, CernerWorks, as the best in the industry. We host Cerner and non-Cerner applications, maintaining uptimes of 99.985%.⁵

These managed services shift routine, day-to-day work, allowing your on-site IT team members to spend more time with your end users and working on strategic projects to accelerate adoption and increase satisfaction.

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. ITWorks provides 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 ITWorks 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*

² In 2016 and 2017, Black Book recognized Cerner App Services as the #1 ranking for Client Service and Technical Support Performance.

³ Annual satisfaction 2017

⁴ As of Q1, 2018

⁵ Refers to service level agreement uptime (Cerner unscheduled) as of Q4, 2017

Reaching milestones

Our clients are industry leaders

As of July 2018, ITWorks has more than 30 academic, pediatric, community, global and IDN clients, ranging in size from 99-2,000+ beds. Our clients continue to receive national accolades.

In 2017, 14 ITWorks clients won Most Wired honors from Hospitals & Health Networks magazine, a publication of the American Hospital Association.

Along these lines, 17 ITWorks 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.

Leaders in innovation

ITWorks clients are also earning national recognition for innovation. In 2017 alone:

- The American Health Information Management Association (AHIMA) honored Truman Medical Centers with the Triumph Innovation Award for using IT to streamline and expedite referrals.
- MU Health Care and the Tiger Institute for Health Innovation won the American Hospital Associations' Most Wired Innovator Award for its MoodTrek application, an honor presented to only three organizations nationwide.
- Children's National Health System won the HIMSS Enterprise Davies Award, which honors "outstanding achievement" in the use of health IT to "substantially improve patient outcomes and value."

These awards and recognition highlight the value of our blueprint and of our work together.

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

Working 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.

"I don't have to worry about the technology, because we have got such an outstanding partner in Cerner," said Jonathan Curtright, CEO, University of Missouri Health Care.

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

