## The KCIN Advantage

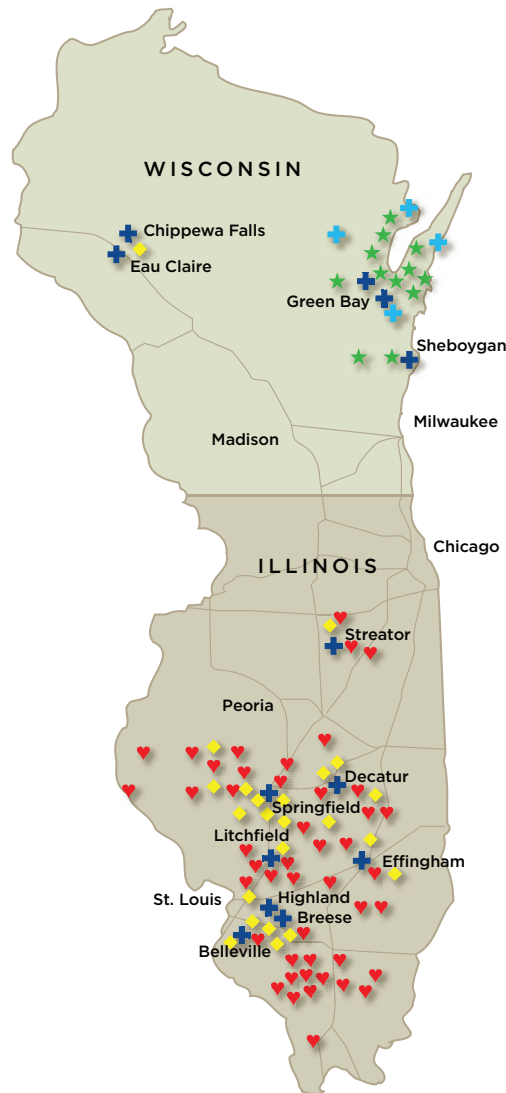There are many advantages of the KEC solution:

- KCIN has experience in rapid implementations. Typically, we can implement a fully integrated EHR/PM environment, including base laboratory, radiology and transcription interfaces in as little as 13 weeks from contract signing.

- KCIN offers a full application support model incorporating a centralized, 24x7 help desk for initial contact/triage, an internal, dedicated application support team and strong 3rd party partner relationships for additional support.

- KCIN provides a comprehensive and clearly-defined service level agreement outlining both KCIN & client responsibilities.

- To ensure optimal operating efficiency with minimal downtime, KCIN performs regular system maintenance and subscribes to formal change/release management processes.

- KCIN has a focused commitment on continuous improvement including constant evaluation of emerging technology solutions and internal processes. We have active Physician Advisory Committees (PACs) in both Illinois and Wisconsin that provide direct clinician input on changes/customizations, additional functionality/solutions, security and privacy guidelines/ requirements, service levels, system performance & quality standards.

## Further Information

For further information, or to schedule a demonstration of the Allscripts EHR and/or PM solutions, please contact:

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### Map

**WISCONSIN**
- Chippewa Falls
- Eau Claire
- Green Bay
- Sheboygan
- Milwaukee
- Madison

**ILLINOIS**
- Chicago
- Streator
- Peoria
- Decatur
- Springfield
- Litchfield
- Effingham
- St. Louis
- Highland
- Breese
- Belleville

**Legend:**
- ✚ HSHS Hospitals
- ✚ Strategic Affiliates/Joint Ventures
- ◆ HSHS Medical Group Clinics
- ★ Prevea Health (multi-specialty group)
- ♥ Prairie Cardiovascular Consultants

## Hospital Sisters
HEALTH SYSTEM

**www.hshs.org**

## The technology you need to provide the care patients deserve

## Kiara Clinical Integration Network, LLC

# Hospital Sisters Health System (HSHS)

HSHS is a multi-institutional health care system comprised of 13 hospitals and an integrated physician network across Illinois and Wisconsin. As our name implies, we are a healing ministry guided by the historic mission of the Hospital Sisters of St. Francis. At the same time, we are firmly grounded in modern best practices. HSHS has nearly 14,000 colleagues and more than 2,000 active medical staff.

## HSHS affiliates include:

- HSHS Medical Group (250+ providers in 76 locations serving Illinois & Wisconsin)
- Prairie Cardiovascular Consultants (98 providers with 50+ locations serving Illinois)
- Prevea Health (340+ providers serving eastern Wisconsin)
- Physician Clinical Integration Network (PCIN): A physician-led organization focused on quality, performance improvement and patient safety. PCIN is also engaged in shared savings, efficiency opportunities and with a goal of improving and moving toward population health management (1900 providers in Illinois & Wisconsin)

## Kiara Clinical Integration Network (KCIN)

KCIN is a wholly-owned subsidiary of HSHS and operates as an application service provider for the KCIN Enterprise Complete (KEC) solution to both internal HSHS entities as well as affiliated community physician practices. The KEC solution is comprised of the Allscripts TouchWorks (formerly Enterprise) Electronic Health Record (EHR) and Enterprise Practice Management (PM) solutions.

Consisting of more than 35 full–time application support, implementation and training staff, KCIN supports a client base of more than 20 organizations with nearly 300 providers and 1500+ users across both Illinois and western Wisconsin. KCIN's network and hardware infrastructure, as well as 24x7 Help Desk support, is provided by the HSHS Information Services group.

## Allscripts TouchWorks EHR and Enterprise PM Capabilities

The KEC solution is fully HIPAA, ANSI 5010 and ICD-10 compliant and is a certified EHR technology supporting the Medicare and Medicaid EHR Incentive Programs - Meaningful Use Stages 1 & 2.

The EHR product includes such features as provider schedules, patient lists, patient demographics, document scan, order entry with result notification, e-prescribing with pharmacy routing, drug utilization review (DUR) and for-mulary checking, thousands of specialty note forms and the ability for diagnosis and charge code selection with charges passing directly to the PM system. The KEC EHR solution provides clinical content for more than 40 specialties and also includes an integrated 3rd party prenatal module.

The PM system provides strong, integrated support for all essential practice management functions such as scheduling & registration, workflow automation, claims management, charge entry and collections management, as well as robust reporting capabilities. The KEC PM solution integrates seamlessly with the Allscripts/Payerpath revenue cycle management and clearinghouse service, as well as other clearinghouses.

KCIN continually reviews software updates, optimization techniques and emerging technologies to ensure system integrity and continued regulatory compliance. Our staff also has access to hundreds of other Allscripts clients for research and collaboration.

## Implementation Strategy

KCIN provides a team of local analysts to work with our clients to gather data that is specific to their practice and will assist with the design and build activity needed for your implementation. We offer a proven, structured implemen-tation methodology that includes:

- Local, dedicated project management
- Regular, scheduled meetings including project kick-off
- Technical survey assistance with client's computing environment
- Comprehensive readiness assessment
- Workflow analysis
- Formal end user training
- Onsite, "Go Live" support at the client site
- Transition to formal support

## Technology & Security Infrastructure

KCIN offers a robust technology and security infrastructure hosted by the HSHS Information Services Center (ISC) in Springfield, Illinois with a disaster recovery site in Chicago, Illinois. The data center is rated as Tier 4 - designed to host mission critical computer systems with fully redundant subsystems and compartmentalized security zones controlled by biometric access controls methods[1]. Multiple network and fiber connections provide uninterrupted application access and 24-hour, onsite staff provides monitoring of all systems.

The KCIN Allscripts environment alone consists of more than 165 servers, 40 terabytes of storage and over 60 interfaces and is supported by over 100 technology professionals associated with the ISC data center.

## Product Integration

KCIN offers various integration options:

- Registration/scheduling/charge interface capabilities to multiple practice management systems
- Laboratory, radiology and transcription interfaces to HSHS-owned hospitals and Quest/Labcorp are included in the cost of the base KEC solution. Interfaces to other products can be developed at additional cost.
- KCIN offers Dragon Medically Speaking as part of the base KEC solution. We can integrate to other voice recognition and transcription products at an additional cost (separately purchased solutions).
- KCIN can integrate third-party medical device technology solutions (e.g. EKG, spirometers) based on device compatibility with the Allscripts TouchWorks EHR.
- Full integration with the FollowMyHealth patient portal (separately purchased solution).
- The KEC solution is integrated with both the Illinois and Wisconsin state departments of health for the transmittal of immunization registry data. Integration capabilities for bi-directional immunization information, as well as syndromic surveillance data, is expected in 2014.

[1]As defined by TIA-942: TELECOMMUNICATIONS INFRASTRUCTURE STANDARD FOR DATA CENTERS, as published by the Telecommunications Industry Association.