



QCPR-Smart Start

QCPR-Smart Start is QuadraMed's advantage product offering to get the hospital started on the right path to an electronic medical record. It is a complete package to support the hospital with order entry, result reporting, nursing assessments, care data capture, care plans, inpatient acuity measurement, clinical decision support for medication delivery to include lab values and care documentation as well as physician views, integrated pharmacy medication delivery.

The QCPR Starter Set program pricing includes the following software applications:

- **Orders and results management plus** - includes the functions associated with the generation, routing, review, approval, electronic signature, receipt and documentation of all inpatient, outpatient and emergency orders for all ancillary departments relating to the provision of patient care. Charges are automatically generated as a by-product of clinical documentation to support billing requirements.
 - Charge/Credit Processor
 - Chart Review
 - Conflict Checking
 - Department Processor
 - Duplicate Order Checking
 - Evidence Based Order Sets
 - Order Entry
 - Patient Locator
 - Patient Schedule
 - Result Entry
 - Result Verification
 - Specimen Collection
 - Staff Assignment
 - Surgery - discontinue orders processing
 - Work Queue
 - Work Queue Management
 - Operational Reports required to support departmental workflow and management
- The clinical desktop application (provider access) takes into account the different needs of the various system users in your enterprise — administrative staff, nurses, physicians, lab technicians and other departmental personnel, maintaining a common look and feel, and includes the following to support all clinicians through one system user interface for in-house read/write record support and remote provider web browser access for view only.
 - Patient list
 - Patient Problem list – basic functionality to collect and display problems
 - Interactive Care Grid (ICG) efficient workflow views of patient care information –
 - Chart Browser to browse patient information across departments
 - Medical Staff, Deficiency / Delinquency Alerting and Medical Rounds Patient Summary

- **QCPR Pharmacy Medication Management** - The Pharmacy Medication Management module streamlines the process and improves the overall productivity of medication delivery. Improved operational effectiveness and error prevention results in cost reductions. Improves productivity in medication ordering, delivery, administration and documentation. Dynamic clinical decision support provides checks to ensure medications are being ordered safely, prevention and tracking of adverse medication events for root cause analysis, and also includes the following:
 - Order Entry
 - Pharmacist Order Review
 - Electronic Medication Record (eMAR)
 - IV Medication Record (IVAR)
 - Unit-Dose processing and distribution
 - IV processing and distribution
 - Cart Fill / Verification
 - Charge / Credit Processing
 - Department Order Review
 - Dose Range Checking
 - Drug Interaction Inquiry*
 - IV Incompatibility Inquiry*
 - Patient Drug Education*
 - Patient Medication / IV Profile
 - Patient Product Reorder
 - Solution Check / Release Processing
 - Operational Reports required to support departmental workflow and management

* Medispan reference tool software utilized for pharmacy and clinical decision support

- **Basic nursing documentation module** – This essential nursing documentation module supports baseline clinical information required for order entry, clinical decision support, alerting and result documentation, and also includes the following:
 - Kardex (Treatment Plan)
 - Order Entry
 - Filtered Work Queues defined by using clinical decision support to organize indirect patient activities with summary displays
 - Management Queues defined by using clinical decision support to inform, organize and alert appropriate providers and / or departments
 - Patient Schedule providing a comprehensive view of all scheduled patient activities by day
 - Result Review / Verification
 - Electronic Change of Shift Report
 - Point-of-care
 - Specimen Collection
 - Staff Assignment
 - Operational Reports required to support departmental workflow and management
 - CDS – Clinical Decision Support to direct compliance with best practices
 - Patient Schedule individual patient care interventions - all captured events
 - Nursing Procedures – such as allergies, ht/wt, admission profile, point of care testing, pain assessments, vital signs

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- **Nursing assessments that provide further enhanced documentation support** - includes clinical decision support rules that automatically generate alerts based on parameter thresholds
 - A list of all interventions, assessments and nursing procedures can be found in the Nursing Clinical Documentation Product Scope document.
 - Electronic Medication Administration Record (eMAR)
 - IV Medication Administration (IVAR)
 - Clinical Decision Support
 - Alerts automatically generated based on documentation (e.g. elevated temperatures, risk for fall, pain assessments, etc.)
 - Auto-calculated scores and scales (e.g. BMI, BSA, Glasgow Coma Scale, Braden Scale, Apgar score, etc.)
 - Embedded rules to guide in the collection of appropriate and complete documentation, (e.g. patient gender will eliminate inappropriate questions).
 - Follow-up assessments and interventions are automatically ordered and scheduled based on documentation (e.g. pain re-assessment, medication relief assessment, etc.)
 - Regulatory and hospital policy required core measures notification and tracking to support compliance of documentation for appropriate treatment, documentation and charges be made available on the system and will optimize the utilization of QCPR (e.g. insulin administration, patient restraints, automatic stop reminders, etc)
 - Quality Management to support routing and escalating of incomplete procedures and treatments.
 - Operational Reports required to support departmental workflow and management
 - Hospital defined data control for appropriate and complete documentation, the ability to display or not display data elements based on rules (e.g. patient gender will eliminate inappropriate questions.)

- **Care Planning**
 - QCPR Care Planning utilizes NANDA nursing diagnosis terminology.
 - Goals and interventions are automatically recommended by the system through embedded weights based on clinical documentation to assist in the selection of clinical care problems.
 - QCPR Care Planning supports multiple disciplines (e.g. nursing, physical therapy, respiratory therapy, pharmacy, etc.) to work from an integrated interdisciplinary list of problems or each discipline can have its own problem list and standard care plans.
 - Clinicians can further customize care plans for specific patients by modifying these goals and interventions.
 - For palliative care (terminal diseases) you can establish goals and variance reporting to ensure a comfortable end-of-life experience.

- **Acuity Plus basic** – QCPR with Acuity Plus provides the essential data needed for evidence-based staffing and supports the collection and reporting of clinical information required for nursing to reach Magnet status.
 - Inpatient Methodology
 - Nursing Outcomes Module
 - Transparent Classification Module
 - Staffing Import Interface
 - LAN License (21-30 workstations)

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- **Clinical decision support module** for order reviews which provides:
 - Therapeutic conflict-checking
 - Drug and IV incompatibility checking
 - Allergy Checking
 - Dose Checking
 - Duplicate order checking
 - Alerts with acknowledgement/bypass tracking
 - Critical patient data value processing – notifications
- **System utilities and maintenance applications** to support IT management
- **QCPR Registration and Financial Interface**
- **SQL Connect** – Data query services enabling access to data resident in QCPR with customer provided data manipulation tools such as Crystal Reports, Microsoft Access, and Microsoft Excel.
- **Interfaces to laboratory and radiology systems** basic interface support to send orders out from and receive results back in QCPR.
- **Implementation and training** - Smart Start Implementation is a streamlined approach to complete installs in an efficient manner including go live support. The core system is delivered to be installed as is to include the base modules listed above. This system is configured to be installed with no customization other than hospital specific demographics such as room descriptions, employees, doctor master file, formulary and charge master. A standard training environment and Core level 1 training will be provided which includes
 - QuadraMed CPR Overview
 - System Training
 - QuadraMed Database Fundamentals
 - QuadraMed Clinical Desktop Desktop (CDA) Training
 - QuadraMed CPR Database Maintenance Training
 - DED Training
 - Restore Protocol Training
- **Data conversion** – Patients and patient visit history from customer’s existing MPI

-----**End of Smart Start package components pricing**-----

Other required items for the use of any QuadraMed CPR module priced separately:

- InterSystems Caché licenses
- Veritas Cluster Server licenses required for high availability
- Servers and storage hardware
- Interfaces with any other external systems
- A front end registration system for inpatient admission registration, visit/encounter, and discharge processing
 1. Option 1- If already have Affinity Registration then interface will be provided at no charge
 2. Option 2 – If need registration component and want Affinity then need to price Affinity Registration
 3. Option 3 - if have a foreign registration system then will need to price interface

QCPR Add-on options priced separately:

- **Computerized Physician Order Entry (CPOE)**
 - QCPR enables clinicians to electronically enter all types of orders. With entry of medication orders this will close the loop with pharmacy order processing. Interactive alerts are provided during the order process to potential adverse conditions and evidence supporting the alert condition can be accessed.
 - Duplicate Procedure Check
 - Interactive Criteria Checks
 - Non-Medication Food / Drug Interactions
 - Drug / Allergy Interactions
 - Procedure / Diagnosis Interactions
 - Procedure / Procedure Interactions
 - Site-specific Checks
 - Prompts / suggestions orders based on clinical results (e.g. lab results)
 - Automatic generation of associated orders (e.g. Glucose check when insulin is being ordered)
 - Problem-oriented order sets
 - Custom order sets by specialty
 - Physician personal order sets
 - Simplified complex order entry (sliding scales, TPN's, etc.)
 - Automatic notification of automatic stop orders
 - Ability to copy and re-order procedures across the continuum of care

- **Barcode Medication Management**
 - QCPR BCMA should be purchased with Integrated Medication Management to further support a fully integrated a stronger, better, safer closed loop medication management system.
 - Increase accuracy and completeness of clinical documentation
 - Improve patient safety
 - Reduce medication errors
 - Support Barcode Medication Administration to provide the 6 rights
 - Integrated clinical decision support to ensure industry regulatory requirements (pain assessments, fall risk, etc.)
 - Provide real-time automatic alerts based on industry standards
 - Reduces the opportunity for variables and mistakes in the steps of the process when providing care and promotes use of best practices

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- Compliance with national and local regulatory requirements for medication administration and documentation

- **Ambulatory Care Module –**

QCPR Ambulatory Care is fully integrated providing clinicians throughout the healthcare organization real-time access (based on security) to a patient's longitudinal medical record, problem list and medication history over time and across all care venues. Instant access to the electronic patient record improves quality and safety by providing critical information (e.g. Allergies, Medications, Immunizations, Surgical History / Procedures, Medical History, etc.). The integration of QuadraMed Enterprise Scheduling eliminates patient and / or procedure conflicts and coordinates additional requests in other areas (e.g. Radiology, EKG, etc.) within one scheduling session.

- Problem List
- Health Maintenance Reminders
- Patient Tracking
- Computerized Physician Order Entry (CPOE)
- Automatic routing of orders for procedures performed within the hospital (e.g. Radiology, Laboratory, etc.)
- Automatic routing of results to Physician's inbox
- Clinical documentation
- Charge codes automatically generated and sent to financial system as a by-product of clinical documentation
- Problem-oriented order sets
- Clinic / Medical Specialty order sets
- Physician personal order sets
- Problem-oriented Interactive Care Grids
- Medication prescribing - Outpatient Prescriptions
- Medication patient profile
- patient visit documentation and record support for hospital owned clinics (not Physician Practice System)
- Event Cancel / Resolve Reversal
- Charge / Credit Processor
- Patient Tracking
- Event Time Correction
- E-Mail Problem List
- Problem Driven Health Maintenance Reminders for clinician follow up
- Medication IV / Administration
- Nursing Review Queue
- Specimen Collection
- Specimen Label Reprint - Specimen Recollect
- Staff Assignments
- View / Audit Visit –
- Work Queue Management

- **Problem List –**

The QCPR Problem List application/applet provides an at-a-glance overview of the status of a single patient's problems across visits. The QCPR Problem List allows the healthcare provider to add problems to the Problem List with applicable ICD-9 codes, filter the list as desired, review and edit the current and previous patient

problems. The QCPR Problem List provides a context in which patient diagnoses and conditions can be evaluated and the effect of diagnostic and therapeutic treatments on patient health can be monitored. The Problem List can be launched as an application or an applet from a QCPR desktop.

- Additional functionality driven by clinician and clinical decision support rules and CMV
- Controlled Medical Vocabulary (CMV) (separately priced)– note: required if full functional Problem List module is opted

▪ **Emergency Department**

- Emergency patient triaging (algorithmic-based)
- Clinician assignment
- Emergency patient location tracking
- ACLS protocol-based trauma documentation
- Nursing assessments
- Physician documentation
- Nursing intervention documentation
- Access to facility-specific patient instructions
- Automated whiteboard (standard configuration)
- Follow-up work queues
- Automatic generation of the Emergency Log report
- Quality assurance
- Specimen collection
- Point-of-care testing

▪ **Diagnostic Services**

- QCPR Diagnostic Services automates the departmental functions of the Cardiology, Cardiac Catheterization Laboratory, Endoscopy, Neurology departments. QuadraMed Enterprise Scheduling capabilities include physician / room / procedure, profile maintenance, room utilization statistics, and nursing staff scheduling.
- Patient tracking
- Patient transport
- Computerized Physician Order Entry (CPOE)
- Result Documentation
- Procedure checklist if required (e.g., Cardiac Catheterization, Endoscopy)
- Anesthesia assessment if required (e.g., Cardiac Catheterization, Endoscopy)
- Intra-procedural documentation
- Post-procedural documentation
- Automatic (procedure & supplies) charging based on documentation
- PACS integrated workflow, if applicable
- Work Queues (e.g. scheduled, incomplete, etc.)
- Outpatient lab processing
- Automated whiteboard (Cardiac Catheterization Lab, Endoscopy - standard configuration)
- Reports transcribed directly into QCPR and automatically routed to the physician for verification and electronic signature.
- Provider on call and coverage schedules

▪ **Laboratory System Expanded Processing**

- QCPR LIS provides laboratory capabilities in the order entry and result-reporting functions used throughout the enterprise. Departmental functions include phlebotomy support, specimen collection, accessioning, workstation support, calculations, procedure processing, quality control, on-line instrument interfaces, result reporting, workload processing, and long-term result retrieval.
- Up to 20 unique instruments) –LIS which will provide intradepartmental support
- QCPR LIS includes:
- QCPR automates including the following areas:
- Clinical Pathology
- Biochemistry
- Cytology
- Hematology
- Immunology
- Microbiology,
- Serology for both inpatients and outpatients.
- Laboratory department functionality includes:
- Departmental registration of outpatients and send-in (i.e., referral patients) specimens including the ability register research specimens and confidential specimens (i.e., no name).
- Departmental generation of orders for outpatients, send-in specimens and add-on tests
- Collection and tracking of laboratory specimens including on-line collection queues that can be assigned to individuals
- Generation of charges for all laboratory tests
- Send to outside lab specimen processing
- Reference lab interface ready (interface is not included)
- Result reporting for all clinical laboratory and anatomic pathology sections except for Blood Bank
- Manual result entry (including microbiology workcard)
- Positive patient identification
- Result entry using bar codes
- On-line Instrument interface for 20 instruments
- Pathology gross processing, dictation/transcription and electronic report verification
- Quality control for specimens, reagents, and equipment
- Supports an interface to a Blood Bank system
- Workload processing
- Staff assignment
- QCPR automates the following areas:
- Autopsy
- Cytology
- Electron Microscopy
- Histology
- Surgical pathology, for both inpatient and outpatient
- Reference Lab
- Point-of-Care Testing
- AP Tissue History Conversion
- Anatomic pathology department functionality includes:

- Departmental registration of outpatients and send-in (i.e., referral patients) specimens including the ability register research specimens and confidential specimens (i.e., no name).
- Departmental generation of orders for outpatients, send-in specimens and add-on tests
- Collection and tracking of tissue specimens
- Generation of charges for all exams as a byproduct of test performance. Charges can be generated by type of exam, specimen, stain or special procedure
- Specimen and slide tracking
- On-line processing/tracking of specimen through the entire tissue preparation and exam process including:
 - Gross exam processing
 - Histology
 - Microscopic exam processing
 - Transcription
 - Routing of report for on-line review and electronic signature
 - Quality Control for specimens and equipment
 - Department reports including:
 - Specimen labels
 - Slide/processing labels
 - Incomplete worklists
 - Workload processing
 - Staff Assignment
 - Outpatient Lab Processing
 - 50 criteria evaluation engines / clinical decision support alerts
 - Department and staff productivity automatically generated as a by product of work performance
- **Mammography Services**
 - QCPR automates the Mammography department for both inpatient and outpatient. The QCPR Mammography Departmental Processing provides support for efficient inpatient and outpatient order processing including user-definable data elements on mammography requests, automatic generation of supporting orders, patient scheduling, patient transport, film tracking, resource allocation, result coding, and word processing for transcription of film interpretations.
 - MQSA Compliant
 - Mandatory reporting compliance
 - Referral Processing
 - Order Entry
 - Physician Office Notification
 - Patient checking/tracking
 - Specimen collection
 - Tissue Transcription
 - Exam Processing for Mammography
 - Radiologist exam review and electronic signature
 - Radiologic/Biopsy Exam Documentation (Technician and Radiologist)
 - Rules-based functionality
 - Radiologist Review of Pathology Results
 - Reports (operational and quality monitoring)

- Quality Control Documentation/Monitoring/Reporting
 - Automated Patient Correspondence
 - Dictation & Transcription capabilities
 - Report correction / addendum capabilities
 - Work Queue Management (e.g. scheduled, incomplete, etc.)
- **Radiology System Services (RIS)**
 - QCPR RIS automates the following departments:
 - Diagnostic
 - Ultrasound
 - CT
 - MRI
 - Nuclear Medicine
 - Special Procedures
 - QCPR RIS includes the following features:
 - Diagnostic imaging order generation
 - Automatic charging (procedures & supplies) based on documentation
 - Exam scheduling for any or all types of exams
 - Automatic results verification routed for e-signature of transcribed results
 - Specimen collection
 - PACS integration, if applicable
 - Quality Control
 - Work queues (e.g. scheduled, incomplete)
 - **QCPR Rehabilitation Services (e.g. PT, OT, Speech) and includes the following:**

QCPR Rehabilitation Services automates the specialized requirements of a rehabilitation facility. The integration of QuadraMed Enterprise Scheduling eliminates patient and / or procedure conflicts and coordinates additional requests in other areas (e.g. Radiology, EKG, etc.) within one scheduling session.

 - Program Tracking with alerts (e.g. number of approved weeks and / or appointments)
 - Applicant / referral tracking
 - Applicant / referral tracking level of care classification
 - Relative / Contact tracking
 - Contact triage via automated algorithms
 - Referral Processing
 - Order Management
 - Order sets specific to Rehab case mix such as OT, PT and ST
 - Default and typical orders applicable to Rehabilitation
 - Result Documentation
 - Treatment Plans
 - Patient education
 - Multi-disciplinary documentation
 - Real-time Clinical Decision Support
 - Work Queues (e.g. scheduled, incomplete, etc.)

- Automatic charging based on documentation
- Patient Transport
- Department and staff productivity automatically generated as a by product of work performance

▪ **Respiratory Therapy**

QCPR Respiratory Therapy optimizes the respiratory department and the processes involved in request and delivering of respiratory services.

- Procedures / treatments (e.g. ventilator set-up, medicated nebulizer treatments, oxygen set-up, education, assessments, etc.)
- Order Entry
- Result documentation
- Set-ups
- Treatments
- Medications
- Assessments
- Automatic charging based on clinical documentation
- Staff Assignments
- Work Queues (scheduled, incomplete, etc.)
- Management Queues (based on facility and department specific requirements)
- Fully integrated with QCPR Pharmacy Medication Management
- Department and staff productivity automatically generated as a by product of work performance.

▪ **Clinical Pathways** (Includes build of up to 5 of the pathways listed below to meet site specific needs)

QCPR Pathways provides automated clinical pathways that overlap inpatient, post-discharge, and outpatient settings. The ability to extend QCPR Pathways into the future beyond the patient's current visit significantly enhances the quality and delivery of patient care. QCPR Pathways provides on-line concurrent and prospective variance identification with the ability to triage variances. Key interventions and / or patient outcomes may be identified for urgent processing to automatically alert the appropriate provider or provider groups as variances occur or even if they are predicted to occur allowing clinicians more time to actually manage outcomes rather than manage the process.

- Pre-defined multi-disciplinary pathways for over 25 diagnoses, procedures or patient conditions across the multiple care settings.
- Patient disease/problems/health may be managed using one or more pathways concurrently.
- Interventions from the pathway generate orders which are incorporated in the appropriate caregivers work coordination tools (e.g. work queues, patient schedule, kardex)
- Adjustments to the pathways can be made to accommodate changes in patient condition/status or resource capability
- Documentation of interventions/tests updates the status of the pathway automatically.
- Variances from the clinical pathway are identified automatically based on the care delivered.
- Outcome reports provide feedback
- Includes the following Pathways, which can be modified to meet facility-specific requirements:
 - AMI
 - AMI w/Thrombolytic Therapy
 - Asthma
 - Atrial Fib/Flutter w/wo Cardioversion
 - Bronchitis

Quadramed CPR Care Management Solution modules

- Cardiovascular Surgery Post-Op
- Cardiovascular Surgery Pre-Op
- Chest Pain R/O MI
- CHF
- COPD
- Diabetic Maintenance
- Elective Post PTCA
- Elective PTCA
- Laminectomy
- MI with TPA and Heart Catheterization
- Newborn
- Normal Vaginal Delivery
- Pneumonia
- Pulmonary Tuberculosis
- Routine Cesarean Section
- Total Knee Arthroplasty
- Total Hip Replacement

- **Perioperative Services Module**
 - Work Queues (e.g. scheduled, incomplete, etc.)
 - Documentation compliance checking
 - Whiteboard Case Tracking
 - Computerized Physician Order Entry (CPOE)
 - Reports transcribed directly into QCPR and automatically routed to the physician for verification and electronic signature
 - Clinician on-call and coverage schedules
 - Case Management
 - Utilization Management
 - Integrated clinical decision support
 - Planned integration with QES and Preference cards

- **Behavioral Health**
 - Inpatient / Outpatient workflows
 - Integrated scheduling for individual, group and family sessions
 - Transparent classification with AcuityPlus
 - Fully incorporated QCPR Core features
 - Problem oriented - Inter-disciplinary treatment plans
 - DSM-IV based Problem Look-up
 - Cross-walked to ICD-9 Diagnosis
 - Charge based documentation
 - Assessment Forms and Template based documentation
 - Individual & Group Progress Notes
 - Co-signature feature

- Documentation based auto-charge
- Client confidentiality in check
- **Acuity Plus** - additional methodologies;
 - Mental Health: Applicable to all psychiatric inpatient and partial hospitalization populations, including Chemical Dependency, Child/Adolescent, Geriatric, Medical and more.
 - Perinatal: Based on the maternal and infant physiologic stages, this methodology captures workload statistics regardless of service configurations. Detailed workload and staffing information is provided for each stage from antepartum through postpartum, and for the newborn infant.
 - Emerge: Specific to the Emergency Department patient population, the data outputs include patient acuity and suggested staffing levels, as well as LOS and utilization information.
 - Ambulatory: Applicable to patient populations in traditional clinic settings, day hospitals and specialty areas such as dialysis clinics.
- **COPE** – Clinical Outcome Practice Evaluator
 QuadraMed COPE electronically captures, abstracts, and enters data required for the Joint Commission on Accreditation of Healthcare Organizations Core Measures reporting. Core Measures are the performance-based datasets that must be reported to JCAHO as part of its ORYX(R) Initiative to improve the quality of care delivered at healthcare facilities by evaluating reported health data.
- **QES** -QuadraMed Enterprise Scheduling – related modules:
 - Physician Web Scheduler
 - Callback Reminder
 - Medical Necessity
 - PatientID
 - Surgery scheduling can be provided with Perioperative Services Module
- **Optional data conversions priced separately** –
 - Recent discrete Lab results
 - Reports including
 - Lab/Pathology
 - Radiology
 - History & Physical
 - Discharge

Other Products

- Data Repository Enablement
- Multimedia Data Enablement
- Pharmacy Inventory - Disclinc
- ABN coding - Vericode