IPeople News
We Get Your Data

MESSAGE FROM THE CEO

Can you believe it… we are already over half-way through 2017! With the goal of continuing to share announcements regarding some of the exciting work underway at IPeople and to provide ongoing education, we are excited to send our new edition of IPeople's newsletter. In May, IPeople attended the 2017 International Muse conference where we were able to receive some great feed-back from the MEDITECH customer base. We would like to use this opportunity to share some of the results from the feed-back received. In addition, we would like to continue providing information to you regarding how lean management can greatly benefit healthcare organizations. As a result, today we are discussing how organizations can effectively implement change and work towards continuous improvement.

As always, we greatly value you as a customer and we promise to continue working hard to provide value to you.

Sincerely,

Jenny Blue
Partner and CEO

THE RESULTS ARE IN

In May, IPeople attended the 2017 International Muse conference. During the conference, we were able to receive feed-back from hundreds of attendees regarding what similar organizations to yourself are working on and what challenges they are facing. We wanted to share the results from this feed-back in order to provide you more insight into the MEDITECH community.

What are organizations biggest goals over the next 1 to 3 years?	
• Migration to a new HCIS system or platform	20%
• Improve reporting and/or business analytics	25%
• Improve downtime process	23%
• Interoperability / Integration	20%

• Moving to cloud technologies	8%

What keeps employees up at night?

• Security / data loss	16%
• Financial stability	8%
• Lack of downtime or disaster recovery strategies	16%
• Resource challenges	21%
• Interoperability challenges	13%
• Challenges with access to multiple disparate systems	12%
• Government regulations	14%

What do organizations typically do during a downtime scenario?

• Work from paper-based systems	48%
• Rely on reports ran on a scheduled basis	22%
• Access EMR views through another solution	19%
• Cry	7%

What causes most of an organization's downtime?

• Scheduled HCIS upgrades	32%
• Scheduled server or HCIS maintenance	44%
• Unplanned HCIS downtimes	7%
• Unplanned network downtimes	12%

Where do organizations experience most resource challenges?

• Report writers	30%
• Database administrators	9%
• Analysts	12%
• IT staff	20%
• Physicians and nurses	17%

PRODUCT OWNER CORNER

By Henri DuPlessis
Scrum Product Owner | Data Access

Don't Focus on Big Data; Focus on the Data That's Big

Science fiction of yesterday is todays way of live. From self-driving cars, intelligent personal assistants to smart home devices, the world around us rapidly changing. In healthcare, this is directly driven by two philosophies, Big Data and Lean Healthcare. As this trend continues, our appetite for access to rich data will intensify.

Increasingly, data usage is being analyzed by its level of criticality as indicated by factors such as the need for real-time processing and low latency, the ad hoc nature of usage, and the severity of consequences should the data become unavailable (e.g., a medical application is considered to be more consequential than a streaming TV program). It's one thing to lose a spreadsheet because of a PC crash; it's another to cause physical harm because of inaccurate/delayed lab results.

IDC forecasts that by 2025 the global datasphere will grow to 163 zettabytes (that is a trillion gigabytes). That's ten times the 16.1ZB of data generated in 2016. All this data will unlock unique user experiences and a new world of business opportunities. According to

their estimates, by 2025, nearly 20% of the data in the datasphere will be critical to our lives and 10% of that will be hypercritical.

The emergence and reliance on hyper-critical data, such as medical applications and imbedded medical devices is not just about business reputation, it is about live and death of people and the business. The requirement for critical decision making to be data-driven, will push the boundaries of real-time access to IoT data and full patient record.

SOLUTION HIGHLIGHT

For over fifteen years, IPeople has worked with hundreds of healthcare organizations and there is one struggle that continues to be consistent for all… reporting. Whether reporting against the HCIS directly, against a data repository, or using a third-party analytics solution, there continues to be common challenges which lead to endless frustrations and lost time. IPeople is committed to simplifying interaction with your data, including making reporting easier than ever.

Common Challenges

- Have you ever struggled with finding that one data element that must be on the report… but you just cannot find which field to include on your report?
- Are you familiar with where data resides in the HCIS system but cannot find the same data in your DR or within other systems?
- Do you need to capture data across multiple applications or across multiple sources to present in one view?
- Are you tired of creating NPR Reports to export data to Microsoft Excel or other solutions?
- Does your organization struggle with utilizing proprietary report writing solutions or multiple solutions requiring multiple levels of knowledge?

How IPeople Can Help

IPeople Scout offers a wide range of tools that make it easier than ever to find and report against your data. Explore your data to identify table relationships, intelligent joins across tables and systems, and visualize database crosswalks. Access data from all versions of MEDITECH, other HCIS systems (including Epic), data repositories, and other compliant sources… all within one solution!

- Enjoy user-friendly search options to quickly find the right fields to include in your reports
- Take advantage of the powerful preview feature to see the data behind the tables
- Compare where data resides in your data repository versus your HCIS system
- Quickly export any data to Microsoft Excel, PDF files, HTML, and more
- Generate reports effortlessly across multiple applications and systems, saving tremendous amounts of time
- Easily create and distribute reports and interactive grids

NEW PRODUCT RELEASES!

IPeople Script 6.1
Astounding Speed!

The IPeople Script 6.1 version is now lightning fast and has been enhanced with full support for MEDITECH 6.1. Enhancements include:

- Enhanced functionality for reading and interacting with your HCIS system
- Full support for all MEDITECH platforms, including MEDITECH 6.1
- Tremendous speed and resource improvements
- Simplified error reporting functionality
- Enhanced Script Maker and APIs

IPeople Echo 4.0
A Whole New Look and Feel!

The IPeople Echo 4.0 version is here! Enjoy the new look and feel as well as full support for additional HCIS systems including MEDITECH 6.1 and Epic. Enhancements include:

- New look and feel for improved user interaction
- Tremendous performance improvements and enhanced auto-recovery
- Additional support for creating data extractions for additional HCIS systems, including Epic and MEDITECH 6.1
- New audit features to ensure 100% trust in your data

IPeople Offline 2.1
Merge your downtime and migration strategies seamlessly!

IPeople's newest release of IPeople Offline takes organizations to the next level by offering more power to help merge your downtime and migration solutions… all in one solution. Enhancements include:

- View critical patient data from multiple HCIS and other systems through one solution
- Access legacy data for older visits and access your current HCIS data for newer visits to create one powerful solution addressing both your downtime and migration needs

LEAN AND HEALTHCARE: CREATE A CULTURE OF CONTINUOUS IMPROVEMENT

When IPeople first starting discussing lean management and how this can benefit healthcare, we started with a definition of what is lean. Let's review! Lean is a simple concept… lean means creating more value for customers. It is an approach to running an organization through continuous improvement. It is not about tools (how), it is about thinking (why). In a lean organization, every member of the organization needs to think about better ways to get things done… it is about using less to do much more! All members need to think about how to do work better, experiment with new ideas, and learn from these experiments. That is the lean way!

Sounds great, right? So why aren't all hospitals implementing lean concepts and practices? While the rewards can be tremendous, it does require work and let's face it... we are already busy. Also, many organizations are too stuck in the present to really be able to effectively plan for the future. To truly be successful with lean, commitment is necessary and it must start from the top. It really is all about creating a culture of continuous improvement. Now you might ask... how do you create a culture of continuous improvement? Today, we will discuss the steps necessary to effectively change the culture and start down the road of successful change.

MAKE A PLAN

1. Start thinking about the future. It is so easy to get caught up in the day to day work and not give enough attention to where you want to be in the future. Without knowing where you want to go, then how do you fully know what to improve? Having a vision for the future and defining long term goals is the first step! Ask yourself where you would like to see yourself and the company in five to ten years. Next, ask yourself what needs to change to accomplish these goals.

2. Write a True North statement. True North statements indicate a change in direction. /Consider your business goals and write a few statements that address these goals. Next, determine which statement best fits your long-term plan. While a mission statement defines the reason for existence or the purpose for being, a True North statement is a means of quantifying the mission to some extent... breaking it down into manageable pieces. Your True North refers to what you should do, not what you can do. An example of a True North statement might be '100% patient satisfaction'.

3. Reflect and learn from your past. After defining your True North statement, look at what past behaviors could hinder you from achieving the new goals. These behaviors must be changed in order to succeed.

4. Start with small improvements... think quality over quantity. If you start with grand and large-scale changes, then you are setting yourself up for failure and disappointment. Small improvements allow you and the staff to see results more quickly. Remember... small changes will lead you to larger changes!

5. Be consistent and implement one change at a time. Make sure one change sticks before making another. Too many changes at one time can lead to confusion and chaos... which ultimately leads to failure.

SHARE THE VISION

1. Paint the big picture. Help ensure that everyone understands the longer-term goals and where the organization is wanting to go for the future. Also, 'why' this is important must be communicated. Employees should understand how they can contribute and are necessary to the larger goals of the company.

2. Give clear instructions. Having clear guidelines and expectations from the start is important for any collaborative or individual work.

3. Make your True North statement known. This phrase should be repeated often! Your employees should know the True North statement and how it is important to their own projects and daily tasks.

4. Participate in your vision. Be visible as someone contributing to the goals in everyday ways. Do not forget... actions speak louder than words and you are a role model for future behavior.

CREATE DESIRE

1. Allow for experimentation. Making room for creative approaches and even failure fosters a positive working environment and allows employees to bring their own talents to the table. Different people can have a different way of thinking about things which can lead to different and even more effective solutions to problems.

2. Show appreciation publicly. Everyone needs affirmation, and highlighting jobs well done both reinforces new habits and skills and inspires others to do well.

3. Incentivize employee objectives. While verbal praise offers emotional reward, tangible benefits (such as time or money) also reinforces a job well done and creates a positive work environment. Happy employees are better employees!