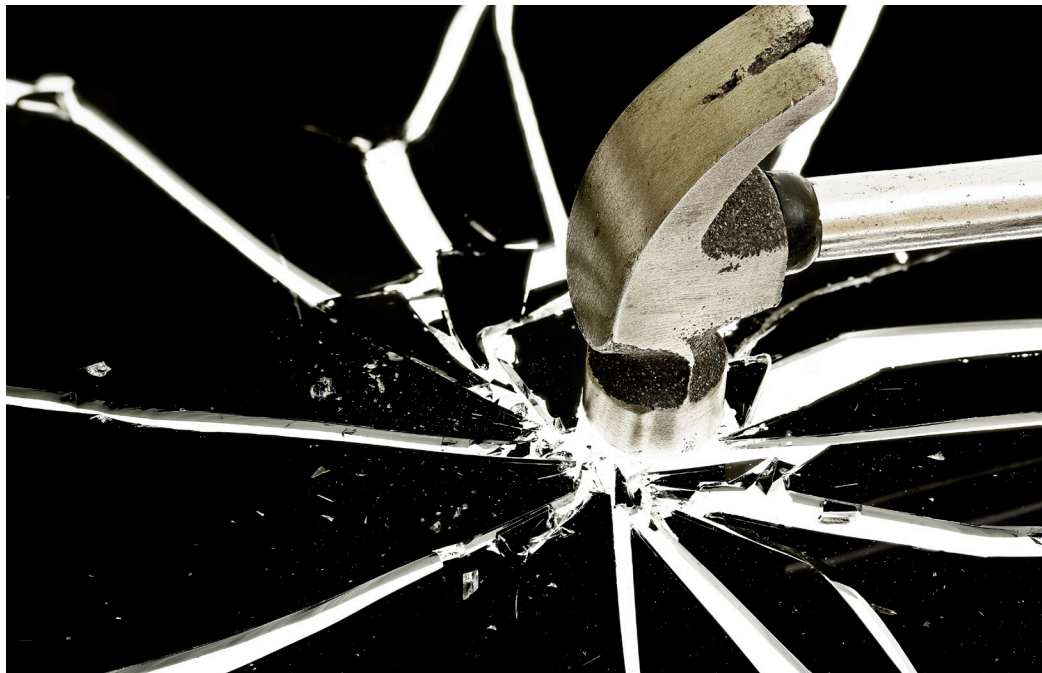


**Deloitte.**

Evergreen™ Solutions  
Shatter the mold.  
With Evergreen

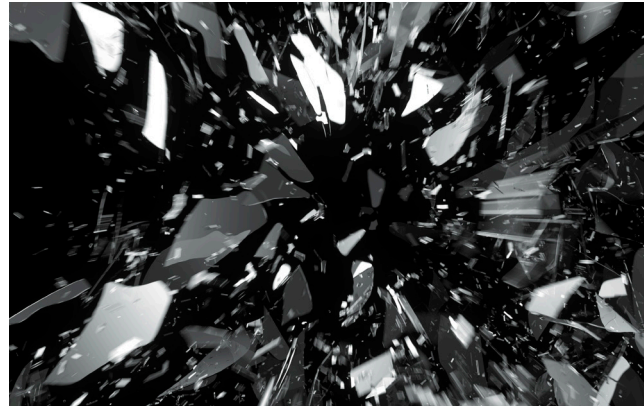




# Finding the solution

Like many health systems today, you are looking for a cost-effective solution to successfully achieve value and efficiently implement an electronic health system (EHR). Thereby, reducing the total cost of maintaining EHR ownership associated with your current EHR software. Deloitte's Evergreen solution provides the resources, secure infrastructure for remote access, tools, methods and processes to securely maintain and optimize your EHR through a seamless global delivery network.

By leveraging various tools and techniques, we create an accelerated, cost efficient EHR implementation and support Application Management Systems (AMS) model. By doing so, we help to configure and maintain the EHR content in a way that helps clinicians and executives make decisions, anticipate changes, predict outcomes, and manage populations (ACOs). Deloitte's Evergreen solution provides between **20 to 40% savings to clients compared to the traditional support models.**



*"Evergreen for our Epic software is part of our vision to become a forerunner as healthcare moves to a value-based model. It will enhance our ability to deliver the right treatments to the right patients at the right time, with improved quality and reduced costs."*

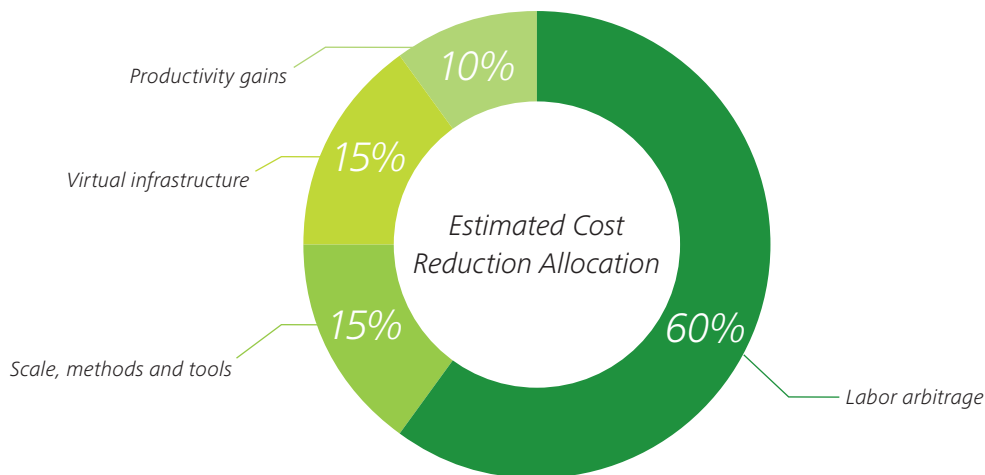
*—Michael O'Rourke, Chief Information Officer,  
Catholic Health Initiatives*

# Improving value

Deloitte's Evergreen solution provides high quality, measurable results in implementation, optimization and application management services. These are delivered through an ITIL aligned delivery framework and a continuous improvement process that is measured against defined service levels and AMS performance metrics, allowing you to better anticipate your IT spend for performance and value.

The Evergreen solution provides end-to-end EHR planning through round-the-clock support, enabling provider organizations to deliver enhanced quality of care, better patient experiences and lowered costs for your health systems along with substantial benefits:

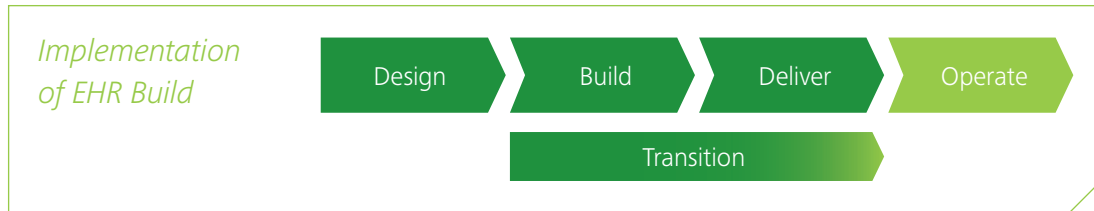
- **Reduced Cost:** Reduced labor cost of 20–40% from what the cost would be with internal resources
- **Improved Quality:** Defined service level agreements (SLA), predictable performance, higher quality and satisfaction levels
- **Increased Throughput:** Accelerated delivery of fixes and enhancements
- **Accelerated Transition:** Reduced time from "Implementation to Support"



# Going forward

By having the ability to manage the resource capacity and align it with the varying implementation and support demands, Evergreen can help reduce the costs and risk associated in the implementation and transition to support AMS.

The integrated implementation and AMS solution is enhanced through a design, build, and operate approach to maximize cost reduction and generate an estimated 20–40% savings over the traditional approach. The charts below show the transition process and delivery model to achieve cost effectiveness.

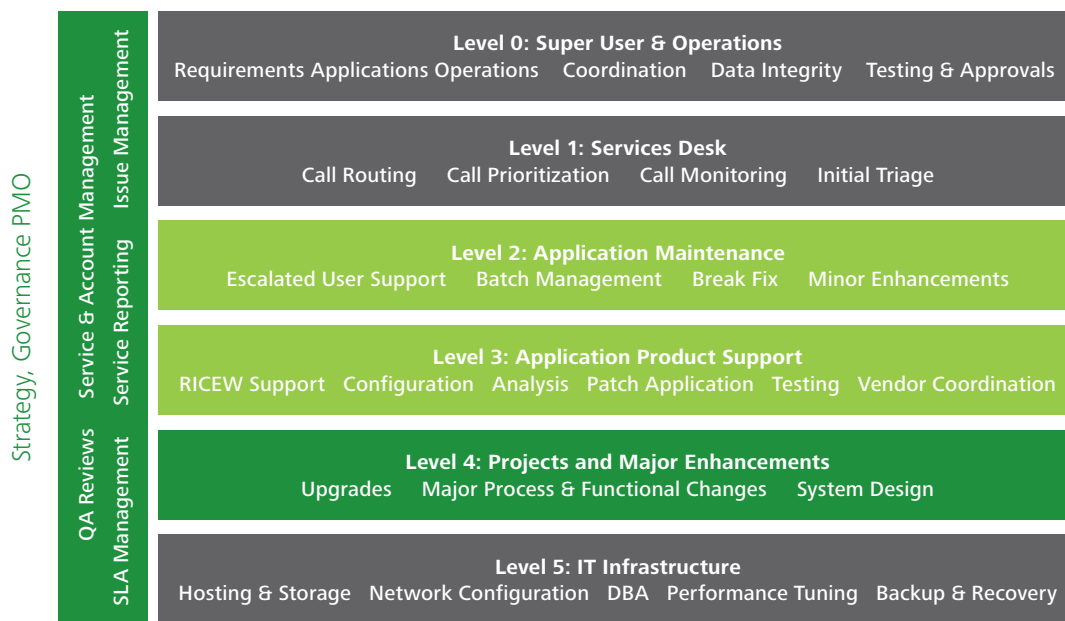


### Acceleration and Cost Effectiveness through:

- Pre-defined workflows and clinical content
- Accelerated design and decisions

### Cost Effectiveness through:

- Leveraging global delivery model
- Leading practices and infrastructure
- Focus on quality and service level



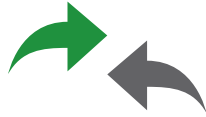
- Client
- Deloitte Consulting
- Deloitte and Client

By incorporating our award winning EHR practice experience and AMS leading practices, and leveraging our global delivery model, we can deliver value and a sustainable impact to your healthcare organization.



#### Onsite

- Planning and program management -
- Collaborative design and build -
  - Testing -
- At the elbow support -
  - Training -
  - Optimization -
- Outgoing updates and enhancement -
- Change and release management -
  - Performance reporting -



#### Offsite

- Build -
- Break fix & minor enhancements -
- Interfaces & reports -
- Patch application -
- Batch management -
- Upgrades -

*Deloitte has provided EHR implementation services for over 80 clients over the last three years, and has been serving EHR clients throughout the U.S. for the last 18 years.*

## Stringent focus on Global Data Security & Privacy

Our approach to data security and privacy is covered in three key areas; administrative, technical and physical which will provide safeguards to insure that all the necessary compliance, controls and access is being managed appropriately.



### 1. Administrative

- HIPAA training and annual re-certification
- Security awareness - “Acceptable Use Policy”
- Account team includes Compliance officers
- Compliance control frameworks (SOP’s, audits etc.)
- “Clear desk” policy, paper shredders, and email policy to secure data
- Exit process ensures de-activation of all access (physical, network, systems)

### 2. Technical Safeguards

- All PHI data remains on US based servers. Access to offshore provided through front-end screens USB transfers of information will be disabled
- PHI fields are restricted for access via database views
- Dedicated connectivity to access EHR environment
- Deloitte development and data centers protected by firewalls
- Comprehensive Intruder Detection System (IDS) with globally-correlated IDS array for both internal and external attackers
- Virus prevention and detection activities are deployed and managed from a central console

### 3. Physical safeguards

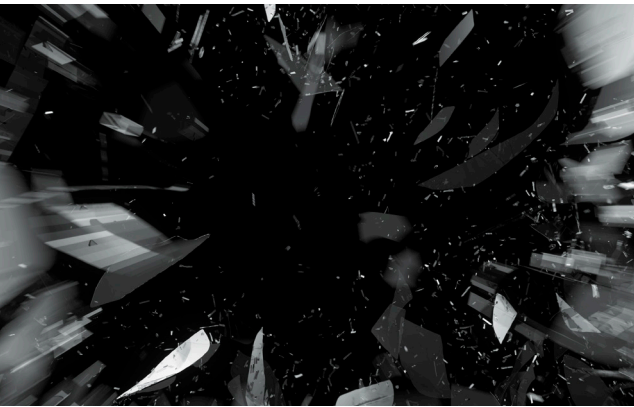
- Standard facility access controls
- Secure facility access logs maintained
- Restricted areas enforced for access
- No PHI data stored or saved locally
- Encrypted laptops (Microsoft Bit Locker based hard disk encryption)
- Clean room

# Collaboration for success

We bring deep industry experience and a long standing relationship with the largest EHR system. As the pioneer in offshore EHR services, we have the largest and most mature practice in the industry.

Our service levels include overall governance of the engagement, service delivery processes including change control, release management, incident and problem management, escalation management, and other amenities that the solution has to offer.

Understanding the current healthcare industry and collaborating with organizations to design and implement strategies that lower costs, enable technology transformation and maintain focus is the value we deliver. Our approach to working with clients includes methodologies across a broad range of technical and advisory services, and we provide a team of practitioners including experienced hospital executives, physicians, nurses, revenue cycle, and financial professionals distinctly positioned to provide insights and lessons learned. Our goal is not to just tell you how to improve, but to guide you through the process effectively.







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