

TRINITY HEALTH

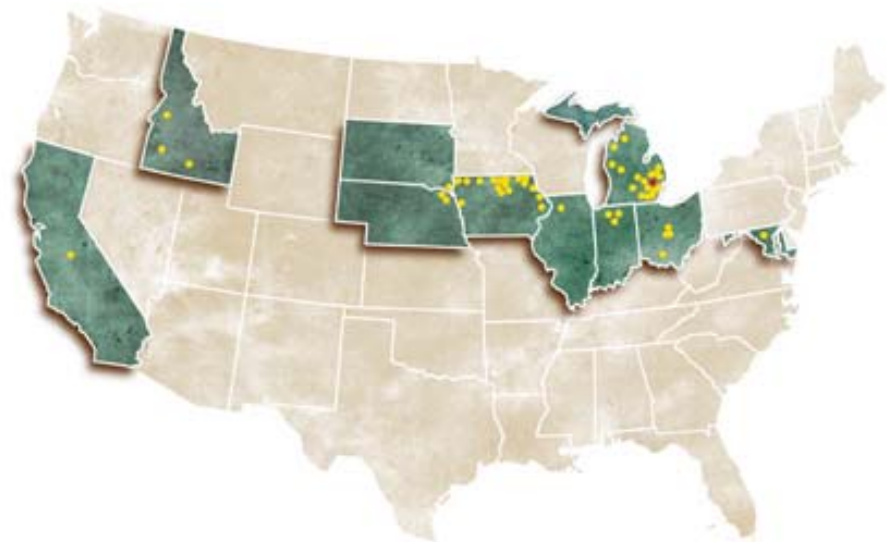
Trinity Health Overview HIT Symposium July 2006

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Trinity Health's Unified Enterprise Ministry

- Fourth-Largest Catholic Health Care system
- Operating revenues \$6 billion
- 44,950 associates
- 7,300 physicians
- 45 hospitals in ten states



2001 State

Tool Diversity → Process Diversity → Variable Performance

Operating Units	Eastern Division							Western Division									
	Silver Spring, MD	Columbus, OH	Port Huron, MI	Mt. Clemens, MI	Pontiac, MI	Livonia, MI	Ann Arbor, MI	Battle Creek, MI	Grand Rapids, MI	Muskegon, MI	South Bend, IN	Clinton, IA	Dubuque, IA	Mason City, IA	Sioux City, IA	Boise, ID	Fresno, CA
Patient Administration																	
Registration				HBOC Plus 2000		HBOC Series	HBOC Health-Quest		SMS Med Series4			HBOC STAR			SMS Med Series4		HBOC STAR
Patient Accounting	HBOC STAR		SMS Med Series4		HBOC Health-Quest												
Medical Records																	
DRG Grouper		3M	3M	Quadramed							3M					QuadraMed	3M
APC/APG Grouper					HSS		HSS										
Enterprise Resource Planning (ERP)																	
General Ledger	People Soft					Global					People Soft						People Soft
Payroll/Human Resources			SMS Med Series4	GEAC		Ceridian	GEAC		SMS Med Series4					SMS Med Series4			
A/P																	
Materials Management	HBOC					Global					HBOC			SMS Med Series4		HBOC	
		Self Developed (Analysis & DSS)															
Cost Accounting				TSI Mainframe			TSI Mainframe		TSI AS400			Self Developed (Analysis & DSS)		TSI AS400		Self Developed (Analysis & DSS)	
Contract Management																SARMC	McKesson HBOC
Clinical Systems																	
Physician Order Management																	Eclipsys
Order Entry	HBOC STAR		SMS MedSeries 4	HBOC Plus 2000	TDS	HBOC Series	TDS	SMS MedSeries4			HBOC STAR				SMS MedSeries 4	HBOC STAR	
Results Reporting		In-house/3M		CWS					CWS		Cerner					In-House	
ADEs																	
Clinical Documentation	Eclipsys	HBOC Care Manager			TDS	HBOC Care Manager	TDS									Eclipsys	LifeServ Petronics
Laboratory	HBOC STAR	Cerner Pathnet	Cerner Pathnet	Sunquest	Classic	HBOC ALG	Classic	Cerner Millenium	Classic	Classic	Cerner Pathnet	Cerner Millenium	United Clinical Labs	Sunquest	Cerner Millenium	Sunquest	HBOC STAR
Pharmacy Hospital			Cerner MsMeds	Cerner MsMeds	Cerner MsMeds	HBOC Series	Cerner MsMeds	Cerner MsMeds	Cerner MsMeds	Cerner MsMeds	HBOC STAR	Cerner MsMeds	Cerner MsMeds	Cerner MsMeds	Cerner MsMeds	Mediware WORX	
Surgery Management	RES-Q Healthcare	Per-Se' ORSOS					Omni-server							Omni-server			
Patient Scheduling																	
Radiology	HBOC STAR		IDX		ADAC MARS II	HBOC Series	ADAC MARS II					HBOC STAR			ADAC MARS II	Per-Se' Consort	HBOC STAR
Transcription	Softmed	Dolbey			Softmed	Dolbey	Softmed	Medrite		Softmed			Dictaphone		Softmed	SARMC	Softmed

Genesis – Convergence Through Time

Best Practices + Consistent Tools = Operational Excellence

	Eastern Division							Western Division									
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Patient Administration																	
Registration	HBOC STAR		HBOC HealthQuest								HBOC STAR		HBOC HealthQuest			HBOC STAR	
Patient Accounting	HBOC STAR		HBOC HealthQuest								HBOC STAR		HBOC HealthQuest			HBOC STAR	
Medical Records	HBOC STAR		Cerner Profile								HBOC STAR		Cerner Profile			HBOC STAR	
Enterprise Resource Planning (ERP)																	
General Ledger	PeopleSoft																
Payroll/Human Resources	PeopleSoft																
A/P	Lawson																
Materials Management	Lawson																
Clinical Systems																	
Clinician Order Management	CERNER CLINICALS																
Results Reporting	CERNER CLINICALS																
ADEs	CERNER CLINICALS																
Clinical Documentation	CERNER CLINICALS																
Laboratory	CERNER CLINICALS																
Pharmacy	CERNER CLINICALS																
Surgery Management	CERNER CLINICALS																
Radiology	CERNER CLINICALS																
Integrated Systems																	
DSS	Internal Development?																
EMPI	xCare.net (E-merge)																
Web Foundation	TIBCO																

Shaded = denotes core systems

Trinity Health Strategic Plan Overview

Three Components of Vision

- Care Experience and Customer Loyalty
- Trusted Partnerships
- Strengthening Catholic health ministry

Six Primary Focus Areas (Pillars)

- Community Benefit Ministry
- Patient Care Excellence
- Physician Alignment
- Growth and Collaboration
- Best People / Spiritual Workplace
- Financial Stewardship

Twenty-Four Strategies



Trinity Health Strategic Plan Overview – IT Implications

- Patient Portal and Other Consumer Focused Initiatives
- Knowledge Exchange
- Telemedicine
- Culture Change Leaders Web Site
- Balanced Scorecard with Integrated Metrics
- Genesis Clinical / Rev Cycle / Supply Chain
- Physician Office Interoperability Strategy
- Customer Relationship Management Tools
- Real-time Labor Management Systems
- Decision Support



The IT Value Proposition at Trinity

Technologies to:

- + Identify clinical best practices
- + Hardwire best practice into clinical operations (clinical quality metrics)
- + Optimize the patient care experience (patient satisfaction metrics)
- + Improve productivity (labor expense metrics)
- + Reduce supply expense (supply metrics)
- + Build collaborative relationships (physician satisfaction metrics)

= Increase Community Benefit Ministry