



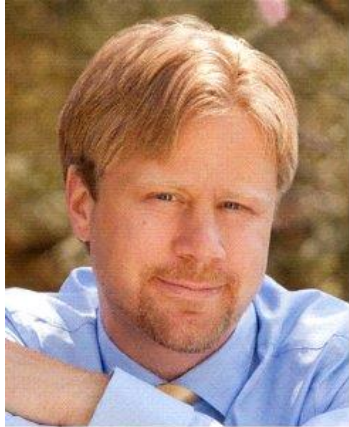
NV-HIE

Health Information Exchange

Supporting Clinical Integration

August 2nd , 2013

Introductions – Orion Health Team



**Tristan Van
Horne, Senior
Sales Director**



**Jerry Rankin, Solution
Consulting**



**James Date,
Senior Vice
President North
American Sales**

NV-HIE Business Drivers

- **Want to partner with a vendor that has a solid reputation with the ability to execute**
 - Based on budget and resources
- **Optimize Clinical adoption**
 - Provide considerable clinical value and ease of access
- **Speed to sustainability**
 - 3 Qualified Participants integrated by October 31st
 - Sustainable by February 7th, 2014
 - 75% of providers by 2015
- **Select flexible technology foundation**
 - Meet full breadth of requirements today and in future
- **Public Health data integration**

Why Orion Health

- **Ability to Execute - Most mature, global HIE vendor in the Market**
 - 20 Years experience Health Data Integration, most global EMR integration
 - Leading State HIE Vendor – Experience and Commitment
 - Fastest deployment in market
 - Most mature HIE SAAS solution on the market
 - Most advanced technology stack
 - Orion Health has widest and deepest messaging options
 - Thought Leader in State and Federal Standards
 - DIRECT “largest HISP provider in USA”
- **Clinical focus – Only way to really succeed**
 - Experienced Clinical Adoption and Change Management Experts
- **National Leader Public Health Integration**
 - 49 States Public Health Departments, CDC including Nevada
- **Extensibility: Case Management, Patient Portal, Population Health, EMR etc**
 - Value Add Services to Support Sustainability
 - Breadth and depth of solution to meet future needs
- **Trusted Partner - Great company to work with:**
 - Currently partner with NV with Pilot DIRECT project
 - Quality products, Quality people,
 - We do what we say
 - Privately owned – No allegiances



Orion Health Company Overview

Orion Health Overview

Independent Global Health IT company

20 years 30% year over organic growth

\$100M USD **Revenue** per annum

1000+ **Customers**, 5 continents, 30 countries

30+ large **Health Information Exchange** deployments globally

Santa Monica, CA (**NA head office**) and Boston, MA

Auckland, NZ (**Development Center**)

760 **Staff**

1993

2013

What the Analysts are Saying

July 2013, Chilmark HIE Report “ Orion Health is the strongest independent HIE vendor in the market ”

“ Orion Health’s **easy-to-use** solutions and applications improve patient care and clinical decision making by enabling the exchange of healthcare information among disparate systems and providing integrated health data in a single, unified view. ” *KLAS*

May 2013, IDC Health Insights #HI240928 “ Customers comment that Orion Health’s **integration tools are flexible** when it comes to accessing a wide variety of data sources, and the interfaces are configurable. Additionally, they report that Orion Health is an **excellent partner and very responsive to customer suggestions.** ”

HIE Customers

PUBLIC ORGANIZATIONS

- Nevada Direct, NV
- Alaska eHealth Network (AeHN), AK
- District of Columbia, DC
- Inland Empire HIE, CA
- Louisiana Health Care Quality Forum, LA
- Maine HealthInfoNet, ME
- Massachusetts, MA
- New Hampshire Health Information Organization, NH
- New Mexico Health Information Collaborative, NM
- North Carolina DHHS, NC
- North Dakota, ND
- North Texas Accountable Healthcare Partnership, TX
- Western Washington Rural Health, WA
- San Joaquin County HIE, CA



HIE customers



A blurred background image of a doctor in a white lab coat with a stethoscope around their neck, sitting at a desk with books. A teal banner is overlaid at the bottom.

Orion Health HIE **Solution overview**

Orion Health HIE Solution Summary

Standard HIE

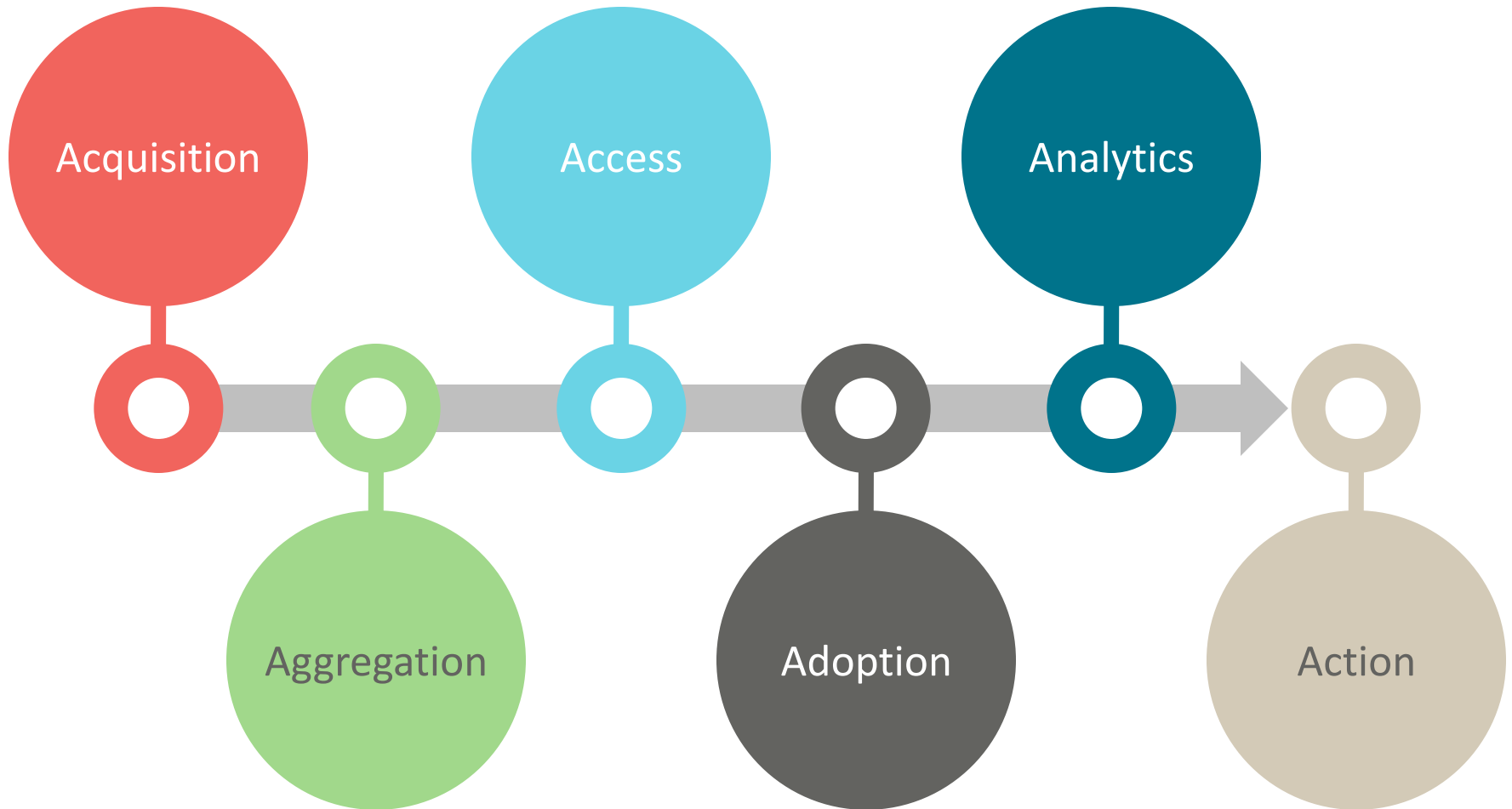
- **Web-based access to the longitudinal patient record (Clinical Portal)**
- **Clinical Messaging: HL7, CCD, XDS, Web Services (Rhapsody™)**
- **Storage of clinical information (CDR)**
- **User Subscribed Notifications**
- **Privacy & Consent**
- **Semantic Interoperability**
- **Enterprise Master Person Index (EMPI)**
- **Open APIs**

Add-on Modules

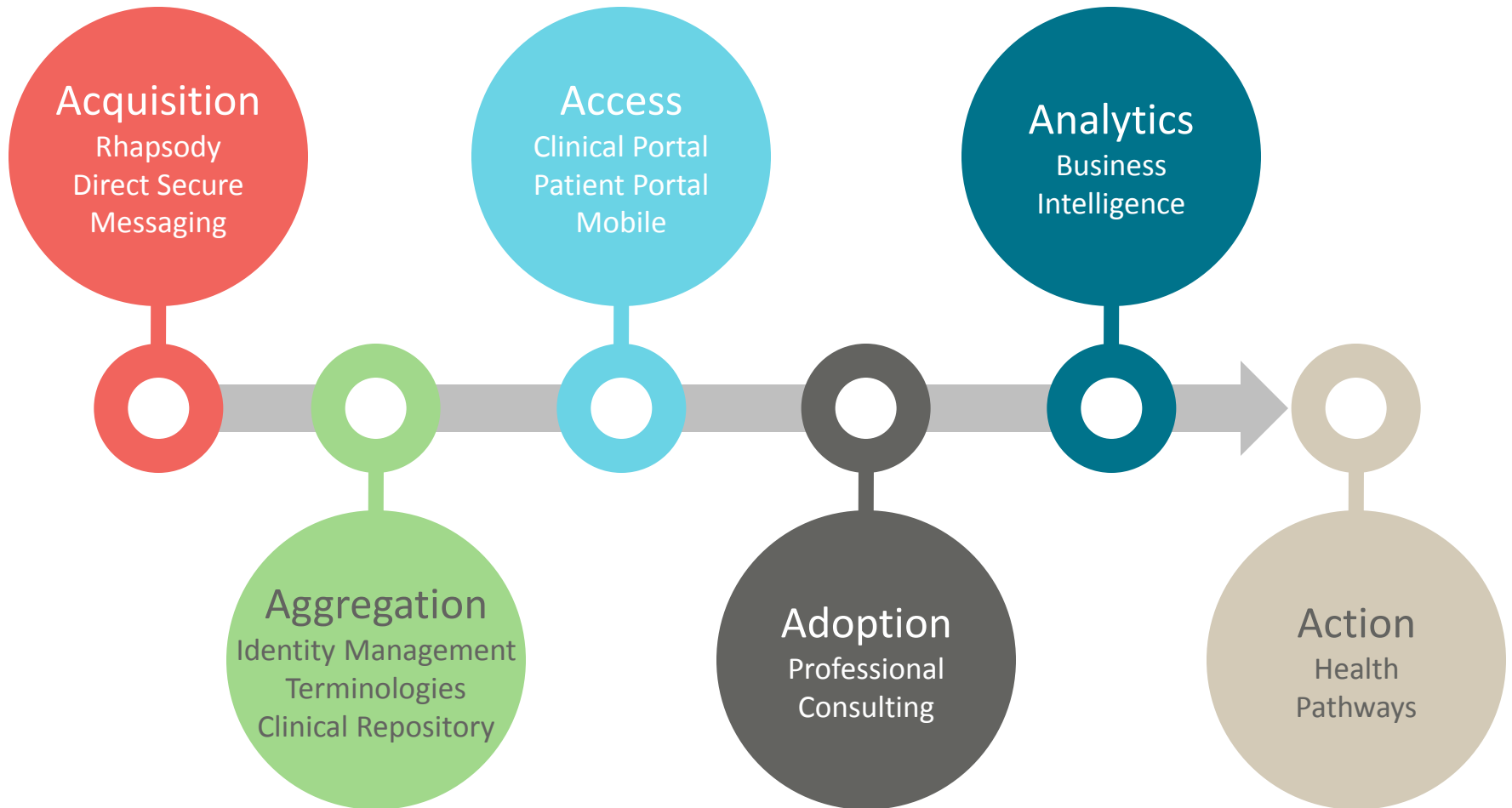
- **NwHIN DIRECT Secure Messaging**
- **eHealth Exchange Gateway (NwHIN)**
- **Public Health Reporting**
- **Case Management**
- **Patient Portal**
- **EMR**
 - Diagnostic Orders
 - HIE Problem List
 - Clinical Documentation
- **Web-based Imaging**
- **Reporting & Analytics**

"[Orion Health] is one of the more complete [HIE] solution on offer" Chilmark Research HIE Report

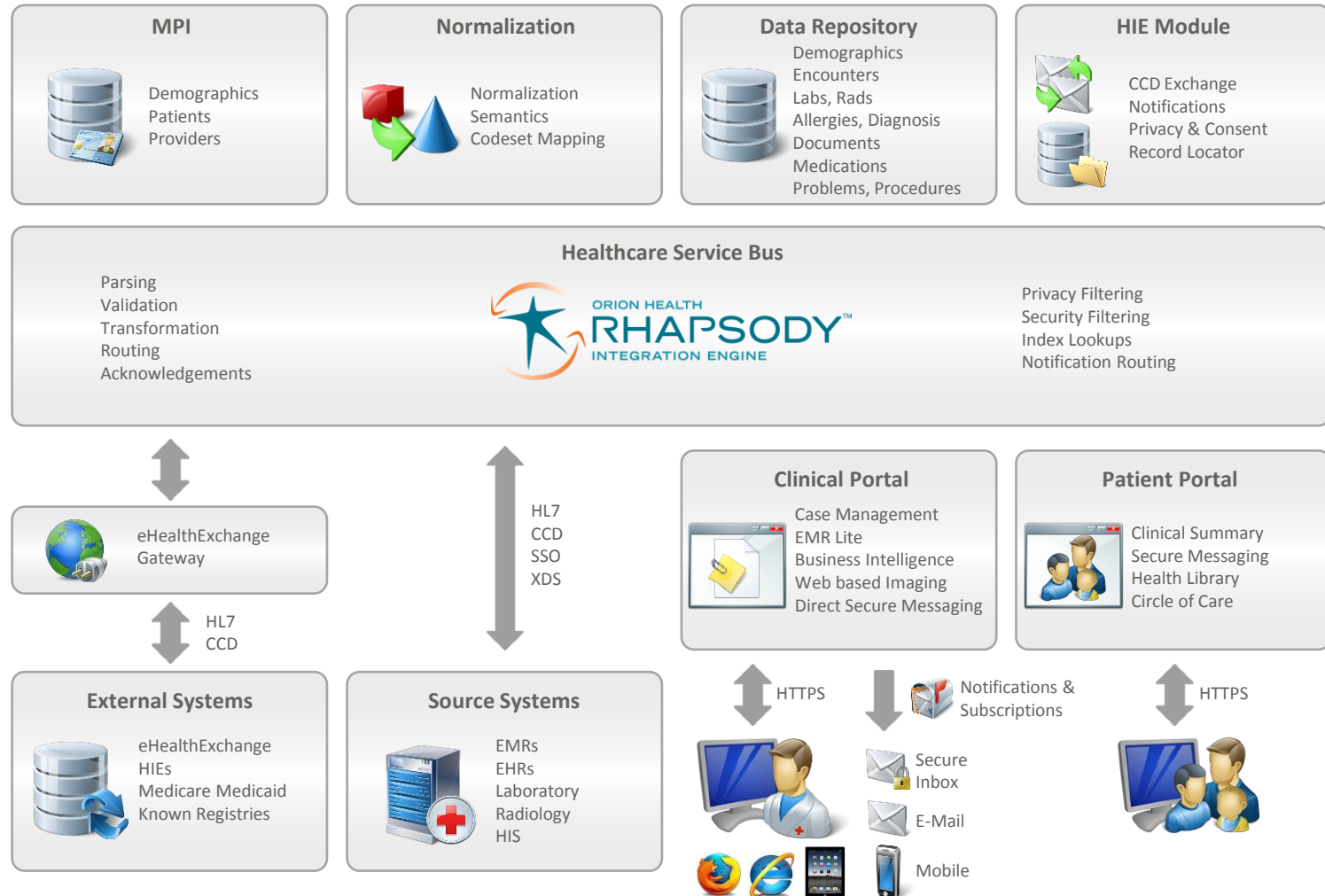
The Collaborative Care Timeline



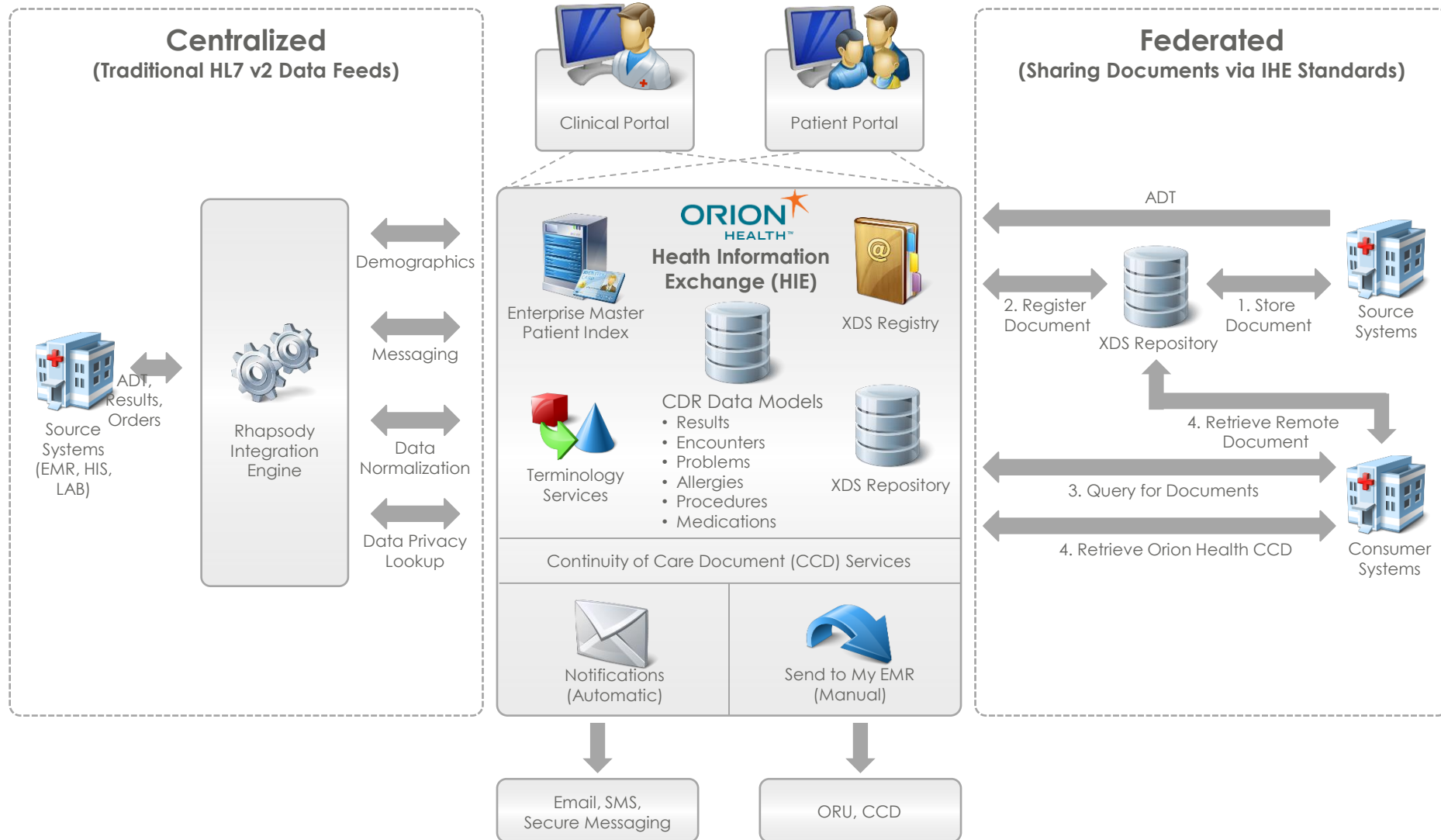
Collaborative Care Suite of Products



Solution overview

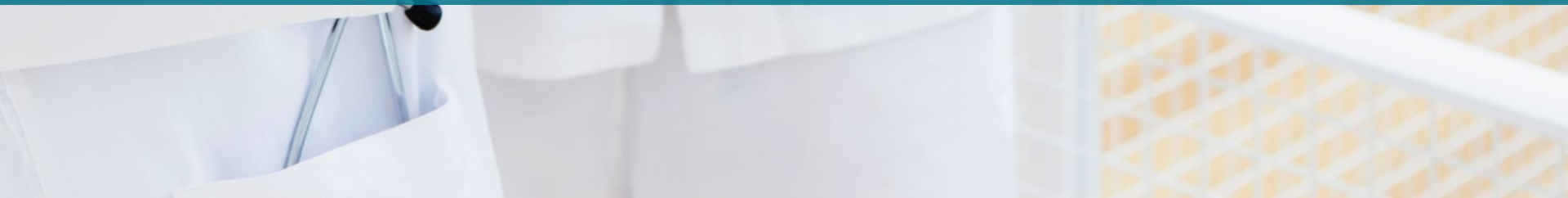


Centralized or Federated HIE





Orion Health HIE EHR Integration



EHR connectivity options

- **CCD-based exchange** (standards based information exchange) between disparate EMRs
 - IHE profiles (especially PIX, PDQ, XDS, XCA, XCPD, XDR)
 - Rest APIs
 - Other EMR specific methods available
- **HL7**
- **Clinical Notifications and Subscriptions**
 - proactive decision support (clinicians don't need to look up information)
- **Direct Secure Messaging**
- **Clinical Portal SSO** from EMR
 - One click access to HIE patient record within Clinical Portal (SSO)

EHR Integration Experience

Bi-Directional Data Integration (HL7 and CCD)

- Cerner HIS
- Epic
- McKesson
- Allscripts
- Eclipsys
- Siemens
- Healthland
- Quest Lab
- Lab Corps
- Cerner Lab
- Sunquest
- Misys Lab
- CoPath
- Dictaphone
- Nuance
- GE Centricity
- GE Imaging
- Agfa
- IDX
- Phillips
- FujiFilm
- Deio
- Omnicare
- Merge
- eClinicalWorks
- NextGen
- Misys
- Cerner EMR
- MEDITECH
- M-Modal
- LSS
- Sage
- Greenway and many more.
- Many more HL7 / CCD

EPIC Care Everywhere – “Outside Data”

Hyperspace
Epic Home Schedule In Basket Patient Station Chart My Reports Print Secure Log Out

Cardinal, John
MRN: 84568-4564 DOB: 11/12/1949 Room: None Allergies: Penicillin, Bee Stings Isolation: None Attend Prov: None
CSN: 104532R Sex: Male Age: 61 yrs Bed: None Code: Inactive Infection: None Language: None

Care Everywhere Outside Records

Request Updates Filters Clear All Filters Review Document

Home Documents

Summaries for visits deemed sensitive by the source organization may be excluded from this list. This message appears for all patients.

Date	Type	Dept. Specialty	M	L	I	Provider(s)	Doc. Source	Info. Origin	Description
12/8/2011	Continuity of Care Do...		-	-	-		Orion	OCH	

Continuity of Care Document

No filters Applied

Received Downloading

“Ingesting” Data from CCD (Epic)

Hyperspace | Epic | Home | Schedule | In Basket | Patient Station | Chart | My Reports | Print | Secure | Log Out

Cardinal, John | MRN: 84568-4564 | DOB: 11/12/1949 | Room: None | Allergies: Penicillin, Bee Stings | Isolation: None | Attend Prov: None
CSN: 104532R | Sex: Male | Age: 61 yrs | Bed: None | Code: Inactive | Infection: None | Language: None

12/08/2011 Continuity of Care Document - Ochsner Orion | ? Close X

Continuity of Care Document - **John Cardinal** | As of Dec. 08, 2011

Medications | Allergies, adverse reactions, alerts | Encounters

Medications | Reconcile with Patient's Chart

Medication	SIG	Effective Dates	Status	Code	Coding System
sultaSALazine 500mg Tablet	2 Tablet(s) Oral PRN Twice a day.	11/28/2011 16:21	Active	165759	2.16.840.1.113883.6.208
Zithromax Z-Pak 250mg Tablet	250mg Oral PRN As directed.	11/28/2011 16:21	Active	192882	2.16.840.1.113883.6.208
mirtazapine 30mg Tablet	1 Tablet(s) Oral PRN At bedtime.	11/28/2011 16:21	Active	238855	2.16.840.1.113883.6.208
omeprazole 20mg Capsule, Delayed Release(E.C.)	1 Capsule(s) Oral PRN Every day.	11/28/2011 16:21	Active	259872	2.16.840.1.113883.6.208
Paxil 10mg Tablet	1 Tablet(s) Oral PRN Every day.	11/28/2011 16:21	Active	284102	2.16.840.1.113883.6.208
HumIRA Pen 40mg/0.8 mL Pen Injector Kit	40 Milligram(s) Subcutaneous PRN q2weeks.	11/28/2011 16:21	Active	545909	2.16.840.1.113883.6.208
Multivitamin Capsule	Every day	11/28/2011 16:21	Active	UNK	UNK

Allergies, adverse reactions, alerts | Reconcile with Patient's Chart

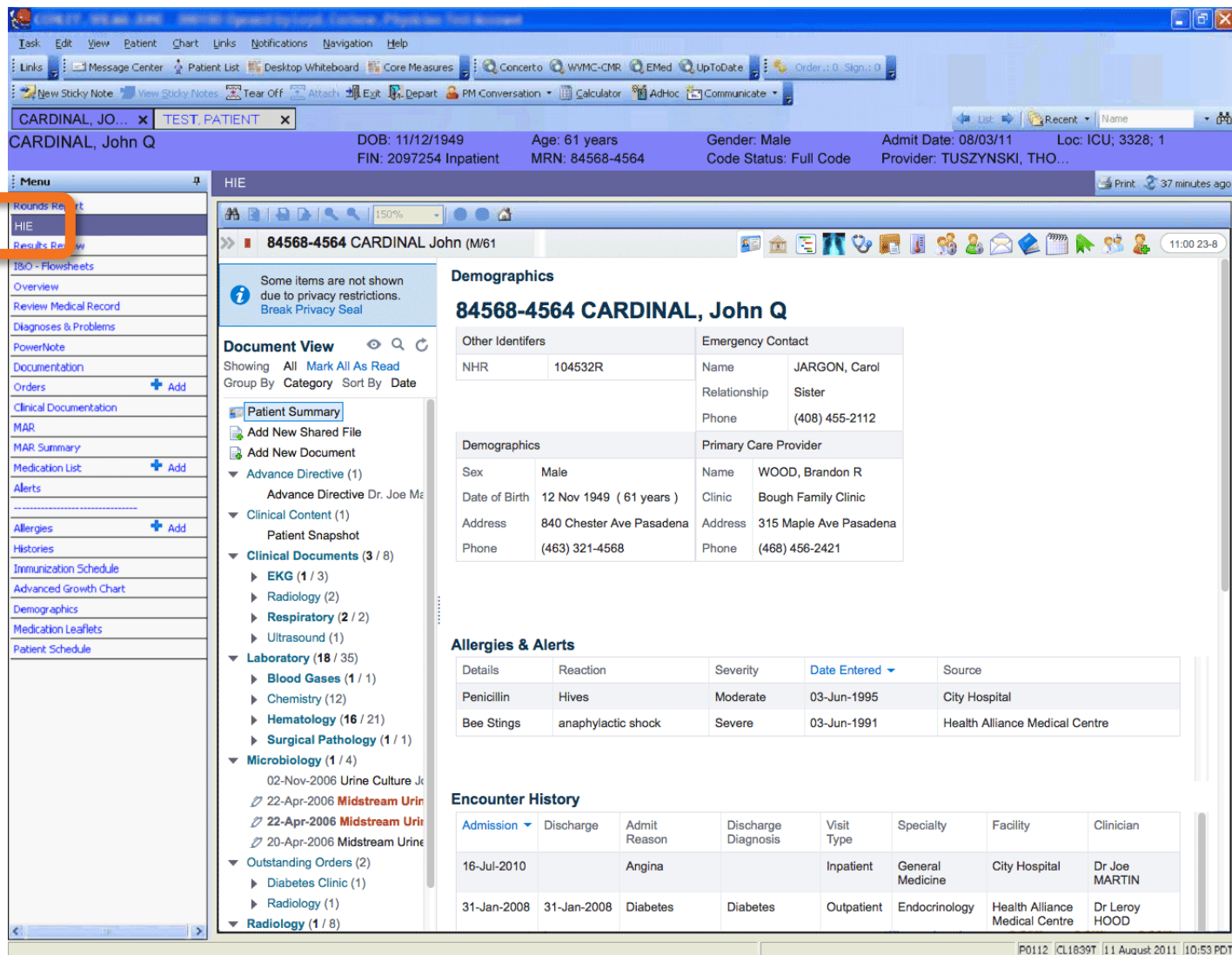
Substance	Reaction	Effective Dates	Status	Code	Coding System
Penicillin	Unknown	11/28/2011	Active		C
Penicillins	Unknown	05/05/2010	Active	00000476	C

Encounters

Encounter	Location	Date
Outpatient		04/20/2011 13:04
Outpatient		02/25/2011 09:30
Outpatient		01/28/2011 10:01
Outpatient		08/28/2010 15:08
Outpatient		12/30/2010 11:39
Outpatient		12/27/2010 01:00

More Activities >

Example integration (Cerner)



Menu

- Rounds Report
- HIE**
- Results Review
- ISO - Worksheets
- Overview
- Review Medical Record
- Diagnoses & Problems
- PowerNote
- Documentation
- Orders + Add
- Clinical Documentation
- MAR
- MAR Summary
- Medication List + Add
- Alerts
- Allergies + Add
- Histories
- Immunization Schedule
- Advanced Growth Chart
- Demographics
- Medication Leaflets
- Patient Schedule

Patient Header: CARDINAL, John Q. DOB: 11/12/1949 Age: 61 years Gender: Male Admit Date: 08/03/11 Loc: ICU; 3328; 1
FIN: 2097254 Inpatient MRN: 84568-4564 Code Status: Full Code Provider: TUSZYNSKI, THO...

84568-4564 CARDINAL John (M/61)

Demographics

Other Identifiers		Emergency Contact	
NHR	104532R	Name	JARGON, Carol
		Relationship	Sister
		Phone	(408) 455-2112

Demographics		Primary Care Provider	
Sex	Male	Name	WOOD, Brandon R
Date of Birth	12 Nov 1949 (61 years)	Clinic	Bough Family Clinic
Address	840 Chester Ave Pasadena	Address	315 Maple Ave Pasadena
Phone	(463) 321-4568	Phone	(468) 456-2421

Allergies & Alerts

Details	Reaction	Severity	Date Entered	Source
Penicillin	Hives	Moderate	03-Jun-1995	City Hospital
Bee Stings	anaphylactic shock	Severe	03-Jun-1991	Health Alliance Medical Centre

Encounter History

Admission	Discharge	Admit Reason	Discharge Diagnosis	Visit Type	Specialty	Facility	Clinician
16-Jul-2010		Angina		Inpatient	General Medicine	City Hospital	Dr Joe MARTIN
31-Jan-2008	31-Jan-2008	Diabetes	Diabetes	Outpatient	Endocrinology	Health Alliance Medical Centre	Dr Leroy HOOD



Orion Health HIE **Demonstration**

A photograph of two men in a brightly lit hallway. The man on the left, wearing a dark suit and tie, is holding a laptop and pointing at the screen. The man on the right, wearing a white lab coat, is looking at the laptop. The background is a blurred hallway with fluorescent lights.

Public Health – Rhapsody Connect

Public Health Reporting

- **49 States and CDC use Rhapsody Connect**
- **Rhapsody™ Connect is specifically designed for public health reporting**
- **Automates reporting to provide fast, secure transmission of data between providers, public health agencies, HIEs, RHIOs, and other trading partners**
- **Rhapsody™ Connect filters and maps the data, converting local codes, when required, and validating content before securely transmitting it to the designated public health agency.**
- **Unique and specialized public health reporting algorithms constantly analyze clinical data to identify possible cases that fit the rules for public health reporting.**
- **Preconfigured Profiles to support different public health programs including:**
 - Electronic Laboratory Reporting (ELR) Profile
 - CSTE Case Reporting Profile
 - Hospital Acquired Infection Profile
 - Biosurveillance Profile
 - Immunization Registry Profile
 - Discharge Reporting Profile
 - + custom reporting

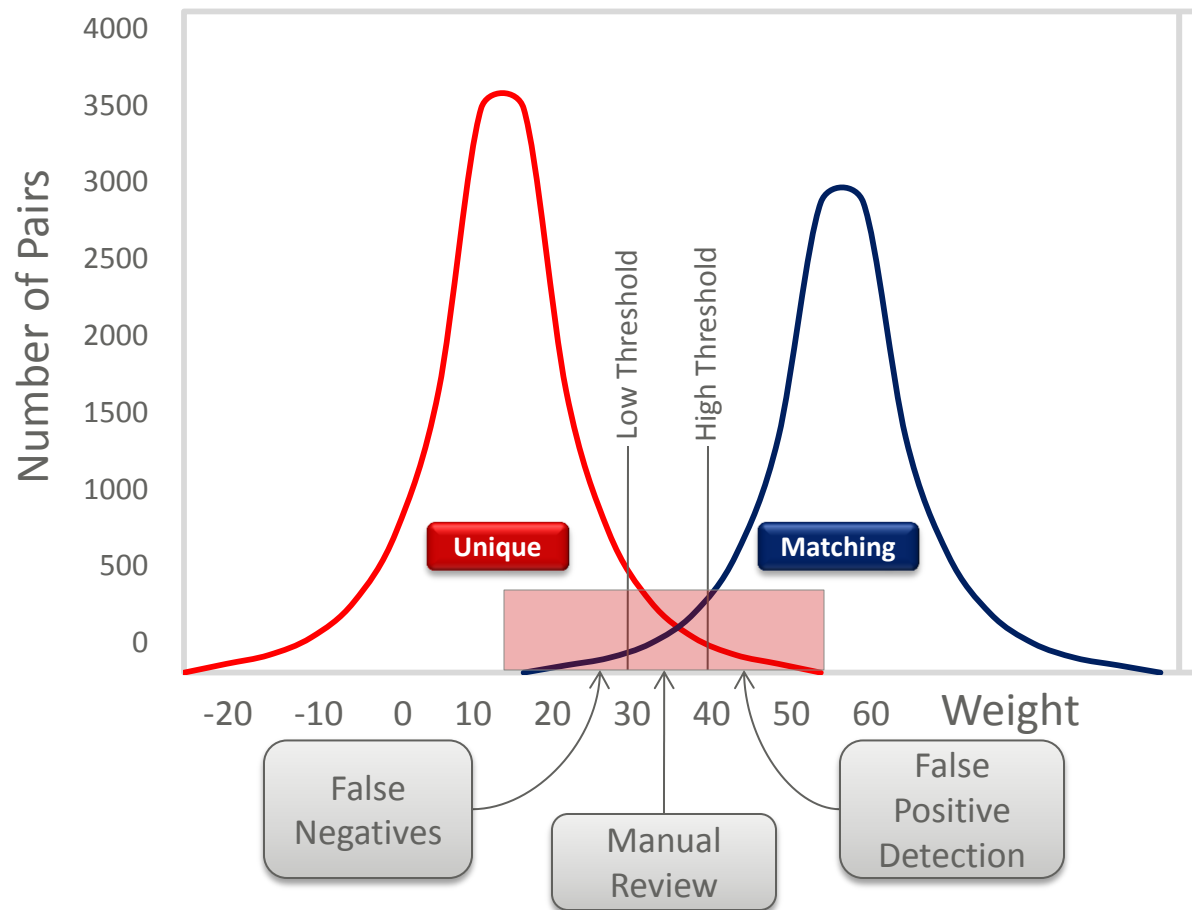
A blurred background image of a doctor in a white lab coat with a stethoscope around their neck, sitting at a desk. A teal banner is overlaid on the bottom half of the image.

Orion Health HIE Master Patient Index

MPI

- **Market leader in Performance and Price**
 - **KLAS December 2012**
 - Highest Overall Score: 89.9
 - Buy Again: 100%
- **Out of the box integration with Rhapsody/HIE**
- **Provides real-time, automated person matching across disparate source systems**
 - PIX Manager
- **Proven probabilistic matching algorithm**
 - Configurable thresholds for improved accuracy
 - Frequency-based analysis generates weights based on customer's demographic data
 - Prevents creation of duplicate records
 - Reduces risk of accessing the wrong patient's data
- **Creates Universal ID for patients to correlate patient data across multiple repositories**
- **Supports v2 and v3 PIX/PDQ, XDS, XCPD and IHE Profiles, JMS, web services**
- **Maximize accuracy, minimize rework**

Matching



Matching Highlights

- Probabilistic + deterministic matching algorithms
- Golden record comparison
- Source based weighting
- Source based thresholds
- Extensible architecture

A close-up, slightly blurred photograph of a healthcare professional, likely a doctor, wearing a white lab coat and a dark stethoscope. The person is seated at a desk, with their hands resting on a stack of books or papers. The background is a soft, out-of-focus indoor setting.

Orion Health HIE

Provider Directory

Provider Directory Options

- **Industry Leadership**
 - National Association for Trusted Exchange (WSC)
 - IWG Pilots
- **Orion Health - Advanced Capability**
 - Individual Level/Entity Level
 - Extensible
 - HPD+
 - Interoperable with other systems
 - Fully Integrated
- **NextGate Provider Directory Option**
 - Also ILPD/ELPD and HPD+

A blurred background image of a doctor in a white lab coat with a stethoscope around their neck, sitting at a desk. The doctor is holding a pen. On the desk, there is a laptop and several books. A teal banner is overlaid on the bottom half of the image.

Orion Health HIE Consent management

Patient Privacy and Consent

- **Global Experience, Flexible Solution**
- **Restricts access to the patient record and/or documents/sections within the patient record**
 - Full access, privacy-sealed, locked, hidden
- **Rules based on**
 - Doctor/Patient Relationships
 - User Role/Group
 - User Location
 - Patient Information (including consent)
 - Info Level Security
- **All access is audited**



Controlling Access



Auditing

sarah.se...

Logout

- Patients
- Common
- Links
- Monitoring
 - Clinical Log
 - Privacy Log
 - User Search
- Messaging

Español

Privacy Override - Session 09E9FA23-9FFC-4A04-9C26-1EF6CF839222

10-Feb, 11:42

Time	User ID	Event Type	Message	Patient ID	Patient Name
06 Feb 18:21	dr.standard	Privacy Override	dr.standard	DEMO0002	Rabbit Jessica
06 Feb 18:21	dr.standard	Context Change	Patient	DEMO0002	Rabbit Jessica
06 Feb 18:21	dr.standard	Open Application	Orion - Dynamic Patient Summary, HMA - Dynamic Patient Summary	DEMO0002	Rabbit Jessica
06 Feb 18:21	dr.standard	Open Application	Orion - Dynamic Patient Summary, Patient Summary	DEMO0002	Rabbit Jessica
06 Feb 18:21	dr.standard	Open Application	Orion - Patient Search & Demographics, Demographics - Future	DEMO0002	Rabbit Jessica
06 Feb 18:21	dr.standard	Open Application	Orion - Allergies & Alerts, Allergies & Alerts	DEMO0002	Rabbit Jessica
06 Feb 18:21	dr.standard	Open Application	Problem List, Problem List Windowlet	DEMO0002	Rabbit Jessica
06 Feb 18:21	dr.standard	Open Application	Orion - Medication History, Medication History (Grouped)	DEMO0002	Rabbit Jessica
06 Feb 18:21	dr.standard	Open Application	Orion - Encounter History, Encounter History	DEMO0002	Rabbit Jessica
06 Feb 18:21	dr.standard	Search Performed	Orion - Allergies & Alerts, Allergies & Alerts		
06 Feb 18:21	dr.standard	Search Performed	Orion - Encounter History, Encounter History		
06 Feb 18:21	dr.standard	Search Performed	Orion - Patient Search & Demographics, Demographics - Future		
06 Feb 18:21	dr.standard	Open Document	Continuity of Care Record	DEMO0002	Rabbit Jessica
06 Feb 18:21	dr.standard	Open Application	HIE, View CCD	DEMO0002	Rabbit Jessica
06 Feb 18:21	dr.standard	Open Application	HIE, View CCD	DEMO0002	Rabbit Jessica
06 Feb 18:21	dr.standard	Open Application	Orion - Patient Search & Demographics, Demographic Search		
06 Feb 18:21	dr.standard	Search Performed	Orion - Patient Search & Demographics, Demographic Search		
06 Feb 18:22	dr.standard	Context Change	Patient		
06 Feb 18:22	dr.standard	Privacy Override	dr.standard	103	Smith Jennifer
06 Feb 18:22	dr.standard	Context Change	Patient	103	Smith Jennifer

« Previous | Next »

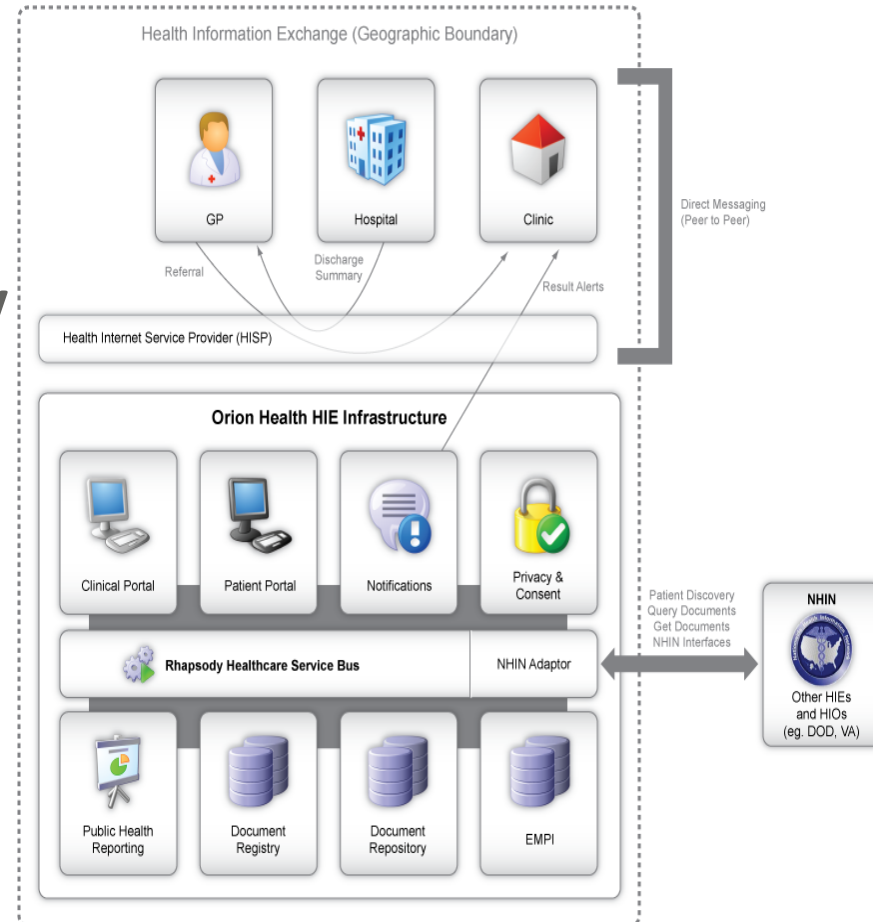
[Printer Friendly Version](#) |
 [Download CSV results](#)

A blurred background image of a doctor in a white lab coat with a stethoscope around their neck, sitting at a desk with a laptop. A teal banner is overlaid at the bottom.

Orion Health HIE eHealth Exchange Gateway

eHealth Exchange Gateway (NwHIN)

- **Industry Leadership**
 - Founding Member Healtheway
 - Member EHR/HIE IWG
- **Orion Health Exchange Gateway**
 - Certified 8/12
- **Healtheway Onboarding**
 - Onboarding beginning Q4

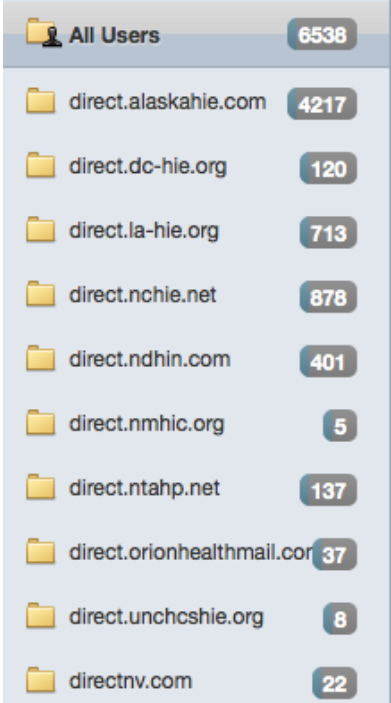


A close-up, slightly blurred photograph of a person, likely a healthcare professional, wearing a white lab coat and a dark stethoscope. They are seated at a desk, with a laptop and several books visible in the foreground. The background is a plain, light-colored wall. A teal-colored banner is overlaid on the bottom half of the image, containing the text 'Orion Health HIE' and 'DIRECT' in white.

Orion Health HIE
DIRECT

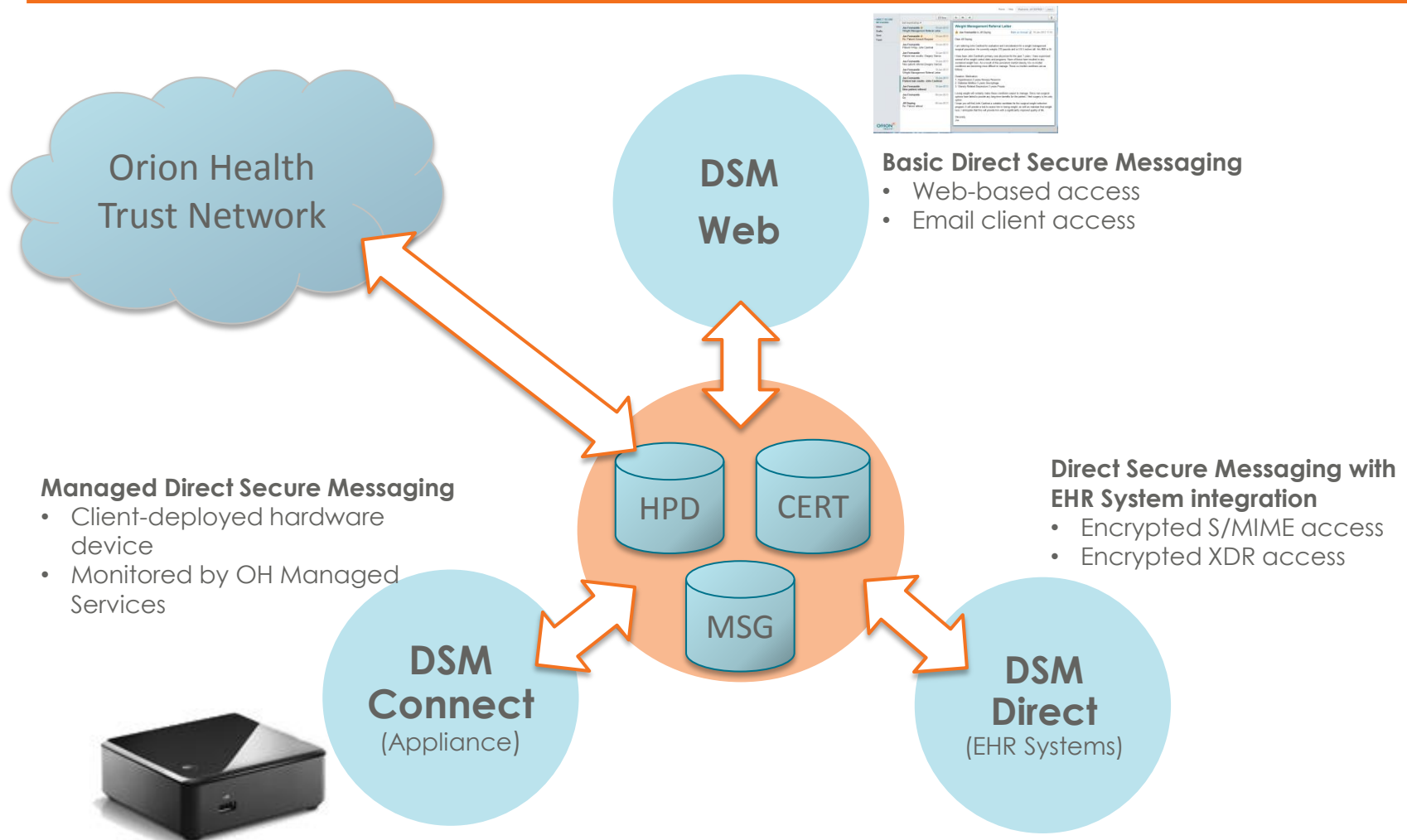
Orion Health Direct Secure Messaging (DSM)

- **Leading Provider of Direct Services**
 - 9 current clients and more soon to deploy
 - 6500+ Direct addresses and growing
 - Member of Direct Trust
 - HISP Accreditation (DT/EHNAC) target Q4
- **Full service HISP**
 - Certificate Authority/Discovery
 - Provider Directory
 - Routing, transformation, email services, webmail
- **Enable Direct connectivity across ecosystem from smallest provider to fully enabled HER**
- **Nevada DSM: Upgrade *not* Migration**



All Users	6538
direct.alaskahie.com	4217
direct.dc-hie.org	120
direct.la-hie.org	713
direct.nchie.net	878
direct.ndhin.com	401
direct.nmhc.org	5
direct.ntahp.net	137
direct.orionhealthmail.com	37
direct.unchcshie.org	8
directnv.com	22

Direct Secure Messaging





Orion Health HIE

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- **Trusted Partner - Great company to work with:**
 - Currently partner with NV with Pilot DIRECT project
 - Quality products, Quality people,
 - We do what we say
 - Privately owned – No allegiances



Orion Health HIE

Discussion



www.orionhealth.com

Nevada Health Information Exchange (NV-HIE)

A Nevada non-profit corporation



NEVADA HEALTH INFORMATION EXCHANGE AND ASSOCIATED SERVICES

RFP#: NV-HIE-01

THE COGNOSANTE TEAM
ORAL PRESENTATION

August 2, 2013

cognosante®
minds on health



Oral Presentation and Demonstration Agenda (90 minutes)

Product Demonstration: (55 minutes)

- Introductions & System Demonstration Overview (10 minutes)
- Demonstration (40 minutes)
- Summary (5 Minutes)






Oral Presentation: (30 minutes)

- Approach Overview
- Solution Differentiators

Evaluation Panel Questions and Answers: (30 minutes)

- Questions & Answers




Introductions: Corporate Leadership

	Name	Role
	Jarred Clark <i>Managing Director, Cognosante</i>	Nevada State Account Manager
	Dennis Dworman <i>Vice President, General Manager, Cognosante</i>	Cognosante Health Transformation
	Mike Lundie <i>HIE Practice Director, Cognosante</i>	Cognosante HIE Practice Director
	Sam Godwin <i>Vice President Sales, Strategic Accounts, HealthUnity</i>	HealthUnity Business Development
	Prem Urali <i>President and CTO, HealthUnity</i>	Co-founder HealthUnity

Introductions: Key Personnel

	Name	Role	
	Rhonda Warnack, PMP <i>HIE Project Manager, Cognosante</i>	Project Manager	
	Eric McLaughlin <i>HIE Subject Matter Expert, Cognosante</i>	Integration/Solution Liaison	
	Barb Filkins <i>HIE Security Expert, Cognosante</i>	Security Compliance Officer	
	Carol Robinson <i>Principal, Robinson & Associates</i>	Business Development / Marketing Lead	
	Rick Cavazos <i>Operations Manager, Cognosante</i>	Operations Manager	
	Vicki Hohner, MPA, PMP <i>HIE Contract Manager, Cognosante</i>	Contract Manager	
	Rajesh Kumar <i>Senior Systems Architect, HealthUnity</i>	Senior Solution Architect	

Introductions: Executive Advisory Group (Value Add)

		Role
	Rick Williams <i>Vice President, Business Development, Cognosante</i>	Executive Advisory Group
	Mark Shishida <i>Executive Vice President, Business Development, Cognosante</i>	Executive Advisory Group
	Prem Urali <i>President and CTO, HealthUnity</i>	Co-founder, HealthUnity

About Team Cognosante



Product Demonstration

- Introductions & System Demonstration Overview (55 minutes)
 - **Product Demonstration**
 - Summary
- Oral Presentation (30 minutes)
 - Approach Overview
- Evaluation Panel Questions and Answers (30 minutes)

1. Core HIE Solution as addressed in RFP Section 2.2

Core HIE Solution:

- Master Patient Index
- Provider Directory
- Consent Management
- Record Locator Service
- Messaging & Interoperability (Direct & IHE)
- Clinical Portal
- Performance Reporting Services
- Gateway Services
- Query-Based & Direct Exchange



Team Cognosante's Core HIE Solution = *Value and long-term sustainability*

- ✓ Nearly 100% functional compliance to the RFP
- ✓ Basis for achieving sustainability
- ✓ State Level Shared Services Layer
- ✓ SOA based implementation
- ✓ Rapid availability to Qualified Participants

HealthUnity Solution Suite



2. Meaningful Use (MU) enabled for providers as established by the Centers for Medicare and Medicaid Services (CMS)

Meaningful Use:

- Exchange clinical information
- Submit immunizations to registries
- Submit syndromic surveillance reports
- Submit reportable labs
- Submit quality metrics including PQRS registry
- Maintain Meaningful Use product roadmap

*Team Cognosante's approach to Meaningful Use **enables providers and hospitals to fully meet Meaningful Use***



- ✓ Measure the impact of Meaningful Use
- ✓ Support solutions that engage patients in Meaningful Use
- ✓ Provide Public Health Gateway Services
- ✓ Improve integration with clinical workflows

Meaningful Use potential with our HIE Solution

Criterion #	Certification Criterion Name
§170.314(a)(11)	Smoking status
§170.314(a)(12)	Image results
§170.314(a)(15)	Patient-specific education resources
§170.314(b)(1)	Transitions of care – receive, display and incorporate transition of care/referral summaries
§170.314(b)(2)	Transitions of care – create and transmit transition of care/referral summaries
§170.314(b)(7)	Data portability
§170.314(c)(3)	Clinical quality measures – electronic submission
§170.314(d)(1)	Authentication, access, control, and authorization
§170.314(d)(3)	Audit report(s)
§170.314(d)(5)	Automatic log-off
§170.314(d)(6)	Emergency access
§170.314(d)(8)	Integrity
§170.314(d)(9)	Optional - accounting of disclosures
§170.314(e)(1)	* View, download, and transmit to 3rd party
§170.314(e)(2)	Ambulatory setting only -clinical summary
§170.314(e)(3)	Ambulatory setting only - secure messaging
§170.314(f)(2)	Transmission to immunization registries
§170.314(f)(3)	Transmission to public health agencies – syndromic surveillance
§170.314(f)(4)	Inpatient setting only - transmission of reportable laboratory tests and values/results
§170.314(f)(5)	Optional – ambulatory setting only - cancer case information
§170.314(f)(6)	Optional – ambulatory setting only - transmission to cancer registries
§170.314(g)(3)	Safety-enhanced design
§170.314(g)(4)	Quality management system

MU is achieved by a combination of HIE and EHR services

3. Clinical portal as a tool for physicians to view patient data from multiple sources in an intuitive and efficient manner

Clinical Portal:

- Intuitive and efficient User Interface
- Patient Search
- Query for patient clinical information
- View patient clinical summary with data from multiple sources
- Integration with Direct Secure Messaging
- Lab result delivery
- Alerts and notifications
- Analytics integration
- Consent Management & Break Glass
- Capability for future integration of eligibility check, claims submission

Team Cognosante's Clinical Portal *delivers critical insight to enhance patient care*



- ✓ Enables HIE on-ramp for Nevada “white space” providers
- ✓ Send & receive patient information
- ✓ Achieve Quality Improvement through metrics
- ✓ Role based access control

4. Service-Based Approach to the Solution

Service-Based Approach:

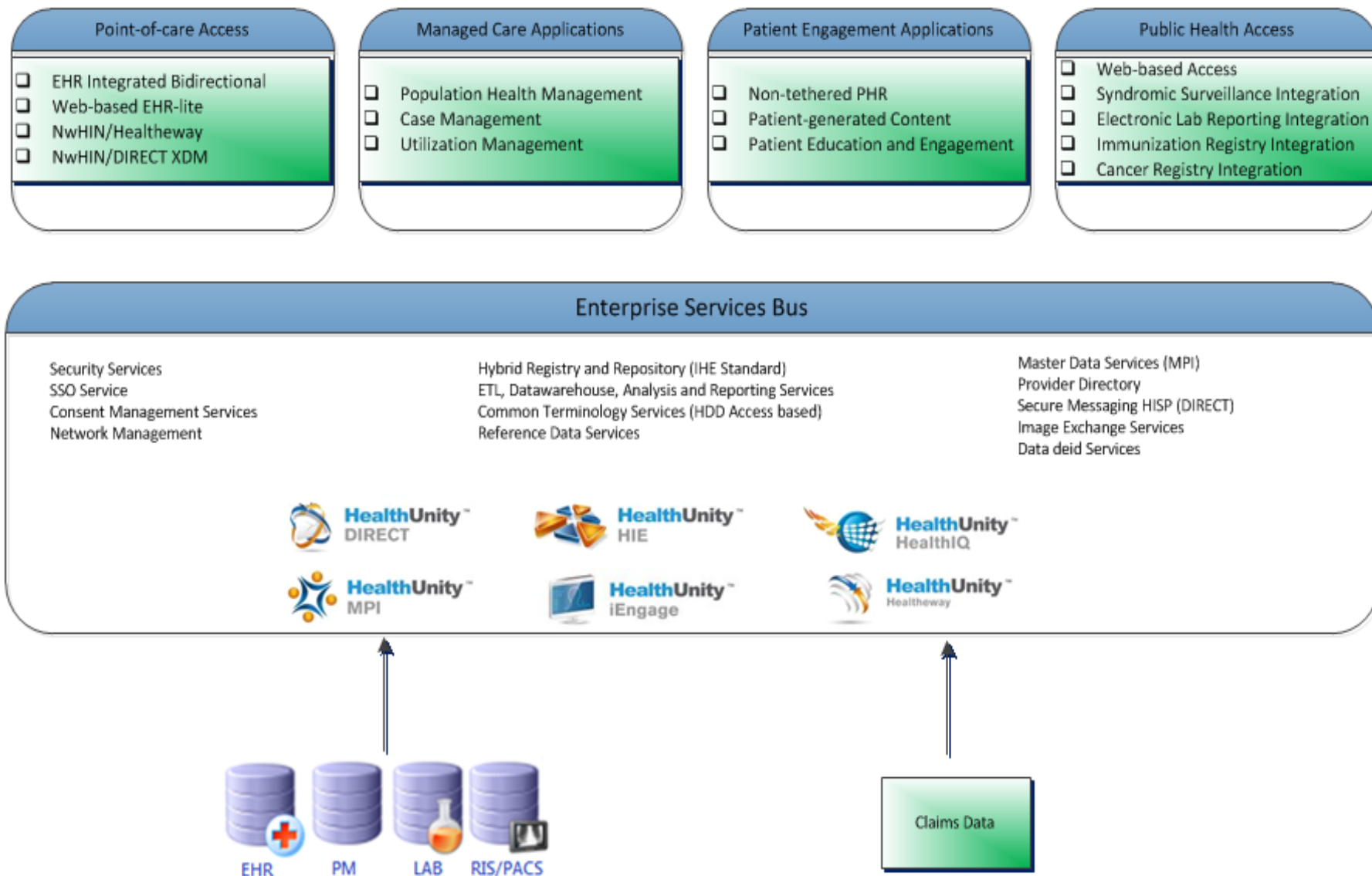
- Software-as-a-Service (SaaS) supports State Level Shared Services (SLSS)
- Service Oriented Architecture (SOA)
- Supports CMS Seven Conditions and Standards, MITA 3.0
- Supports standards based interoperability and profiles (XCA, XCPD, XDR, XDM)



Team Cognosante's SaaS model *allows NV-HIE to focus on the business not the technology*

- ✓ Immediate access to core functionality to meet business use case
- ✓ Promotes reliability of services with standards based interoperability
- ✓ Allows participants flexibility in how they connect and exchange data
- ✓ Security HIPAA, ARRA, Business Continuity

4. Service-Based Approach to the Solution



SOA Interface List – Extensive Standards Support

1. HU-MPI
2. HU-Node Server
3. HU-Node Client
4. HU-Outbound Adapter
5. HU-Inbound Adapter
6. HU-Results Delivery
7. HU-PHR Gateway
8. XDS.b Repository
9. XDS.b Registry
10. PIX Manager (PIX, PDQ and PIX notifications)
11. HIE-Analytics
12. Directory Services
13. Certificate Authority Services
14. Healtheway NwHIN Services
15. DIRECT Services

5. Direct Secure Messaging

Direct Secure Messaging:

- Full HISP capability
- Pre-built adapters to make an EHR Direct ready through
 - Web services
 - API's
 - SMTP
- Provider Directory
- Active Directory integration
- Microsoft Exchange & Outlook support



Team Cognosante's Direct Secure Messaging *supports meaningful use, enhanced coordination of care*

- ✓ Available to Qualified Participants
- ✓ HISP services (HIE-HIE)
- ✓ Convert legacy Direct accounts
- ✓ Direct services integrated within Clinical Portal or email client

6. Configuration and operation of Enterprise Master Patient Index (eMPI) services and capabilities

Master Patient Index:

- Probabilistic matching
- 13 point match criteria
 - Near zero false positives
 - Standards compliant
- Proven design for scalable performance
- Low Total Cost of Ownership (TCO)
 - Low deployment time and cost
 - Low runtime cost
- Administrative portal to facilitate adjustment of match rules and thresholds
- Insightful built-in reports
- Supports PID/PDQ



**Team Cognosante's eMPI
provides an enterprise solution
with high performance / low
maintenance**

- ✓ Proven component in several large scale HIE deployments
- ✓ Minimizes need for manual interaction and resolution
- ✓ Available as a service to all qualified participants
- ✓ Flexible match criteria

7. Other Components Critical to 8 Contract Elements

Eight Contract Elements:

1. Master Patient Index (MPI)
2. Provider Directory (Facilities, Individual)
3. Centralized Content Management
4. Record Locator Services
5. Terminology Engine
6. Messaging & Interoperability Services
7. Clinical Portal
8. Performance Reporting Services



Team Cognosante *has included critical supporting components*

- ✓ Testing Tools
- ✓ Certificate Management
- ✓ SaaS Model
- ✓ Edge Servers & HIE Adapters
- ✓ Helpdesk Services
- ✓ Performance Reporting & Monitoring Services
- ✓ Semantic & Syntactic Normalization
- ✓ Composite CCD (de-duped)

8. Centralized Consent Management

Consent Management:

- Opt-In/Opt-Out
- Opt-Out with exceptions
- Break the glass
- Granular level control



Team Cognosante's consent management services *provide granular control to accommodate patient choice*

- ✓ Complies with NV State Bill 43 (SB43)
- ✓ Flexible Consent Management accommodates policy exceptions
- ✓ Break Glass access for emergency settings
- ✓ Consent preferences configurable through Patient Portal, PHR, and at Point-of-Care

Configurable Consent Directives

HealthUnity

City Primary Care

Home

Patients

Secure Mail (2)

JamesSmith | Logout

Patient Actions

Search Patient

Create Patient

Consent Patient

Process Consent - Select Consent

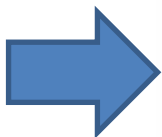
Macdonell, Camille : Multi-facility Consent

Gender: Female | DOB: 02/21/1975 | Age: 38 Year(s) | Address: 3158 Gracefield Road, Apt F112, SilverSpring, MD 20904, US | Race: White

Reset

Consent Status:	Grant select all	Restricted Grant select all	Deny select all	Emergency Only select all	Withdraw select all
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Memorial Hospital	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nevada Medicaid Mandatory	<input checked="" type="radio"/>				
Cardiologists at any facility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dr. Jennifer Jones at City Primary Care	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input checked="" type="radio"/> Use signature pad <input type="radio"/> Use scanned consent form					

Nevada Medicaid Participants cannot opt out



Configurable Consent Directives

HealthUnity

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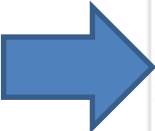
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Dr. Jennifer Jones at City Primary Care	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

☒ Use signature pad ☐ Use scanned consent form

Only a particular specialty
can access



Configurable Consent Directives

HealthUnity

City Primary Care

Home

Patients

Secure Mail (2)

JamesSmith | Logout

Patient Actions

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Consent Patient

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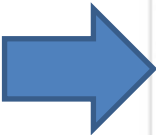
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<input checked="" type="radio"/> Use signature pad <input type="radio"/> Use scanned consent form					

Only a named doctor
can access



Configurable Consent Policy Templates

Specialized templates for implementing policies

Restrictions:

- No HIV/AIDS
- No genetic related
- No substance abuse related

- Select Consent

facility Consent

ge: 38 Year(s) | Address: 3158 Gracefield Road, Apt F112, SilverSpring, MD 20904, US |

Consent Template

Direct Gateway

Memorial Hospital

Nevada Medicaid Mandatory

Cardiologists at any facility

Dr. Jennifer Jones at City Primary Care

☒ Use signature pad ☐ Use scanned consent form

Grant select all	Restricted Grant select all	Deny select all	Emergency Only select all	Withdraw select all
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Subscribing for notifications based on ADT transactions

Subscription Notifications:

- Available to Qualified Participants on subscription basis
- Selectable & configurable events notifications
- Logging for completeness and accuracy of data feeds during facility onboarding and production
- Customized alert notifications (SmartStream)



*Team Cognosante's solution to ADT notifications **enhances patient care and reduce re-admission rates***

- ✓ Alerts of hospital admission & ED discharge
- ✓ Improves coordination of care through proactive notifications
- ✓ Allows providers to control volume and frequency of alerts, reducing "alert fatigue"
- ✓ Ability to add new clinical alerts based on rules with increased complexity
- ✓ Push alerts to mobile devices and secure email

Data Validation and Interface Monitoring and Reporting

✓ Data Validation

■ Syntax

- Well formed message
- Technology – XSD schema validation

■ Semantics

- Required fields are present and in expected format
- Technology – Xpath validation
- Cross field validation
- Technology – HU proprietary, XSLT and Schematron

✓ 24/7 automated monitoring

✓ Reporting done on a daily basis (configurable)

Copy of actual Error Report – Emailed Daily

Sent: Friday, May 17, 2013 4:00 AM

To: undisclosed recipients;

Subject: HIE Error Report: 05/17/2013 (20)

HIE Error Report: 05/17/2013

Total Errors: 20

Rejections are located here: [\\pmhhieie01a\K\\$\HealthUnity\Adapters\FilteredRejections](#)

# Errors	Facility	Node	Error Description
2	GSH	MSH_MEDCONNECT	(ADT^A08) PID-13: Data type error
4	FSH	MSH_MEDCONNECT	(ADT^A08) IN1-31: Table value not found
3	GSH	MSH_MEDCONNECT	(ADT^A04) PID-13: Data type error
2	GSH	MSH_CENTRICITY	(ADT^A08) PID-3: Missing MRN
2	FSH	MSH_CENTRICITY	(ADT^A08) IN1-31: Table value not found
2	SMH	SMH	(ORU^R01) PV1-2: Table value not found
3	GSH	MSH_CENTRICITY	(ADT^A04) PID-5: Missing name
2	MPP	MSH_CENTRICITY	(ADT^A08) Patient updation failed

CONFIDENTIAL: The information contained in this communication, including its attachments may contain confidential information and is intended only for the individual (s) or entity (ies) to whom it is addressed . The information contained in this communication may also be protected by legal privilege , federal law or other applicable law. If you are not the intended recipient of this communication , you are hereby notified that any distribution, dissemination or duplication of this communication is strictly prohibited. If you have received this communication in error please immediately delete and destroy all copies of this message and please immediately notify us of the error by separate communication . Thank you.

Alerts Demonstration

✓ Problems with intrusive alerting

- Generated when every event is notified. Hospital can have hundreds of thousands of patients
- No “go to” person to send the alert to
- Disrupts physician workflow
- Does not give a sense of completion

✓ Resulting in...

- Alerts being turned off
- Alerts not checked and acted on

✓ Solution

- Alerts generated when looking at patient’s record
- Generated automatically for a patient list
- Designed specifically by physicians for physicians

10. Exchanging Lab and Radiology Results

Lab & Radiology Data Exchange:

- Supports both HL7 v2.x and v3.x
- Provides ability to send/receive lab (ORU) results
- Viewable via Clinical Portal
- Supports Clinical Care Summary CCD (C32)
- Supports CDA C37 Lab Document
- Supports HL7 Radiology reports with embedded link to view corresponding image (i.e. PACS)

Team Cognosante's Core HIE solution *enables the exchange of lab & radiology results that lower costs and improves patient care*



- ✓ Flexible ways to connect and exchange lab & radiology results
- ✓ Providers have full access to lab & radiology data thru the Clinical Portal
- ✓ Supports Meaningful Use

11. Integrating medication data through use of the HIE

Medication Data Integration:

- Medication history available in Clinical Portal
- Medication data filters in Clinical Portal
- Ability to show active prescriptions from multiple sources in patient summary



Team Cognosante's Core HIE Solution ***captures a more complete medication history enhancing patient care***

- ✓ Supports achieving Meaningful Use thru the Clinical Portal
- ✓ Providers have full access to patient medication history through the Clinical Portal
- ✓ Future ability to add Medication Therapy Management alerts for improved patient safety

12. Sending & Receiving eHealth Exchange Data

eHealth Data Exchange:

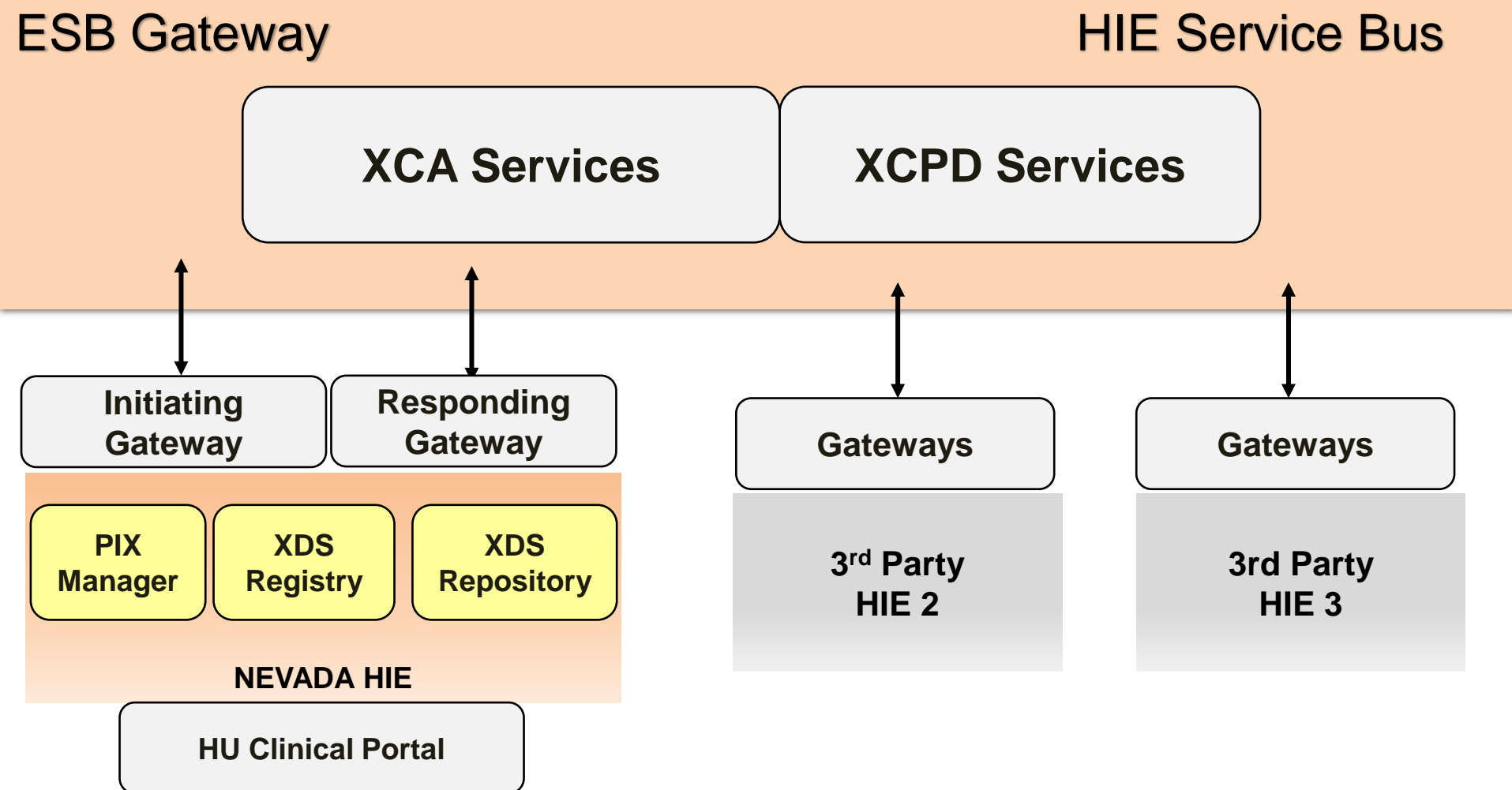
- Proven Healthway eHealth Exchange compliance
- Standards based interoperability
- Support for HL7 v2.x and HL7 v3.x
- Support for IHE Profiles and cross domain access
- Integration into DIRECT Platform
- Ability to exchange and aggregate data from across the Nevada ecosystem
- Ability to create summarized CCD “on the fly”



Team Cognosante's eHealth Exchange Gateway *enables patient clinical data views from multiple disparate HIEs*

- ✓ Demonstrated interoperability with eHealth Exchange partners
- ✓ Low cost, rapid implementation
- ✓ Also acts as State Agency Gateway Service for Public Health
- ✓ True inter-state / intra-state, federal access and interoperability

Healtheway Architecture



13. Lab Results Delivery for Public Health

Lab Results & Public Health:

- Nevada ELR Gateway for Qualified Participants
- State LIMS integration
- Compatible with Direct Platform
- Support for HITSP IS 02 Biosurveillance



Team Cognosante's HIE
Solution *enhances Public*
Health reporting

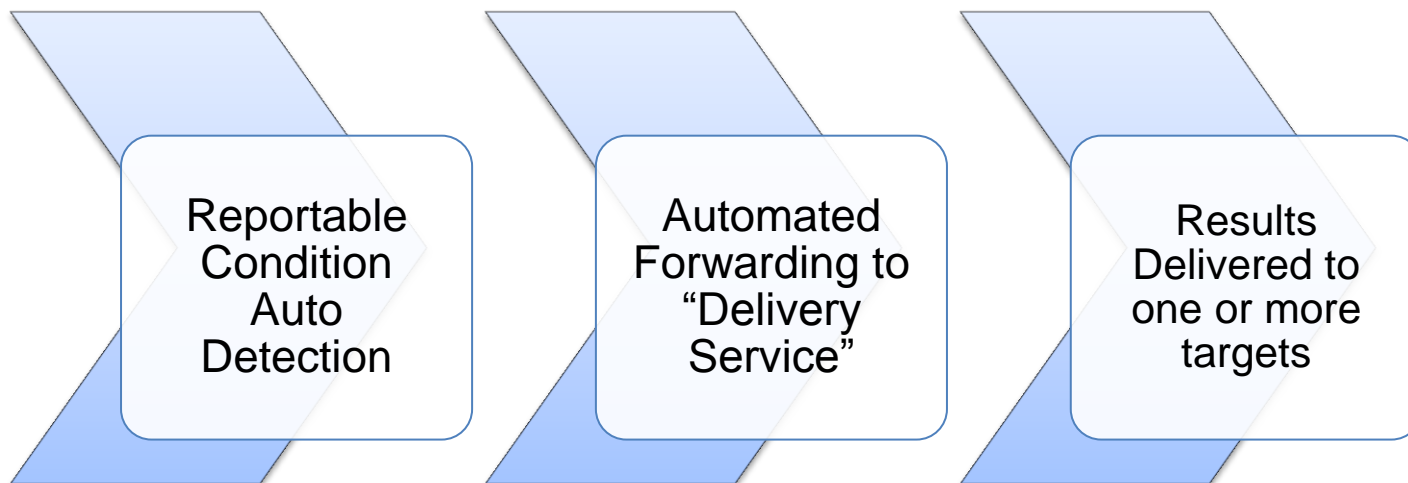
- ✓ Standardizes / simplifies the reporting of lab results
- ✓ Submit reportable diseases to CDC
- ✓ Future alerting for Biosurveillance and epidemiological outbreaks (statewide)
- ✓ Supports Meaningful Use

Two Supported Delivery Models

MODEL 1



MODEL 2



Summary of Product Demonstration

- ✓ Core HIE Solution
- ✓ Meaningful Use
- ✓ Clinical Portal
- ✓ Service based approach
- ✓ Direct Secure Messaging
- ✓ Master Patient Index
- ✓ Other Components
- ✓ Consent Management
- ✓ Notifications
- ✓ Lab/Radiology Exchange
- ✓ Medication Integration
- ✓ Send/Receive Data
- ✓ Lab results to Public Health



- ✓ *Value and long-term sustainability*
- ✓ *Enables providers and hospitals to fully meet Meaningful Use*
- ✓ *Delivers critical insight to enhance patient care*
- ✓ *Allows NV-HIE to focus on the business not the technology*
- ✓ *Direct Secure Messaging supports meaningful use, enhanced coordination of care*
- ✓ *enables patient clinical data views from multiple disparate HIEs*
- ✓ *Provides an enterprise solution with high performance / low maintenance*

Oral Presentation

- Introductions & System Demonstration Overview (55 minutes)
 - Product Demonstration
 - Summary
- **Oral Presentation (30 minutes)**
 - Approach Overview
- Evaluation Panel Questions and Answers (30 minutes)

1. Consent Management Approach and Processes

- ✓ Step One: Address governance and harmonization thru use cases
 - Primary – best for Nevada -- > Nevada (HIPAA/SB 43)
 - Secondary – look at any major State program exception
 - Tertiary – look at neighboring states & harmonize
 - Eventually – incorporate patient preferences
- ✓ Step Two: HU technical architecture enables implementation
 - Consent management terminology (templates, directives, status)
 - Development of policy rules/directives
 - Access methods to consent registry (e.g., modeled after BPPC)
 - Paperless consent contract capture (digital signature)
- ✓ Step Three: Develop Nevada toolkit
 - Develop list of statewide policies
 - Document primary use cases with diagrams
 - Cover rules of use, scope, provider training → Patient Consent Education and Awareness Plan

2. EMPI Configuration and Operation

- ✓ Built and optimized for healthcare
 - Near zero false positives
 - Standards compliant
- ✓ Designed for scale and performance
- ✓ Low TCO
 - Low deployment time and cost
 - Low runtime cost
- ✓ Time tested and scale tested in the real world
- ✓ Insightful built-in reports
- ✓ SaaS ready

*HealthUnity services customers in both the public and private HIE setting, and they have continued to add new HIE customers over the past year. **Clients like the ease of implementations and note a strong EMPI.***

Customers view HealthUnity as a flexible partner that works to help them meet their needs.

2012 KLAS Performance Report

3. Provider Directory Configuration and Operation

- ✓ Built on a standards-based LDAP directory
- ✓ Model entire network at one place
 - Manage provider registration
 - Manage node registration
 - Manage services registration
- ✓ Real time sync with your existing provider directory
- ✓ Standard based API to search and manage providers
- ✓ Provides the foundation for future Statewide Provider Identity Management Services



4. Migration of Nevada Direct Messaging Capability

- Migration of existing Nevada Direct Messaging capability to HIE Contractor's platform (i.e. Direct addresses, user credentials, certificates, message history, etc.). Confirmation that migration costs will not be charged to NV-HIE.

1. **Preferred approach** – For each mailbox, all legacy mails are exported into a PST file that is encrypted and password protected after it has been created on a secure server.
2. **Alternate approach** – Use Microsoft Outlook .msg file format for messages. Create a folder per mailbox and export each message as a .msg file into the folder. Zip the root folder and encrypt the entire zip file on a secure server.
3. Vendor agrees to a deadline by which they provide this exported data. Deadline will be set by NV-HIE.
4. Vendor agrees to compliance to above standards before conversion

IN SCOPE!



5. Hospital and eHealth Exchange Integration

- ✓ Enables ability to connect to other HIEs such as “Statewide HIE”
 - Share data with multiple external HIEs simultaneously
 - Pull data from multiple external HIEs simultaneously
- ✓ ESB Gateway service extends XCA/XCPD capabilities
 - Single end point for interaction with multiple HIEs
 - Control data sharing between HIEs
 - Provides Instrumentation and extended audit logging
- ✓ Monitoring reports
 - Usage reports
 - Availability reports
 - SLA reports
- ✓ Standard based interfaces
- ✓ Cloud based, SaaS ready

6. Differentiators and Strategic Advantages – “Best Fit” HealthUnity

- ✓ Robust eMPI
- ✓ Record Locator Service
- ✓ Provider Directory (Individual, Org)
- ✓ Centralized Consent Management
- ✓ DIRECT HISP Services
- ✓ Provider Portal Access
- ✓ Consolidated Clinical View
- ✓ Messaging and Interoperability – IHE Support
- ✓ Syntactic & Semantic Normalization
- ✓ Performance Reporting / Monitoring



Phased
Approach



Experienced
Team



HIE Program
Support



Education,
Outreach Training

Proven HIE Solution ★ Industry Standards ★ Lessons Learned ★ Technical Advisory Group
HIE Best Practice ★ HHS/Medicaid Expertise

Cognosante Project Management, Communication Management, Risk and Issue Management,
Governance Support, Quality Management, Status Reporting, Stakeholder Management

6. Differentiators and Strategic Advantages – Approach



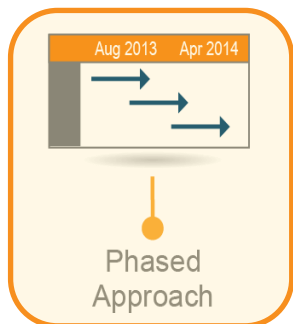
6. Differentiators and Strategic Advantages – “Open For Business”

✓ Core Services by October 31, 2013

- Business Development / Support
- Solution Implementation / Configuration
- Privacy / Security, Consent Establishment
- Integration Services

HealthUnity

Proven HIE
Solution



Experienced
Team



HIE Program
Support



Education,
Outreach Training

✓ Scope of Program - Phase 1 thru 1/31/14

- ✓ 10 Qualified Participants
 - 700 DIRECT Accounts
 - 7 Clinical Portal Access Only
 - Data Feeds for 3 Qualified Participants
 - 1 ADT, Clinical Feeds (CCD, or HL7 Medication, Lab, Radiology)

Proven HIE Solution ★ Industry Standards ★ Lessons Learned ★ Technical Advisory Group
HIE Best Practice ★ HHS/Medicaid Expertise

Cognosante Project Management, Communication Management, Risk and Issue Management,
Governance Support, Quality Management, Status Reporting, Stakeholder Management

6. Differentiators and Strategic Advantages – “Grow The Business”

- ✓ Continued Operational Support
- ✓ Expanded Connectivity
- ✓ Transition to Self Sufficiency
- ✓ Clinical Decision Support
- ✓ Statewide Adoption - Centralized Consent Management
- ✓ Introduction of HIE intelligent Notification/Routing Services (SmartStream)
 - Integration with Telehealth
 - Emergency Room Notification
- ✓ Statewide Identity Management, Proofing, Brokering Services

HealthUnity

Proven HIE
Solution



Experienced
Team



HIE Program
Support



Education,
Outreach Training

Proven HIE Solution ★ Industry Standards ★ Lessons Learned ★ Technical Advisory Group
HIE Best Practice ★ HHS/Medicaid Expertise

Cognosante Project Management, Communication Management, Risk and Issue Management,
Governance Support, Quality Management, Status Reporting, Stakeholder Management

6. Differentiators and Strategic Advantages – “Enhance The Business”

✓ “Ease Administrative Burden of Provider”

- Eligibility Check
- Claims Submission
- Prior Authorizations

✓ Population Monitoring

- Quality Metrics
- Notifications

✓ Patient Portal

✓ Nevada State Based Insurance Marketplace Integration

HealthUnity

Proven HIE
Solution



Phased
Approach



Experienced
Team



HIE Program
Support



Education,
Outreach Training

Proven HIE Solution ★ Industry Standards ★ Lessons Learned ★ Technical Advisory Group
HIE Best Practice ★ HHS/Medicaid Expertise

Cognosante Project Management, Communication Management, Risk and Issue Management,
Governance Support, Quality Management, Status Reporting, Stakeholder Management

6. Differentiators and Strategic Advantages – Experienced Team

- ✓ Highly qualified Team
- ✓ Established processes for managing and selecting sub-contractors
- ✓ In-depth knowledge of healthcare programs and systems – including HIE, MMIS, Medicaid, Eligibility, HIX, MITA
- ✓ HIE Experience in - OR, CA, OK, AK, AL, NY, KY, AZ, MD

- ✓ Unique HIE Vendor Viewpoint
 - In depth experience
 - SI, Implementation, IV&V
 - Aetna (Medicity), Orion, Optum Insight (Axolotl), ACS, dbMotion, Covisint, HealthUnity, Mirth
 - Lessons Learned

HealthUnity®

Proven HIE Solution



Phased Approach



Experienced Team



HIE Program Support



Education, Outreach Training

Proven HIE Solution ★ Industry Standards ★ Lessons Learned ★ Technical Advisory Group
HIE Best Practice ★ HHS/Medicaid Expertise

Cognosante Project Management, Communication Management, Risk and Issue Management, Governance Support, Quality Management, Status Reporting, Stakeholder Management

6. Differentiators and Strategic Advantages – HIE Program Support

- ✓ Complimentary set of consulting services and technology solutions
 - Developed and refined over the past 26 years in 48 states
- ✓ Realistic Approach for Sustainability
- ✓ Innovative Risk/Reward Strategies
- ✓ Award-winning Customer Support
- ✓ HIE “Best Practices”
- ✓ Refined HIE on-boarding strategies
- ✓ Value-added services (e.g. SmartStream, Clinical Decision Support, Real-Time Business Intelligence)
- ✓ State-level stakeholder consensus building

HealthUnity

Proven HIE Solution



Phased Approach



Experienced Team



HIE Program Support



Education, Outreach Training

Proven HIE Solution ★ Industry Standards ★ Lessons Learned ★ Technical Advisory Group
HIE Best Practice ★ HHS/Medicaid Expertise

Cognosante Project Management, Communication Management, Risk and Issue Management, Governance Support, Quality Management, Status Reporting, Stakeholder Management

6. Differentiators and Strategic Advantages – Education, Outreach and Training

✓ **Strategic** Outreach Support

- Research-based
- Use limited resources wisely
 - Build the brand with champions
 - Build the value with use-cases
 - Build the trust with quality
 - Create network effect

HealthUnity

Proven HIE Solution



Phased Approach



Experienced Team



HIE Program Support



Education, Outreach Training

Proven HIE Solution ★ Industry Standards ★ Lessons Learned ★ Technical Advisory Group
HIE Best Practice ★ HHS/Medicaid Expertise

Cognosante Project Management, Communication Management, Risk and Issue Management, Governance Support, Quality Management, Status Reporting, Stakeholder Management



Team Cognosante Differentiators

Nevada First – As your System Integrator Cognosante we are focused on providing more than HIE solution - we bring an approach, team and services needed for success

“Best Fit” HIE Solution – HealthUnity HIE Solution is designed for easy, low cost implementation and provides the components you need to establish a solid HIE foundation

Value Driven Implementation – We will implement the Core HIE with an emphasis on delivering value for Participants

Focus on Sustainability – A robust education, outreach and training approach will foster long-term participation

Quality Customer Support – We listen to the voice of the customer to meet your needs and exceed your expectations

Risk/Reward Partnership – We offer value-added services and will seek innovation for sustainability

Evaluation Panel Questions and Answers (30 minutes)

- Introductions & System Demonstration Overview (55 minutes)
 - Product Demonstration
 - Summary
- Oral Presentation (30 minutes)
 - Approach Overview
- **Evaluation Panel Questions and Answers (30 minutes)**

Cognosante.com

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P: 480.481.5978

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minds on health