

**CASE STUDY** TENET HEALTHCARE

## Encore Partners with Tenet Healthcare in Nationwide Electronic Health Record Implementation

### GOAL

Tenet Healthcare Corporation called on Encore Health Resources and its CoreQuest™ approach and knowledgebase to help Tenet successfully achieve a strategic initiative called IMPACT: IMproving Patient Care through Technology. IMPACT’s vision is to provide the right patient health information when and where it is needed to improve the care quality and life of each patient in every community that Tenet’s 49 hospitals serve across 11 states nationwide.

As part of IMPACT’s execution plan, an initial wave of seven hospitals were identified for integrating and launching a system-wide electronic health record (EHR) system before the end of 2010; Tenet’s second wave will engage Encore’s consulting services as part of the implementation team in continuing these successful EHR “go-lives” at a pace to complete all EHR implementations in just 48 months.

Beyond the EHR system integration itself, however, Tenet also has partnered with Encore’s CoreQuest team to develop processes that could extract and reuse the valuable data generated by EHRs for ongoing insights into new ways to improve healthcare delivery, quality, and efficiency over time.

### SOLUTION

Encore, through its CoreQuest™ products and services, is helping Tenet implement its EHR system nationwide, with the first seven go-lives successfully launched on schedule and dozens more planned in coming months. Encore is also working to ensure Tenet’s success in the continuing improvement of clinical quality, operating, and financial results that reach far beyond the simple integration and automation of a U.S. government certified inpatient and ambulatory EHR system.

With a strategic focus, Encore’s CoreQuest integrates the capabilities and processes to harness the data that EHR systems increasingly generate. The data are then converted into powerful, continuously flowing business-intelligence resources that can enable Tenet to analyze and improve care-delivery and operating efficiencies while reducing costs.

“The initiatives we are developing with Encore and CoreQuest advance Tenet’s vision for achieving the high levels of quality healthcare that can result from building an infrastructure founded on data,” said Elizabeth Johnson, Vice President of Applied Clinical Analytics, Tenet Healthcare Corporation. “With such a foundation, we can gain a deeper understanding of the costs and quality of the health services we provide, which will translate into improved patient experience and better management of patient populations wherever our hospitals are located.”

Encore’s CoreQuest team is also teaming closely with Cerner Healthcare Corporation as Tenet implements the Cerner Millennium™ EHR solution, which Tenet selected in December 2009. Cerner Millennium provides a proven, evidence-based computing platform that ensures secure access to an individual’s EHR at the point of care and organizes information to meet the specific needs of care providers, front- and back-office professionals, and consumers.

Transformation at Tenet will be driven through:

- Ensuring that automation of manual processes and data collection creates insight into quality and cost
- Construction of a business intelligence (BI) infrastructure with tools, technologies and processes to reuse and repurpose source data

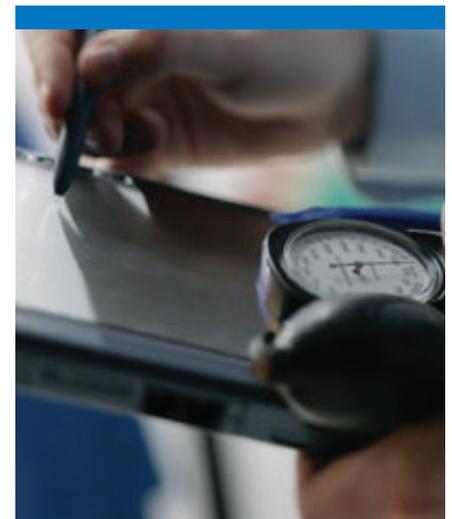


### ABOUT TENET HEALTHCARE

Tenet is the nation’s second largest publicly traded healthcare system, with more than \$9 billion in annual revenue and a workforce of more than 57,000.

### ABOUT TENET’S IMPACT PROGRAM

Tenet’s IMPACT program was first initiated in 2005. Today, its IMPACT EHR implementation is one of the largest of its kind currently underway in the United States and will position Tenet to meet Federal Government requirements for the “meaningful use” of EHR systems as defined under the terms of the American Recovery and Reinvestment Act (ARRA) of 2009 (commonly known as the “Stimulus Plan”) and its Health Information Technology for Economic and Clinical Health (HITECH) Act provision.



## CASE STUDY TENET HEALTHCARE (CONTINUED)

- Use of such data to create new discovery and knowledge, the resources and capabilities that can further develop and use the BI resources
- Development of data governance – or organization decision-making processes – that establish data standards, definitions and ownership.

CoreQuest was designed around “Five Coordinates” required to ensure that EHR system design, build and implementation first establishes a foundation to meet meaningful use requirements while providing the information infrastructure needed to respond for the future.

The Five Coordinates are:

1. **DATA** – Capture the required data in the prescribed standard and format that supports both ease of data entry as well as reporting and analysis
2. **CONTENT** – Build with evidence-based content that supports optimal physician order entry, clinical decision support and multi-disciplinary care planning
3. **PROCESSES** – Design processes to support capturing and using the data in workflows optimized by the technology
4. **DECISION-MAKING** – Provide governance models that focus on data decisions as well as process and technology decisions
5. **TECHNOLOGY** – Select, integrate and implement certified EHR technology; plan and design for future data analytics capabilities 

