Seeing Healthcare Through a New Lens
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MEDITECH SNAPSHOT

In an industry ripe for change, MEDITECH is delivering with the first full-scale, web-based EHR for the post Meaningful Use era. MEDITECH Expanse connects care across every setting — from the doctor’s office to the emergency department, acute, behavioral health, rehabilitation, long-term care, and within a patient’s home.

MEDITECH Expanse is the fulfillment of our mission to provide higher quality care, with greater efficiency to more people at a lower cost. We’re enhancing the patient-provider relationship by freeing providers from the burdensome and impersonal technologies of the past. By embedding patient-centered care into clinicians’ daily workflows, we’re providing them with the tools they need to foster stronger connections with patients and empower them in their decisions.

Our Global Presence

- More than 2,350 customers across 23 countries
- 20+ Customers in the UK and Ireland
- 65 hospitals in Australia
- 50+ hospitals, 55+ clinics, and 760+ lab sites across 12 African countries, including 100% of public hospitals in Botswana and 100% public and private sector labs in Namibia
- A presence in the Bahamas, British Virgin Islands, Honduras, Kuwait, Singapore, and the UAE.

- 25% US Market Share
- 47% Canada Market Share
- 85% have been with us for 10+ years
Hospitals using MEDITECH reported fewer Hospital Acquired Condition (HAC) and readmission penalties, as well as more positive value-based purchasing outcomes than competitor systems:

**Percent of Hospitals with Readmission Penalty**

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<tr>
<th></th>
<th>MEDITECH 6.x</th>
<th>Cerner</th>
<th>Epic</th>
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<tr>
<td>Penetration</td>
<td>81%</td>
<td>85%</td>
<td>83%</td>
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**Percent of Hospitals with Hospital Acquired Conditions Penalty**

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<th>Epic</th>
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<tbody>
<tr>
<td>Penetration</td>
<td>13%</td>
<td>25%</td>
<td>29%</td>
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**Percent of Hospitals with Positive Value-Based Purchasing Adjustment**

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<tbody>
<tr>
<td>Penetration</td>
<td>61%</td>
<td>46%</td>
<td>60%</td>
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**Percent of Hospitals with Negative Value-Based Purchasing Adjustment**

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<tr>
<td>Penetration</td>
<td>39%</td>
<td>53%</td>
<td>40%</td>
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Study by Navin, Haffty & Associates using data from the CMS database and MU attestations.

When it comes to tackling value-based care, MEDITECH has you covered — from the bedside to the boardroom, and all points in-between — at a fiscally responsible price point.

**$10 million cost savings** based on a **$5,080 decrease** in cost per case through sepsis screening at Avera Health (Sioux Falls, SD)

**$2.1 million increase** in charge revenue via integrated documentation and billing at Hilo Medical Center (Hilo, HI)

**$500,000 savings** on interface costs through MEDITECH integration at Phoebe Putney Memorial Hospital (Albany, GA)

**20% increase** in cash flow and **30% reduction** in ED wait times at Wilma N. Vázquez Medical Center (Vega Baja, PR)

**Lowered A/R Days** by **over 50%** and **reduced** lost revenue by **90%** using Revenue Cycle Management at Anderson Regional Medical Center (Meridian, MS)

**$475,000 annual cost savings, 13.7 percent decrease** in non-emergent ED visits at Avera McKennan & University Medical Center (Sioux Falls, SD)
Affording a quality EHR shouldn’t require cutting resources or risking your financial sustainability. Here’s how we keep your cost of ownership low:

**Perpetual license:** No re-licensing of products or mandatory update fees

**Inherent integration:** Eliminates cost and man hours required to manage unnecessary interfaces

**Cost-conscious implementation approach:** Standard content minimizes build time; on-site training eliminates costly travel; honest, upfront pricing prevents cost overruns

**Shared patient record and documentation:** Eliminates redundancies, cuts costs, increases productivity, and reduces the learning curve between settings

**All-inclusive support fee:** Prevents unexpected costs, with no added fees based on time of day, nature of the call, or tier level of support team

**Native web infrastructure:** Minimizes costly third-party, three-tier connections and highly regimented device requirements

### Thrive in a Value-Based World

Leverage our revenue cycle functionality to identify and manage new revenue opportunities, such as annual wellness visits, transitional care management, and chronic care management billing. When used with our chronic care management registry, MEDITECH Expanse can help you meet the documentation requirements for CPT 99490 and automatically drop charges to billing. In addition, our revenue cycle solution helps you:

- Capture information upfront, from copays to deductibles
- Reduce revenue leakage by automating collection streams and charges across your EHR
- Use dynamic and personalized worklists to monitor reimbursement and prevent or manage insurance denials
- Monitor financial and quality performance by establishing benchmarks, comparing across pay periods, and targeting areas of improvement.

“Two years ago, we had over $7 million in credit balances, representing over 7,000 accounts. Today, our credit balances are down to just $578,000 across 725 accounts. MEDITECH has also helped our facility to consolidate bad debt, and allow for automated monthly account reconciliation between our facility and our two vendors.”

Kevin Adams, Revenue Cycle Director
Anderson Regional Medical Center
Analyze Your Data, Your Way

With MEDITECH’s Business and Clinical Analytics (BCA) functionality, you can gain insight into your patients’ geographic locations and determine how service lines, such as outpatient centers or urgent care clinics, should be expanded to provide better access to care.

Leverage a comprehensive data model and flexible visualizations to understand your business, drive operational efficiencies, maximize financial performance, and improve patient outcomes. Whether utilizing standard content dashboards, or self service analytics to drag and drop metrics into more personalized charts and graphs, BCA allows for greater understanding of your patient population and operations.
MEDITECH Expanse brings you real-time universal access to the complete patient story across the continuum. Sharing data across practices, acute, home care, and post acute settings has a direct impact on the quality of patient safety and care, as well as time savings for providers.

Our platform addresses the demands of today’s value-based healthcare paradigm in five key areas:

- **Clinician Efficiency**
- **Interoperability**
- **Care Coordination**
- **Population Health**
- **Patient Experience**

### Clinician Efficiency

MEDITECH Expanse was built with the help of our physician and nurse consultants. Our EHR was designed to help clinicians practice medicine in a way that combats burnout, improves patient outcomes, and supports successful value-based care models.

With this platform, clinicians can provide safer, quality care more efficiently using:

- Specialty care workflows embedded with conditional logic
- Active and predictive surveillance
- Expert-based content and workflows
- Personalized data displays
- Advanced clinical decision support

### AVERA HEALTH CASE STUDY

Avera Health System, a large IDN based out of South Dakota (comprised of over 300 locations across five states — including 33 hospitals, 208 clinics, and 23 long-term care, assisted living, and senior living facilities), engineered a study comparing their previous desktop system to MEDITECH Expanse for productivity and efficiency. The results were based on 20 visits:

**DESKTOP-BASED SOLUTION**

- 6,100 clicks per clinic day
- 4 hours spent

**MEDITECH EXPANSE**

- 2,140 taps/swipes per clinic day
- 1.5 hours spent

**SAVINGS**

- 3,960 clicks per clinic day
- 2.5 hours saved
An EHR That's Accessible Anywhere, Anytime

MEDITECH Expanse leverages both the web experience and mobile technology to provide clinicians with all the right information when and where they need it. A complete web chart, displaying all relevant information across the care continuum, is just a tap away.

Swipe and Tap Your Way to Efficient Care

We designed our Expanse EHR to help improve your relationship with patients by removing the barriers that technology can introduce. We use standard mobile features coupled with instinctive, specialty-specific functionality to bring patient-centered care to the next level — allowing all care providers to quickly and easily interact with their patients' records just like any other app on a mobile device. Important data is pushed directly to all care providers in actionable, personalized screens.

Physicians can review patient information on any tablet from their office, in the exam room, or on the go. Likewise, nurses can perform bedside medication and transfusion verification, as well as document care interventions using just their smartphones.
Taking the Lead in Predictive Analytics

You’ve painstakingly captured every data element. Now, you can reap the benefits with MEDITECH’s Quality and Surveillance functionality. MEDITECH is the first EHR vendor to offer a native and actionable surveillance solution that guides clinicians through recommended response procedures using watchlists and bedside predictive status boards. With MEDITECH Expanse, clinicians can screen for patients “at risk” for dangerous conditions, such as sepsis or CAUTI; those who qualify for clinical quality measures; or those who meet other organization-defined criteria.

MEDITECH Expanse uses standard, evidence-based algorithms, templates, and workflows within pre-built and customizable boards. These are embedded with conditional logic to meet all of your quality and surveillance initiatives. Our predictive analytics can be applied and personalized across all specialties — including labor & delivery, CCU/ICU, pediatrics, skilled nursing, rehabilitation, long-term acute care, behavioral health, wound care, and dialysis.
Our Surveillance boards help identify at-risk patients and keep them from slipping through the cracks by:

- Automatically pushing real-time lifesaving data and alerts to nurses and physicians
- Monitoring medication and antibiotic utilization
- Enhancing communication across all members of the care team
- Preventing penalties and added costs related to readmissions, Hospital Acquired Conditions, and increased lengths of stay
- Improving quality scores and patient outcomes.

Valley Health System (Ridgewood, NJ)

Upon implementing MEDITECH’s Surveillance solution, Valley Health experienced the following outcomes:

- 100% of HIM-coded septic patients found by electronic surveillance
- 78% to 98% increased compliance in flu vaccine administration rates
- 93% VTE prophylaxis compliance rate, improved from the low 70s
- 30 minutes of nursing time saved by eliminating manual counts of urinary catheters and central lines for CAUTI and CLABSI rates.

Avera Health Systems (Sioux Falls, SD)

Early recognition of sepsis triggers immediate interventions at Avera Health, leading to:

- 45% reduction in sepsis mortality
- Decrease in sepsis readmission rate from 12.9% to 10.3%
- Drop in the readmission observed to expected ratio from .70 to .60 - exceeding top performers in the nation.

“Surveillance is one of the products I am most excited about. These boards provide us with an industry-leading tool that allows us to monitor patients in ways we haven’t been able to before.”

Greg Hartman, RN
Avera Health Systems
Interoperability

Fully Integrated AND Interoperable

- More than 200,000 interfaces successfully exchange MEDITECH data
- More than 30 million C-CDAs exchanged per year from inpatient discharges and ED visits
- Immunization data exchanged with public health agencies in 50 states/territories
- No Fees for transactions
- Over 300 billion data transactions per year

We are a key stakeholder in these nationwide initiatives:

**commonwell HEALTH ALLIANCE**

An organization offering a vendor-neutral platform to foster electronic information.

**HL7® FHIR®**

A bold endeavor to improve health data sharing with FHIR, the next-generation framework for interoperability.

“We were anxious for the MEDITECH CCD to effectively display the competitor’s CCD solution because of the robustness of the MEDITECH solution. MEDITECH’s CCD did not disappoint and we’re pleased with the success to date!”

Audrey Parks, CIO
Salina Valley Memorial Healthcare System

HL7, FHIR and the FHIR [FLAME DESIGN] are the registered trademarks of Health Level Seven International, registered with the United States Patent and Trademark Office.
Care Coordination

Coordinating care across the continuum is a challenge, but MEDITECH Expanse is streamlining the process with our “one patient, one record, one bill, one portal” approach. No matter where a patient presents in your community, all caregivers are accessing one single, comprehensive EHR which includes the following fully-integrated components:

- Medication File
- Problem List
- Patient Portal
- Billing System
- Allergy File
- eMAR
- Scheduling System
- Analytics Engine

Safer Transitions Between Care Settings

Our multidisciplinary discharge routines and case management ensure continuous care as patients safely transition to other care settings — by verifying that appointments, referrals, education, medications, equipment, and support teams are all in place.
Monitor Patients via Telehealth

Patients who are considered at-risk for readmission or repeat emergency room visits can be targeted to receive telehealth services after discharge. Remote patient monitoring is also available for chronic care patients within primary care as well as through MEDITECH’s Home Health functionality.

MEDITECH Expanse is integrated with a variety of digital health devices (including scales, glucometers, blood pressure monitors, and other technologies) to help patients track chronic conditions or report different aspects of their health. This data is standardized and integrated into the EHR workflow so it’s actionable to clinicians — including physicians, case managers, health coaches, and more.

Telehealth can also:

- Detect potential adverse events in advance and facilitate intervention when appropriate
- Maintain and trend accurate patient data over an extended period of time
- Enhance case management.

“Our goal is to empower patients to be as healthy as possible, and to remain independent longer. A key advantage is that MEDITECH’s EHR is truly integrated across our system, giving all Avera patients smoother transitions, more empowering tools, and timelier changes to their care.”

Jenni Peterson, RN
Avera Health Systems
There’s no silver bullet for population health. Every organization handles the health outcomes of their patient populations a bit differently. But MEDITECH Expanse provides the foundation you need to start managing your populations across any care setting, more effectively and efficiently.

Supporting HIMSS Cornerstones of Population Health

Our population health strategy aligns with the HIMSS Cornerstones of Population Health. MEDITECH Expanse will enable you to implement the new programs, processes, and roles you need to deliver high quality care at the appropriate utilization to your patient populations.

**Care Coordination:** We leverage our single platform EHR with solutions that span the health ecosystem, complemented through interoperability to help coordinate care and provide seamless care transitions.

**Patient Experience:** Features like our Patient and Consumer Health Portal App, direct appointment scheduling, questionnaires, and video visits help encourage healthy lifestyles, while promoting convenient patient tools and building consumer loyalty with your organization.

**Analytics and Reimbursement:** Analytics play a crucial role in population health, allowing care organizations to identify trends, as well as changes in readmission rates, chronic disease prevalence across patient populations, and more. MEDITECH is working with Arcadia to import claims data and marry it to EHR data for risk stratification, identifying gaps in care, and evaluating utilization patterns.

**Chronic Care Management:** We leverage this infrastructure to deliver proactive and preventative care to support the Quadruple Aim via our registries and telehealth solutions.
MEDITECH’s Patient Registries are actionable worklists that help providers monitor their populations by presenting them with real-time information from across the entire continuum. Registries empower users to examine entire groups of patients, determine who they’re accountable for, and decide on the appropriate interventions — all from just one screen.

Registries allow you to:

- Manage patients with chronic diseases in lower-cost settings, reducing inpatient and emergency department visits
- Identify and monitor at-risk patients in danger of developing chronic conditions, such as patients with rising HbA1cs, high BMIs, or high blood pressure
- Promote wellness in your community by advertising upcoming flu clinics or smoking cessation programs
- Follow up on and monitor patients with recent emergency department visits or hospitalizations to reduce avoidable readmissions.

“I love the registries! You don’t need 5 people doing the same job. You can really save man power hours by organizing yourself behind the registries and this data. The registries will help a great deal in keeping us moving forward.”

David Travis, DO
Grand View Health
Patient Experience

Provide your patients with the convenience and accessibility they desire, while encouraging healthier lifestyles and preventive care. Our solution helps improve outcomes and reduce costs, while enhancing the patient’s experience:

- Empower patients to review their health records, book or request appointments, request prescription renewals, and pay bills online from a mobile patient portal
- Interact with your patients through secure messaging and online questionnaires
- Track patient measurements captured from fitness trackers and wellness devices
- Reduce avoidable admissions — and readmissions — with remote monitoring
- Schedule and conduct virtual office visits with integrated video visit capabilities.

Capture Patient Generated Health Data

Patients can also upload their own Patient Generated Health Data (PGHD) into the Patient and Consumer Health Portal using wearables from Validic and/or devices from Ideal Life.
PARTNERSHIP

An EHR is a long-term commitment. That’s why your EHR vendor has to be the right partner to support your organization from the beginning of the procurement process, and well beyond. For that reason, MEDITECH developed an implementation strategy tailored to best meet your organization’s needs while delivering one implementation, one go-LIVE, and one hundred percent utilization on time and within budget. We offer:

- A multidisciplinary team approach
- ‘At the elbow’ physician training
- Data conversions & legacy data access
- A big bang go-LIVE that will get all of your clinicians up and running at the same time.

Evidence- and Expert-based Standard Content

In all care settings, MEDITECH provides standard content from the trusted sources your providers use most. There’s no need to start from scratch or access information outside the EHR when ordering standard protocols.

- MEDITECH is the only EHR vendor that embeds FDB OrderKnowledge strings within the ZynxInside content
- MEDITECH uses FDB APIs for both ambulatory and acute settings
- MEDITECH’s embedded use of IMO’s expansive terminology allows physicians to search problems directly within their workflow, using terms they are familiar with and aligning those terms with clinically accurate code sets
- MEDITECH collaborates with the National Decision Support Company (NDSC) to streamline the licensing and activation of features required to comply with imaging appropriate use criteria (IAUC).

Evidence- and experience-based toolkits embedded in MEDITECH Expanse consist of optimal workflows and system guidance to help your organization improve outcomes, save time, and conserve resources.

“Having used [MEDITECH’s sepsis program] over the past six months, I’ve seen how it not only improves outcomes, but also offers measurable and reportable criteria for continued improvements.”

Marcia Cheadle, RN
Senior Director of Advanced Clinical Applications, Engage
MEDITECH’s Stage 7 Program helps organizations reach the peak of the HIMSS Analytics EMR Adoption Model. 18% of Stage 6 and 7 sites are MEDITECH customers.

“Our Stage 7 designation is a testament to UHCC’s successful optimization of MEDITECH’s EHR to maximize clinical workflow and improve patient outcomes.”

Anne Lara
Senior Vice President and CIO
Union Hospital of Cecil County

One MEDITECH Circle

MEDITECH recognizes healthcare is personal for everyone and we are all stronger when we work together in partnership with one another. That’s why we’ve established a unified community called One MEDITECH Circle — through which we encourage our customers to connect with us and share their stories and challenges. We help our customers get the results they desire by providing a variety of resources through post-LIVE Optimization Assessments, toolkits, webinars, a Regulatory Resource Area, etc.

We engage our customers in focus groups as we continue to develop our products. We also help our customers share their outcomes and successes through case studies, white papers, and at customer events. For more information about our events, please visit https://ehr.meditech.com/events.

“We looked at a lot of systems from high-end to lower end. I must admit that MEDITECH has delivered on all the promises they made. When I go back and track all the things that MEDITECH said they would do and what they actually delivered, I can put a checkmark alongside all of them.”

Jim Matney, President and CEO
Colquitt Regional Medical Center
Customer Successes

**Avera Health Systems** (Sioux Falls, SD) has 4 hospitals that achieved ANCC Magnet Recognition® and 3 that earned HIMSS Analytics Stage 7 designation. Additionally, Avera eCARE™ eEmergency received a 2016 Innovations in Rural Health Award.

**Colquitt Regional Medical Center** (Moultrie, GA) received an “A” Hospital Safety Score from the Leapfrog Group, named one of the safest hospitals in the nation for the sixth time in a row.

**Galway Clinic** (Galway, Ireland) is the first hospital to achieve HIMSS Analytics Stage 6 designation as well as implement e-Prescribing in Ireland.

**Hilo Medical Center** (Hilo, HI) achieved HIMSS Analytics Stage 7, won a 2015 Enterprise Davies Award, and has a sepsis mortality rate of less than 10% (compared to a national average of 17%).

**Humber River** (Toronto, ON) is the first all-digital hospital in North America, and the second hospital in the world to have a Digital Command Center.

**Ontario Shores Centre for Mental Health Sciences** (Whitby, ON) is the first behavioral health organization in the world and the first Canadian hospital to reach HIMSS EMRAM Stage 7. It was also the first Davies Enterprise Award recipient in Canada in 2015 as well as the first behavioral health facility to win since 2006.

MEDITECH is the leading EHR Vendor in Becker’s Top 100 Rural & Community Hospitals for 2017. Our EHR is used in 39% of the healthcare organizations recognized.

**MEDITECH Customers Lead the Way on 5-Star and Double 5-Star Hospital Lists**

- **Double 5-Star** (HCAHPS & CMS)
  - 42%

- **5-Star (CMS)**
  - 24%

32% of MEDITECH customers rated by the Leapfrog Group earned an “A” for hospital safety.