



IMPROVE CLINICAL PERFORMANCE AND OUTCOMES

CLINICAL PERFORMANCE AND DECISION SUPPORT SOLUTIONS
USED BY MORE THAN 3,000 HOSPITALS IN THE U.S.





CLINICAL PERFORMANCE AND DECISION SUPPORT SOLUTIONS

Facing rising costs in care delivery, tighter financial accountability, higher demands for patient safety and satisfaction, and increased scrutiny associated with cost and quality transparency, hospital executives and management teams are under constant pressure to improve performance.

To be effective, healthcare leaders need reliable information to focus attention on efforts that both increase quality and generate economic value, guiding and supporting staff and clinicians to set priorities and effectively implement improvement initiatives. The Healthcare business of Thomson Reuters provides a consistent source of critical, empirical, and evidence-based insight that connects the quality of care with the bottom line.

BUSINESS QUESTIONS

- How are we consistently demonstrating high-quality, efficient standards of care to consumers and payers?
- Are we wasting resources or missing reimbursement opportunities that could directly affect our bottom line?
- Where are our best opportunities to improve cost, charges, LOS, outcomes, and care delivery?
- Do we know if practice patterns are keeping up with leading diagnostic and therapeutic practices and technologies?
- Is our organization prepared for reimbursement based on the quality of care we deliver?
- What mechanisms do we employ to assure compliance with standards of care?
- Can we systematically identify high-risk patients in our hospital right now—and intervene before they become critical?
- Are there too many disparate sources for clinical information?
- Is clinical information readily available for clinicians at the point of need?

CONNECT AND ENABLE KEY STAKEHOLDERS WITH A CONSISTENT SOURCE OF INFORMATION

With an executive dashboard of mission-critical performance metrics, hospital leadership can easily access, understand, and monitor performance results. You can also identify strengths and key opportunities for improvement with comparative benchmarks for industry-standard process, outcome, and performance metrics by service line. Executives then gain objective information to share with the board, demonstrate excellence to the community, and support governance and public reporting initiatives.

Quality-management staff use reporting tools to drill into metrics—including length of stay (LOS), costs, charges, readmissions, and Thomson Reuters proprietary risk-adjusted mortality and complications—to isolate and monitor all quality initiatives and respond to American Healthcare Research and Quality (AHRQ) patient safety and inpatient quality indicators.

Physicians and medical staff gain an objective picture of individual performance tied to patient outcomes. Physician performance reports on LOS, cost, complications, mortality, and case distribution can uncover and examine wasteful treatment regimens to promote more appropriate and cost-effective approaches. Clinical team members benefit from trusted, evidence-based clinical information, when and how they need it, at the point of care.

FOCUS ON THE BEST OPPORTUNITIES BASED ON THE MOST ROBUST BENCHMARKS

Discover and prioritize opportunities that have the potential to deliver the greatest impact on quality as well as the bottom line. With benchmarks that are built by applying industry-leading methodologies and world-class analytics to the nation's largest and most robust healthcare database, you can be confident that you are focusing on the right priorities. Thomson Reuters **Clinical Performance Solutions**, built on offerings from Solucient and Medstat, deliver metrics that identify both potential quality and economic impact. Thomson Reuters continues to develop new Web-based analysis and reporting tools that incorporate the best features of the Solucient and Medstat products clients have relied on for years.

Evaluate your performance against that of peer hospitals. Strive for the best with comparisons to Top Performer benchmarks that apply the Thomson Reuters **100 Top Hospitals**[®] methodology to identify

the nation's highest-performing hospitals. Compare patient-care patterns among physicians and across hospitals, and compare expected to observed results to identify appropriate focus areas. A detailed drill-down from service line all the way to individual patients allows you to isolate root causes of variation.

ADVANCE BEST PRACTICES WITH THE MOST TRUSTED CLINICAL EVIDENCE

Thomson Reuters **Evidence Solutions** (formerly Micromedex offerings) have supported hospitals for more than 30 years and can be found in more than 3,000 hospitals in the U.S. and 80 countries worldwide. These solutions support best practices by delivering relevant clinical knowledge for every stage of care.

Improve patient safety and quality of care by reducing medical errors, aligning with emerging standards of care, and integrating evidence-based medicine and best practices into clinical care. Thomson Reuters delivers trusted clinical evidence solutions including Order Sets, information to answer clinical questions, and proactive medication alerts that help implement best practices for medication safety, disease and condition management, patient empowerment, and formulary management.

Streamline clinical processes and develop operational efficiencies through the use of consistent clinical knowledge resources that are available to clinicians across the hospital enterprise. Maintained by a staff of more than 100 advanced-degree professionals and clinicians, Thomson Reuters Evidence Solutions deliver the right information to the right person in the right format at the right point in the workflow to support clinical decisions that optimize quality, efficiency, and costs. Rely on current, trusted clinical evidence to empower clinicians to make the best decisions for their patients.

INCREASE YOUR RETURN ON INFORMATION

Ranked number one by KLAS[®] in the mobile data systems category for the last six years, the Clinical Xpert[™] suite of Clinical Workflow Solutions (formerly MercuryMD offerings) delivers critical information to medical professionals at the point of care. Doctors, nurses, and pharmacists get direct access to the latest updates on their patients wherever they are—via the Web, mobile devices, or smart phones.



Our Clinical Workflow Solutions deliver clinical patient data directly to the clinician, helping to streamline physician workflow and improve the hospital's reputation and relationships with physicians. The technology can automatically identify high-risk patients and required interventions. A complete admission-to-discharge workflow solution addresses all the hospital-based functions required for medication reconciliation.

Deployed on top of a hospital's clinical information system, the Clinical Xpert system provides a coordinated view of data, extending the value of existing disparate sources of information. As an added benefit, the technology can be used as an Hospital Information System (HIS) back-up, mitigating the cost and risk of both scheduled and unscheduled system downtime.

ASSURE SMOOTH REPORTING OF QUALITY MEASURES AND REGULATORY REQUIREMENTS WITH THE MOST TRUSTED SOLUTIONS

Trusted by more hospitals, the best-in-class Regulatory Reporting Solution from Thomson Reuters—the nation's leading ORYX® core measures vendor—helps you deliver efficient and reliable reporting, ensuring performance-based reimbursement and protecting your market share. With 99-percent on-time submission to The Joint Commission and 99-percent acceptance by CMS, Thomson Reuters Solutions can save you both time and resources.

Thomson Reuters professionals play guiding roles in influential national healthcare quality efforts, including the National Quality Forum and Health and Human Services' American Health Information Community (AHIC). Thomson Reuters Solutions reflect the insights and perspectives gleaned from

“Improving the rate of complication-free surgeries is one of our key strategies at Gwinnett Hospital System. Instituting Thomson Reuters Solutions has helped us focus on target areas and fully understand the causes of complications. The result is a decrease in our index by more than 10 percent.”

J. Thomas Karr, Jr.

Executive Vice President and Chief Operating Officer
Gwinnett Hospital System

these efforts. Our recognized thought leadership in healthcare and government initiatives helps Thomson Reuters clients keep up with this rapidly changing environment.

PARTNER WITH EXPERTS

Leveraging our extensive comparative data resources, the Thomson Reuters **Strategic Consulting Services** team adds the experience and additional benefit of qualitative insights that complement and extend your data and tools. Our experts can help you gain rapid insight and an objective, realistic evaluation of clinical performance that helps you prioritize and focus your resources, find the best answers, drive change, and implement solutions.

DID YOU KNOW?

- Thomson Reuters Projected Inpatient Database (20 million discharges) represents the entire universe of short-term, general, non-federal U.S. hospital discharges.
- A staff of 100+ advanced-degree professionals and clinicians develop and maintain authoritative referential content.
- Thomson Reuters researchers have published more than 190 peer-reviewed journal articles since 2000.
- Clinical Xpert™ Navigator (formerly MercuryMD MData Mobile) has been recognized as the Category Leader in KLAS Mobile Data Systems for six consecutive years.
- Thomson Reuters is the nation's largest ORYX core measures vendor, with 99-percent on-time submissions to The Joint Commission and 99-percent acceptance by CMS.
- Thomson Reuters 100 Top Hospitals program identifies the nation's highest-performing hospitals and publishes the balanced scorecard measures that set the bar for performance and are highly valued by hospital CEOs and boards of trustees.
- 100 Top Hospitals is part of The Joint Commission's new Strategic Surveillance System (S3™) announced in August 2007.

DRIVE CONTINUAL PERFORMANCE IMPROVEMENT WITH RESULTS YOU CAN DEMONSTRATE

Only Thomson Reuters Solutions combine the most extensive comparative benchmarks, authoritative evidence-based referential information, flexible workflow technology, and expert Strategic Consulting Services that support each step of the quality-improvement process.

- Assess which outcome metrics have the highest potential for improvement, both clinically and financially. Detect inefficiencies, prioritize opportunities, and set improvement goals based on relevant, dependable, quantitative information that's based on the most robust benchmarks available.
- Identify solutions by isolating causes of variation and leveraging a broad set of evidence-based best practices and consulting experience to target action steps.
- Implement the right action at the right time with flexible, best-in-KLAS mobile and Web technology that integrates directed, patient- and context-specific clinical evidence with real-time patient data access at the point of care.
- Monitor and report results with the executive dashboard for a current view of performance, reliable quality measures submission, and alignment with national consensus measures that help keep you ahead of the next initiative.

CLINICAL SOLUTIONS FROM THOMSON REUTERS

Clinical performance improvement

Assess performance, resource utilization trends, and comparative benchmarks to identify top opportunities and reduce variation in practice.

Regulatory reporting

Deliver timely, efficient, and cost-effective reporting to The Joint Commission, CMS, and other pay-for-performance organizations.

Medication safety

Independently reviewed drug and pharmaceutical information and integrated tools to support safe medication management, ordering, and administering and to encourage the best recommendation for each patient.

Medication reconciliation

Streamline the process of creating, managing, and reconciling a patient's medication list from admittance to discharge, including interaction, allergy, and duplication checking.

Disease and condition management

Quickly reference the most current treatment-of-choice information at the point of care to help minimize errors, prevent unnecessary tests and procedures, reduce treatment costs, and improve patient outcomes.

Order sets

Reduce medication errors and improve compliance with an evidence-based library of standard order sets and a Knowledge Management Tool covering the most frequent hospital and emergency department diagnoses, procedures, and chief complaints.

Formulary management

Manage your hospital's formulary and provide immediate access to the formulary throughout your entire facility to help contain rising drug costs and promote patient safety.

Mobile patient data access

Direct access to complete, real-time patient information with handheld-based rounding, patient profiling to identify high-risk patients automatically, charge management, and patient handoff.

Patient education

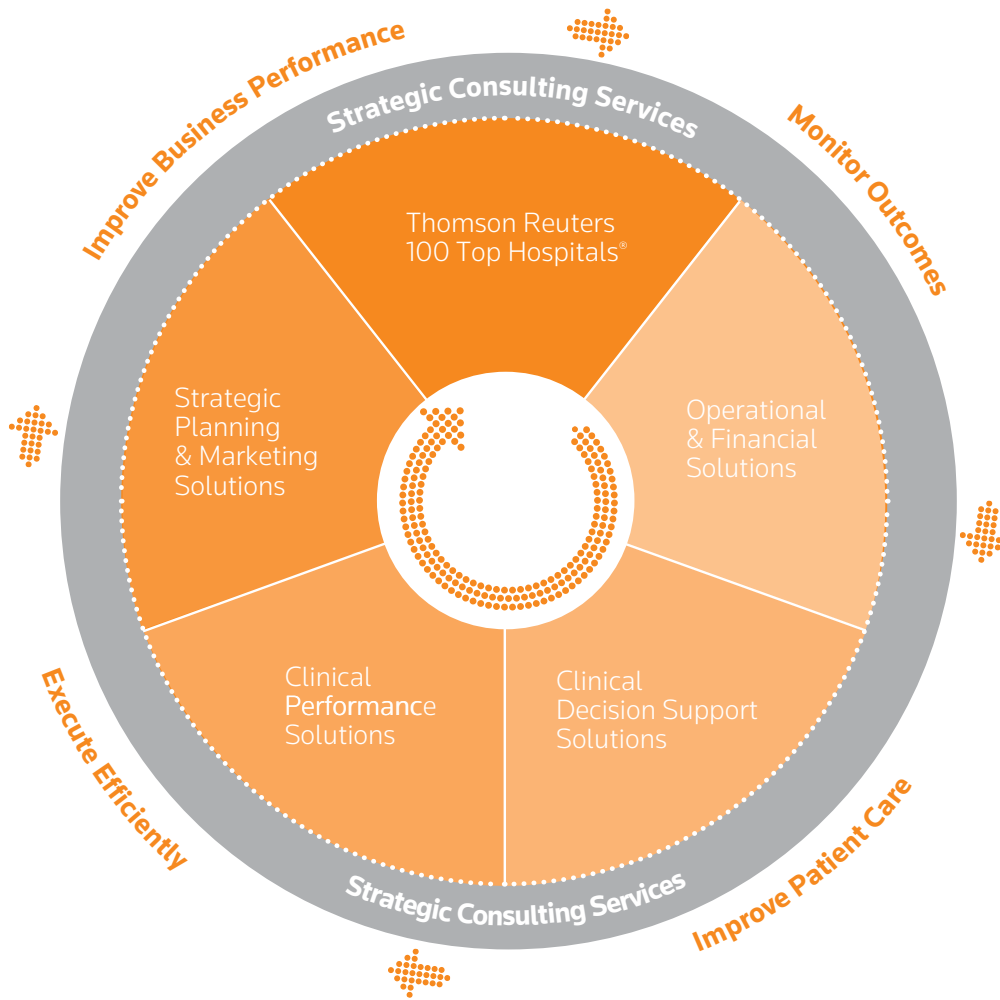
Information to educate patients about their immediate condition, treatment, follow-up care, and continuing health concerns, as well as a complete collection of patient-focused health information for hospital Web sites or portals.

The Healthcare business of Thomson Reuters produces insights, information, benchmarks and analysis that enable organizations to manage costs, improve performance and enhance the quality of healthcare. Thomson Reuters is the world's leading source of intelligent information for businesses and professionals. We combine industry expertise with innovative technology to deliver critical information to leading decision makers in the financial, legal, tax and accounting, scientific, healthcare and media markets, powered by the world's most trusted news organization. With headquarters in New York and major operations in London and Eagan, Minnesota, Thomson Reuters employs more than 50,000 people in 93 countries. Thomson Reuters shares are listed on the New York Stock Exchange (NYSE: TRI); Toronto Stock Exchange (TSX: TRI); London Stock Exchange (LSE: TRIL); and Nasdaq (NASDAQ: TRIN).

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Hospital executives, managers, and clinicians rely on Thomson Reuters Solutions to improve clinical and business performance. Thomson Reuters offers a comprehensive suite of content, applications, and consulting services to help improve performance across the enterprise:

- Strategic planners count on vital market and consumer intelligence to develop sound growth plans and effective marketing strategies.
- Clinicians are empowered with trusted clinical evidence to make the best decisions for their patients.
- Clinical and operational executives gain relevant and reliable measures of performance and an objective guide, based on peer benchmarks, to focus efforts where they will have the most impact.

Our **Strategic Consulting Services** experts complement and extend the data and tools with an objective view of performance and the experience to help address key strategic and operational questions, drive change, and implement solutions.

Built on the strength of leading healthcare brands including Medstat, MercuryMD, Micromedex, PDR, and Solucient, Thomson Reuters also authors the prestigious Thomson Reuters **100 Top Hospitals** studies and is a recognized thought leader in healthcare and government initiatives.

