



Customer Success Story - Emergency Medical Associates

Agenda

Introduction

Organizational Characteristics

Business Value Proposition from Migration

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Due Diligence for Migration

Migration Choices & Details

Appendix – Technical Advantages of XI 3.1 for EMA

Emergency Medical Associates (EMA)

- EMA of New Jersey and New York.
 - Founded in 1977
 - 100% owned, governed and managed by its physician shareholders
 - EMA staffs 21 emergency departments (ED)
 - Located in New York and New Jersey
 - EMA physicians treat over 950,000 patients annually
 - 360+ physicians
 - 100+ physician extenders (PAs/NPs)
 - EMA owns an MSO and billing company
 - Alpha Physician Resources
 - Bravo Reimbursement Specialists



Organizational Characteristics



Triage Information Needs!

Emergency **D**epartments (EDs) operate independently.

Core metrics exist, but each ED has “needs.”

End users have little technological tolerance.

BI staff size is small.

Data **Q**uality problems are symptomatic

Data is never timely enough.

Value Proposition – XI 3.1

- Make Business Intelligence:
 - Easier to analyze KPIs
 - More interactive
 - More portable and less reliant on the internet
- No more “WRONG” instances distributed.
 - If a report failed during the scheduling process, it no longer became available to the end user.
- Interactivity between live-office and Xcelsius.
 - Replace Scorecards with Xcelsius Dashboards
 - Set Xcelsius dashboards to refresh on open
 - E-mail Xcelsius models to analytics consumers

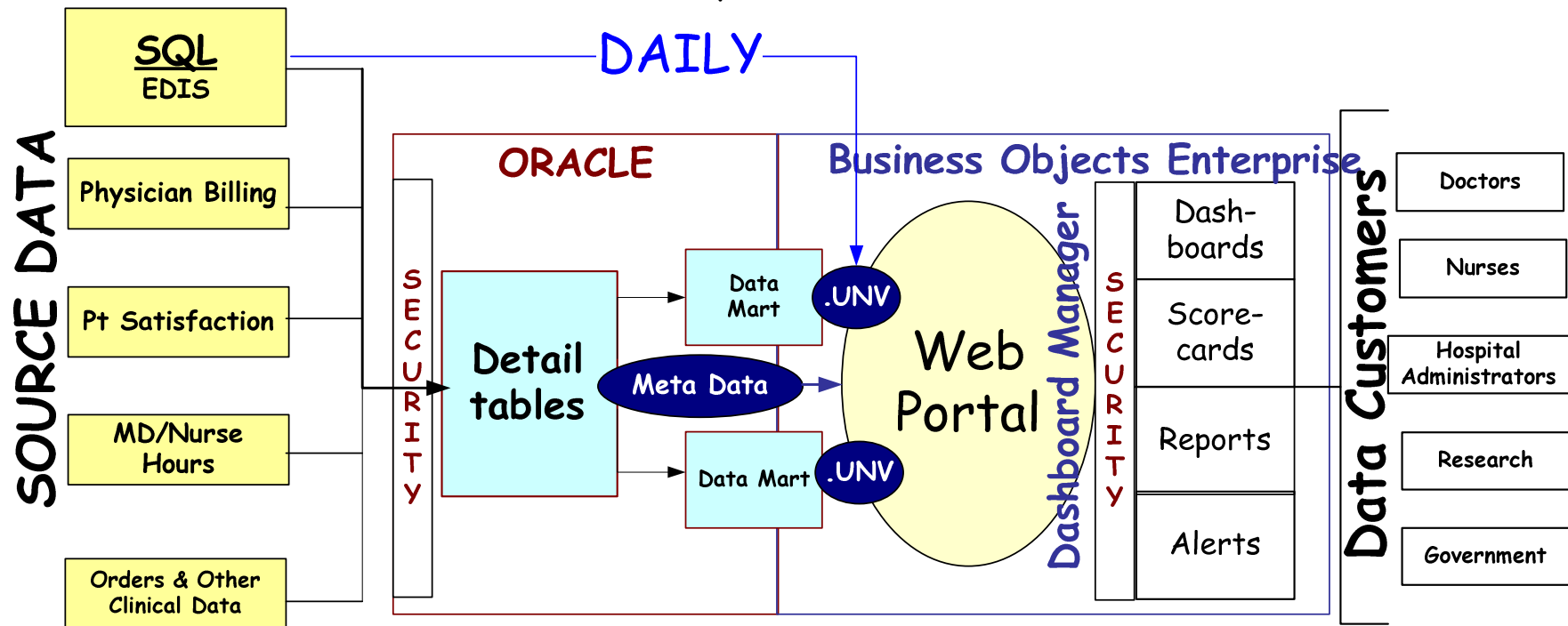
EMA's Solution Architecture

Data Transformation (ETL)	Data Management	User Access & Reporting
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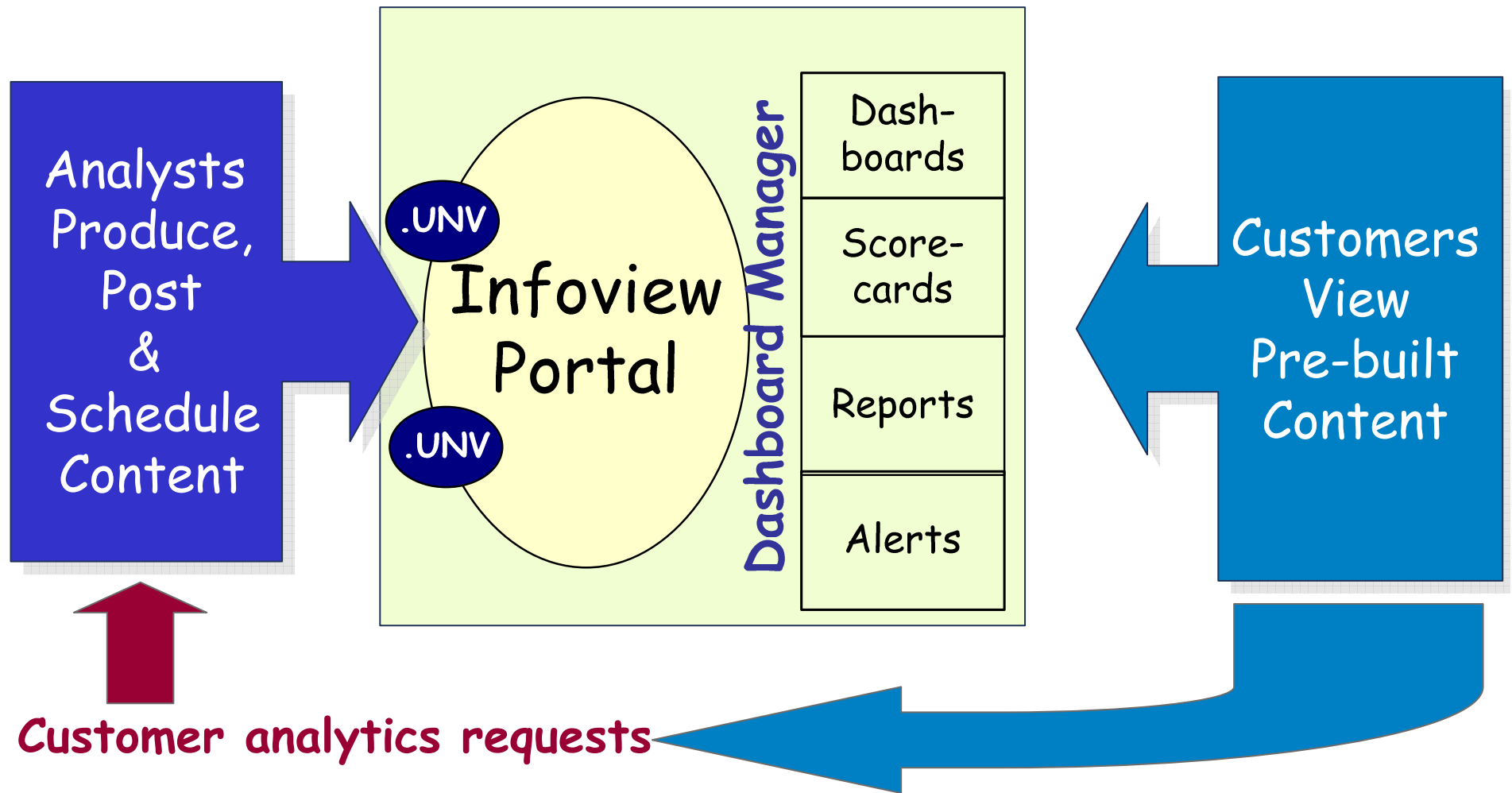
Data acquisition
Data transformation
Data Consolidation
Data Loading

Data loading validation
Data architecture
Database Administration
Security

Personalized Web-Portals
Standard analytics
Ad-hoc reporting



Analysts Support the Customer



Prior Environment – Version XI R2

Your Logo Here

WEBeMARS

ED Business Intelligence™

Updated Through The End of **May 2008**

Customi

Avg Visits Per Day	ED 1	ED 2	LWOB %	ED 1	ED 2	Pts Per Prov Hour	ED 1	ED 2
Current Mos - 05/08	47	213	Current Mos - 05/08	1.8%	0.6%	Current Mos - 05/08	1.53	2.35
Prior 3 Mos	47	208	Prior 3 Mos	1.5%	1.0%	Prior 3 Mos	1.5	2.34
Trend	▲	▲	Trend	▲	▼	Trend	▲	▲

WEBeMARS Analytics

- Analytics
 - Multi - Site Comparisons
 - Scorecards
 - Operations
 - Clinical ICD9
 - ICD9s w_TAT gtr than 8 Hrs - BMC
 - Top 10 ICD9s by Age Group - BMC
 - ICD9s w_TAT gtr than 8 Hrs - NBGC
 - Top 10 ICD9s by Age Group - NBGC
 - Productivity
 - BMC
 - Physician/AP Productivity - BMC
 - Control Chart - TAT Admit Pts BMC
 - Control Chart - TAT Disch Pts BMC
 - NBGC
 - Satisfaction

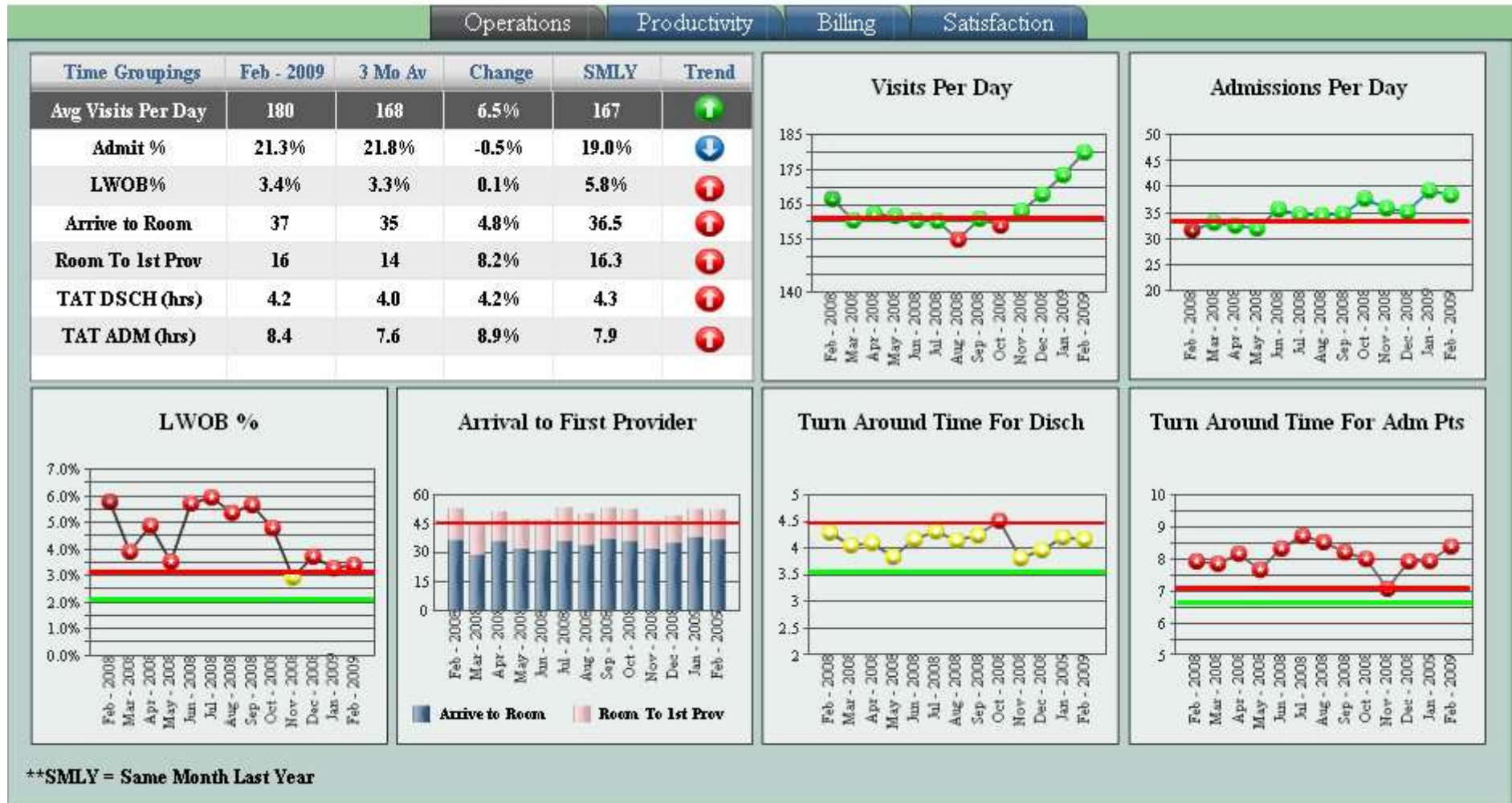
Viewer

Metric Name		Curr Month's ...	Last Month'...	Change	% Change	
Staffing						
Total Monthly Visits		6,598	6,186	412	6.66%	▲
Avg Visits Per Day for	●	212.84	206.2	6.64	3.22%	▲
Avg Doc/AP Hours Per Day		90.65	88.5	2.15	2.42%	▲
Productivity						
Patients Per Provider Hour		2.35	2.33	0.02	0.78%	▲
Billing Activity						
% 99284 Billed		26.00 %	26.06 %	-0.06 %	-0.23%	▼
% 99285 Billed		8.50 %	12.24 %	-3.74 %	-30.56%	▼
% Critical Care Billed		0.58 %	0.70 %	-0.12 %	-16.67%	▼
ED Operations						
Admits - % Total		16.38 %	16.12 %	0.27 %	1.65%	▲
TAT - Dsch Pts		134.42	149.46	-15.03	-10.06%	▼
TAT - Adm Pts		351.13	350.82	0.31	0.09%	▲
Monthly % LWOB for	●	0.59 %	0.61 %	-0.02 %	-3.78%	▼
ED Boarding						
% Admit Pts w_boarding < 2 hrs ...	◆	43.29%	43.83%	-0.54%	-1.23%	▼
% Admit Pts w_boarding < 3 hrs ...	◆	72.62%	71.72%	0.90%	1.26%	▲

Revised Look and Feel



The New Dashboards

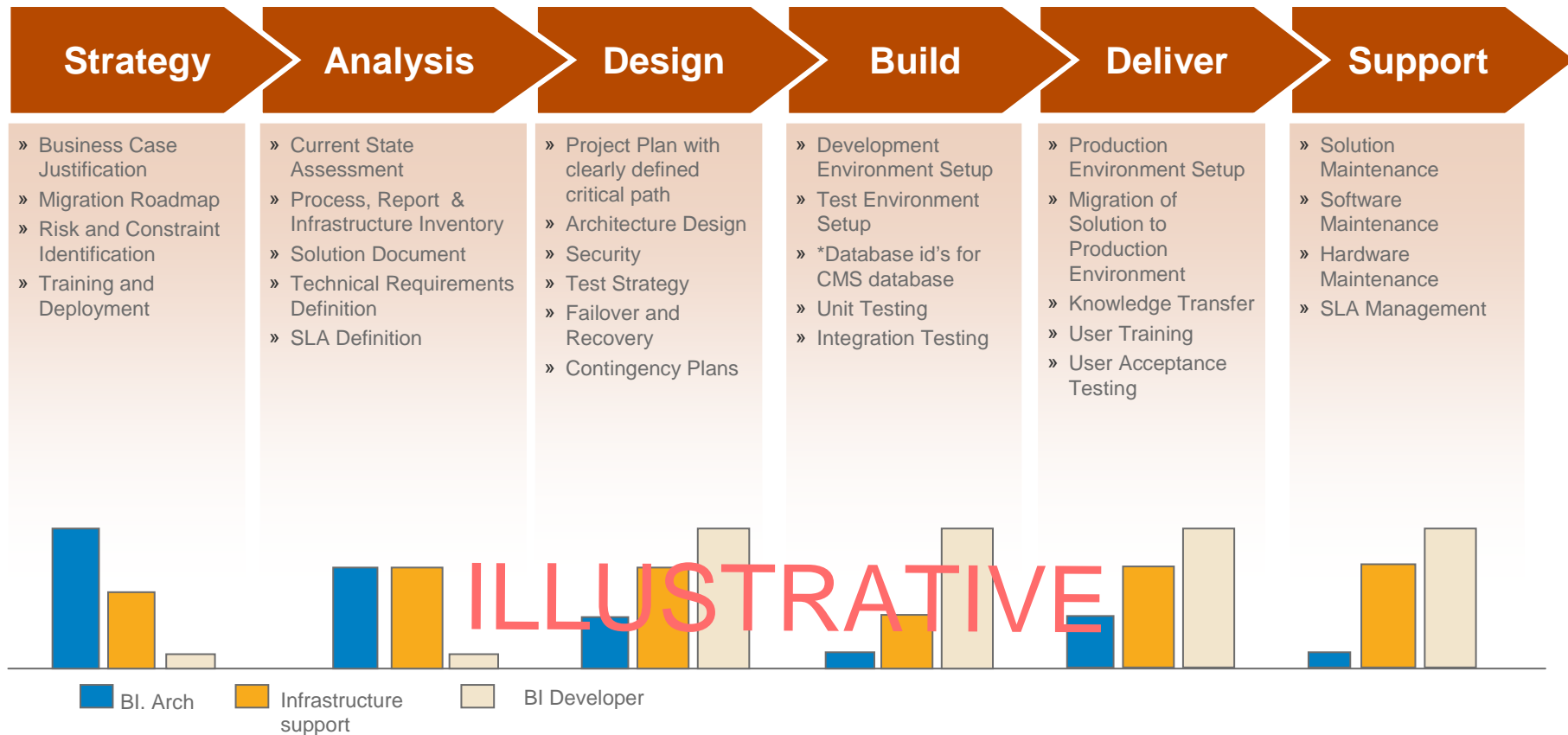


Lessons Learned – Work Arounds

Issue	Nature of problem	Solution	Showstopper	Bug or Architecture Change?
Scorecard analytics could not be upgraded	Scorecard analytics did not move into R3.1 environment.	No resolution found.	NO	Bug
#### values in Webi reports	Where the cell size is set not wide enough, a #### is shown instead of numbers.	Manual report fixes.	NO	Bug
No More Floating Links	Can no longer place report links alone on a dashboard page because a default image is brought along with the report link.	Manual dashboard re-formatting.	NO	Bug
Some of the scheduled reports failed	Some of the reports that used a prompt value needed to be re-scheduled if the report was converted from Deski to WEBi in version 2.	Manual dashboard re-formatting.	NO	Bug
URL links	URL links for all drill downs had to be re-set if prior reports used open document function.	Manual report fixes.	NO	Bug

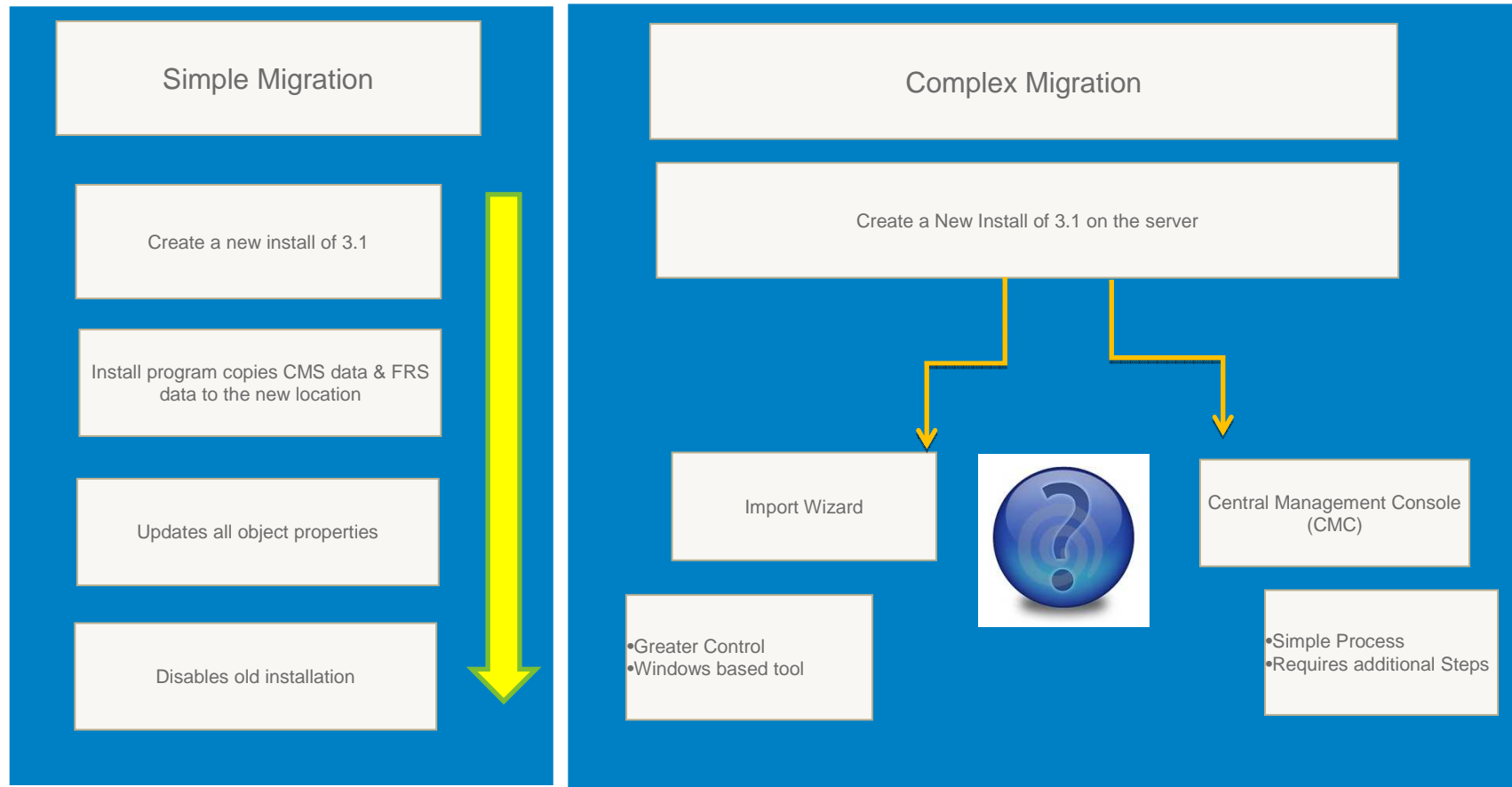
Due Diligence Process

Best Practices for an upgrade or migration effort



Migration Choices

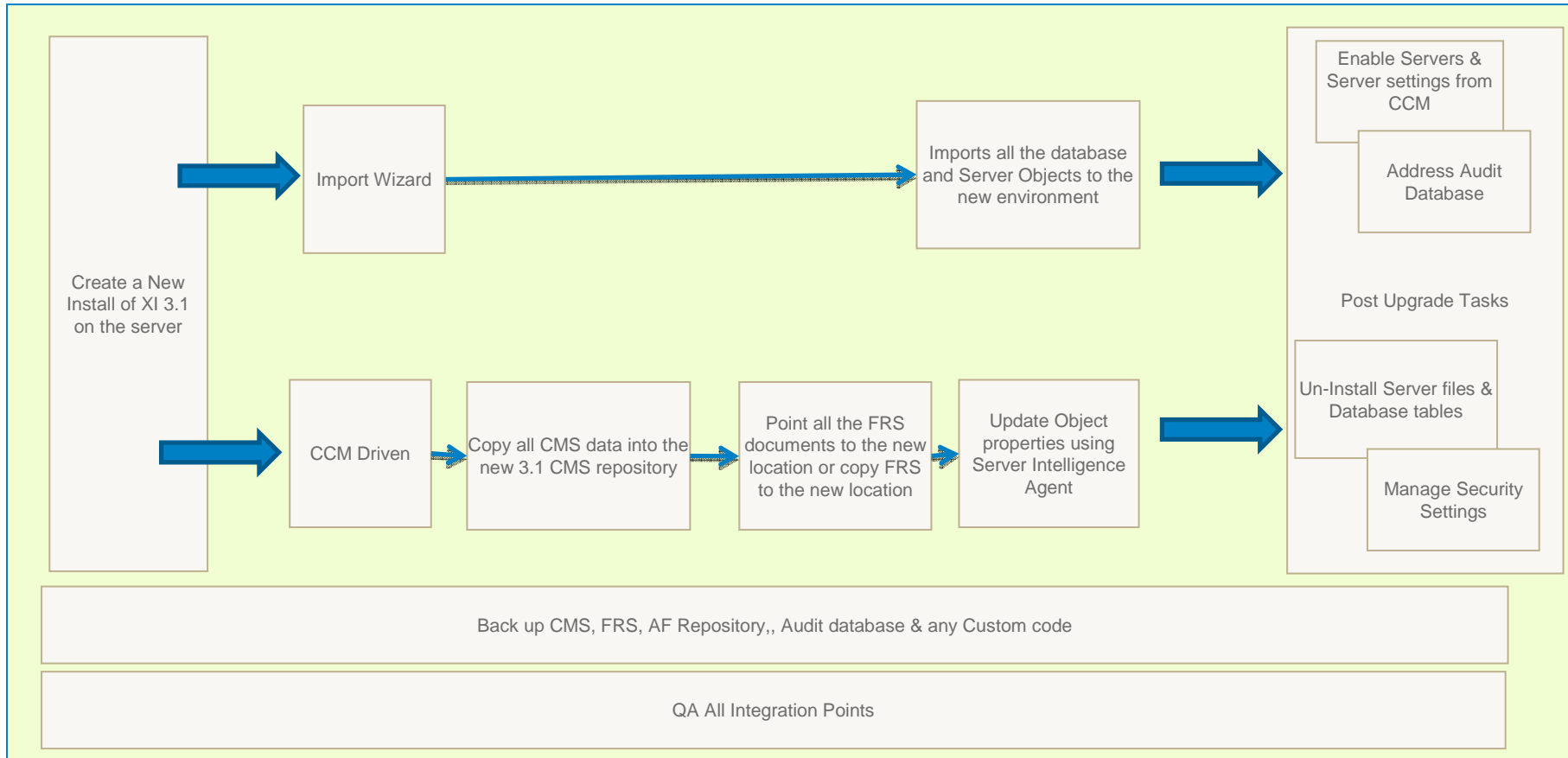
Migration Work Flow and Check & Balances



Most Enterprise Migrations are Complex in Nature

Migration Work Flow

Migration Work Flow and Check & Balances



In Conclusion



Upgrade - Your Best Bet

After spending a year and a half getting users to go to the internet for their data and analytics, there still existed “Key” group of people who refused to:

**Go on-line for their data
Take ownership over their data; data content & data quality
Exploit the tools given**

The perception that the tools were “too hard” continued to prevail. XI R 3 could be the answer.

Differentiators

Why Us?

Partnering with Right Angle Solutions:

Strengths that you can leverage

- Business Value Driven: View Technology as an enabler and focus on usability and effectiveness of solutions. Sustainable solutions are technology agnostic and open.
- Strategic focus in Business Objects & SAP BI Solutions. Involved in several successful migration efforts for Organizations with more than 1500 users.
- Enterprise View of BI: With the convergence of un-structured and structured data content, advance search capabilities, data warehouse appliances & delivering BI “as-a-service” requires system integrators to have end-to-end capabilities.
- Data Warehouse Implementations: Successful data warehouse implementations involve experienced resources with deep knowledge in Data Architecture, Data Modeling, ETL and Reporting Requirements.
- Experts in Business Intelligence: Nominated to speak in several BI conferences and lead Beta teams for large enterprise customers.
- We are committed to your success!!

Appendix A: Technical Advantages

- Improved CMC (wow what a difference).
- Improved Infoview
- Improved scheduling and instance management.
- Improved dashboard design tools.
- Improved Webi functionality.
- Improved performance.

Q&A



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