

BioMidwest

Botsford General Hospital Physicians Gain Electronic Access To Clinical Data, Superior Consultant Outsourcing Delivers Expanded Capability

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DEARBORN, Mich. and FARMINGTON HILLS, Mich., Aug. 16 /PRNewswire-FirstCall/ -- Superior Consultant Company and Botsford General Hospital today announced they have successfully piloted and will fully deploy a software application that provides clinicians easy access to patient information and clinical results from multiple disparate systems by means of a clinical data repository. Access to the repository is via a sophisticated, Web-based portal. The full implementation of this portal, which Superior and Botsford anticipate will include 900 additional users within six months, is part of Botsford's overall clinical transformation strategy.

The application, CDR-Web(TM), is a secure, Health Insurance Portability and Accountability Act (HIPAA)-compliant environment for patient information guided by strict business rules. The permanent retention and storage of clinical information in the Clinical Data Repository (CDR) is populated on a real-time basis, with patient demographic and clinical information being fed from the existing hospital information systems.

The CDR-Web application product, developed by Reliance Software Systems, was implemented as part of the full Information Technology Outsourcing agreement between Superior and Botsford. Superior led an integrated team of Superior, Reliance and Botsford personnel to achieve implementation and Superior is hosting and operating the application at Superior's processing center.

The application system provides comprehensive, real-time results reporting in a visually appealing, integrated clinical record. Equipping Botsford clinicians with this configurable, secure, Web-based



"The physicians and nurses who initially road-tested CDR-Web provided excellent feedback regarding the application, and the pilot participants' recent support of the system further confirms our need to move forward with the implementation phase of this innovative clinician portal," said Dr. Paul LaCasse, Executive Vice President and Chief Operating Officer at Botsford General Hospital and executive sponsor of the clinical portal application project.

During the one-month pilot phase, selected clinicians, including physicians, registered nurses, pharmacists and various medical office staff, were trained on CDR-Web. Survey results from the pilot participants indicated significant enthusiasm and overwhelming support to deploy CDR-Web across the Botsford Continuum. Participants noted that the application was very easy to use, visually appealing, and significantly helped them in their delivery of patient care. Within the next six months, Superior and Botsford expect 900 additional users, including house staff, key admitting physicians, residents, interns, and nursing personnel, will be trained on and using the CDR-Web application.

Under an outsourcing agreement, Superior has been performing all information technology functions for Botsford General Hospital for seven years, keeping the hospital strategically competitive with current healthcare technology. "We are very pleased with the support we've been given from Superior's team of professionals relative to this project, which I believe is going to be a launching pad for our clinical transformation at the hospital," added Dr. LaCasse.

About Botsford General Hospital

Botsford General Hospital, a 330-bed acute care community hospital serving communities in southern Oakland and western Wayne counties and northwest Detroit, was a recipient of the 2003 Governor's Award for Improving Care in the Hospital Setting and the Governor's Award for Improving Care in the Emergency Department Setting. A medical staff of more than 500 physicians representing a wide range of medical specialties provides primary, specialty and preventive care. From its active Emergency Department with board-certified, emergency medicine physicians to state-of-the-art critical care units specializing in acute, coronary and intensive care, Botsford emphasizes quality medical care in a warm and friendly community setting.



recognized teaching facility, Botsford provides a regional campus for the Michigan State University College of Osteopathic Medicine. Each year about 110 residents and 36 interns are trained at the hospital.

Botsford General Hospital is part of the Botsford Health Care Continuum, an integrated system of care that also includes Community Emergency Medical Service, the Botsford Continuing Care Corporation and the Botsford Center for Health Improvement. The Botsford site on the Internet is <http://www.botsfordsystem.org/> .

About Superior Consultant Holdings Corporation

Recipient of Frost & Sullivan's 2003 Best Bang for the Buck Award for providing services and solutions with the highest ratio of value to cost, Superior Consultant is a leading national provider of transformational outsourcing, management and information technology consulting services and solutions to the healthcare industry. Superior specializes in Digital Business Transformation(TM) services that enable clients to thrive in the information-driven economy, and its outsourcing, management and information technology consulting services and solutions help clients plan and execute better business strategies and meet their fiscal challenges while advancing clinical quality. Superior's best practices outsourcing model includes a full range of flexible business process and information technology solutions, including data center services, 24/7/365 network monitoring and help desk services, facility management, interim management, and application outsourcing services. For 20 years, Superior has been recognized as an innovative leader within the healthcare industry and has been rewarded with full and partial outsourcing contracts, thousands of engagements, approximately 170 interim management assignments, and nearly 3,000 clients.

For more information on Superior Consultant Holdings Corporation simply dial 1-800-PRO-INFO and enter the Company ticker: SUPC (a no-cost fax-on-demand service) or visit the Company's Web site at <http://www.superiorconsultant.com/> .

Superior Consultant Company

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