

Solutions Update
EIS News and Information Bulletin
December 2015



Intro

Greetings! This newsletter will give you highlights of our overall business including recent product launches, upcoming events, and customer spotlights — our goal is to communicate to you more regularly and help ensure you are receiving the most relevant information from our business.

As always, there will continue to be more detailed, product specific information available on the [McKesson Customer Portal™](#).

As 2015 draws to a close, we want to thank you for your continued collaboration and partnership. From our McKesson family to yours, we hope you have a wonderful holiday season!

Upcoming Events & Webinars

Join us at these upcoming events, or watch a webinar replay to learn more about our offerings:

- [Coming Soon! InSight Regional Events](#)
- [Feb. 29 – March 4, HIMSS 2016](#)
- [Webinar Replay Available: CommonWell Services for Paragon®](#)
- [Webinar Replay Available: Announcing OneContent™ 17.0](#)
- [Webinar Replay Available: Introduction to Professional Services](#)

Business Highlights



Who is Kathy O'Brien? Get to Know the New Vice President of Customer Support

In keeping with our focus to improve the customer experience, **Kathy O'Brien** was recently named the new vice president of EIS Customer Support. Here are some fun facts to "get to know" our newest vice president!

- **Joined McKesson in 1996 and brings more than 20 years experience** in Hospital Information Systems development, support and services.
- **Is an effective change leader with a strong record of building highly productive and engaged teams**
- Has a laser focus on **improving the customer experience by building stronger relationships** and moving the traditional reaction-based support model to be more proactive. An example is the strong effort around ICD-10 such as the open forums, as well as the Paragon® Learning Labs.

Fun Facts:

- **Favorite hobbies:** Playing golf and kayaking, or really anything outdoors as well as spending time with family and friends
- **Grew up:** In Augusta, GA and was a Marshall for the Masters Golf Tournament for 4 years during the timeframe that Jack Nicholas and Arnold Palmer were strong contenders.
- **Favorite sports team:** Huge college football fan for Clemson University. Go Tigers!

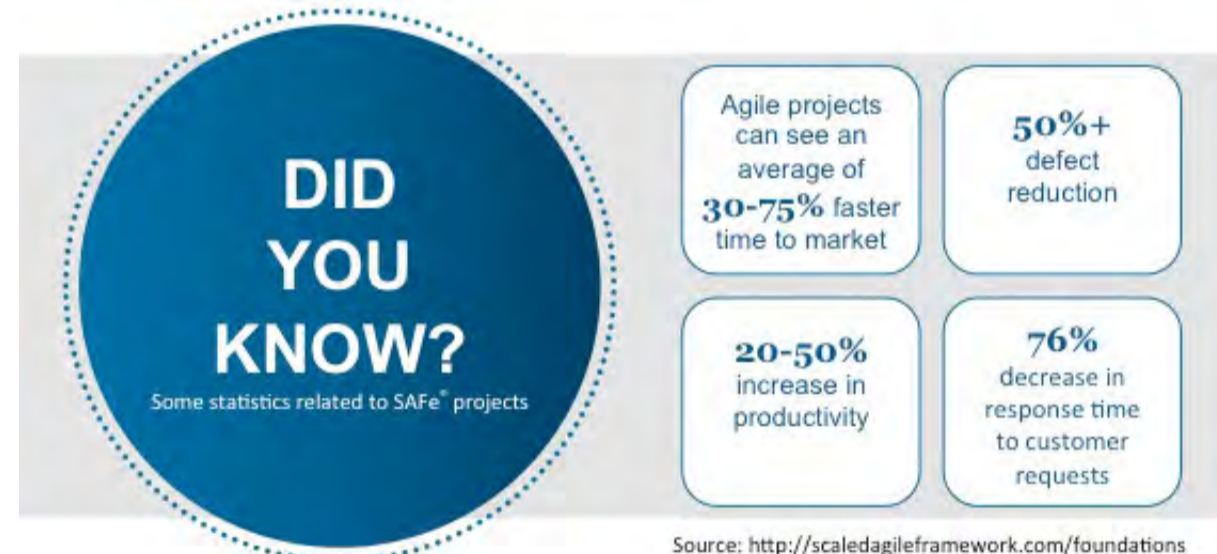
Kathy is committed to improving the customer experience and we are excited to have her leading our customer support initiatives.

- [In the News: Paragon® Receives High User-Centered Design Score >](#)
- [Responding to Feedback: Focus on Interoperability >](#)
- [Next Up for "Squeaky-Clean" ICD-10 Claims? Timely and Correct Reimbursement >](#)
- [CMS Meaningful Use Rulings >](#)

Solutions Updates

Working Smart: New "Agile" Development Methodology

If you talked to a member of our development team recently, you would likely hear the phrase "moving to Agile" or "Scaled Agile Framework®" regarding our development methodology. Over the past few months, we have begun an initiative to adjust our development methodology to better meet market and customer demand. This new methodology, called the "Scaled Agile Framework®" or "SAFe®", uses a cyclical development cycle which allows checkpoints and constant feedback from end-users along the way. The benefit is that we are able to check and recheck our process to help ensure the project continues to meet customer demand.



We are in the process of moving our entire development organization to the SAFe® methodology over the coming year. By utilizing this new process we hope you see a shorter time to market for major and patch releases, as well as a more predictable development cycle. We look forward to sharing more information regarding this process and including you along the way.

For more information regarding the SAFe® methodology, visit their [website](#).

- [Portfolio Announcements and Roadmap Highlights >](#)
- [New! Knowledge Base Articles for Paragon® Prescription Writer >](#)
- [ProActive Alert: Paragon No Longer Distributes Crystal Reports Runtime >](#)
- [Join Today! Document Management Customer Advisory Boards and Special Interest Groups >](#)
- [Now Available: Submit and Manage Service Orders in McKesson Customer Portal™ >](#)

Customer Spotlight

Western Reserve Streamlines ED Admission

Western Reserve Hospital serves the citizens of Cuyahoga Falls, Ohio and the surrounding area. With 80% of their admissions coming through the Emergency Department the hospital recognized an opportunity to streamline the admission process and help improve patient satisfaction. By utilizing Paragon as their organization's EHR and in their ED, as well as implementing internal process changes, they were able to help improve patient care, streamline their ED admissions, and improve EMS squad times.



Key Results:

- Improved EMS squad wait times to <5 minutes
- Reduced patient emergency department throughput time by 60 minutes
- Improved patient satisfaction scores from 65% to 91%

Watch the [video](#) to hear how they have utilized McKesson to help improve patient satisfaction directly from Carrie Gallow, Chief Nursing Officer for Western Reserve Hospital.

Would you like to be featured in a future newsletter? [Let us know](#) if you're interested in sharing the success you've achieved by partnering with McKesson at your organization.

