IBM Information Management **software**

CGI
Sovera Health Information Management (HIM)

Partner Solution

- **Target Industry**
  Healthcare Providers

- **Business Application**
  Content Management of
  Medical Records

- **Products**
  IBM FileNet Business Process
  Manager
  IBM FileNet Content Manager
  IBM FileNet eForms
  IBM FileNet Image Manager
  IBM InfoSphere Content Collector

CGI

Business Challenge

While promising developments are helping healthcare organizations reduce costs, and increase accuracy and productivity, limited resources and continued use of archaic systems continue to slow progress.

Healthcare organizations face an overwhelming task of navigating through millions of documents that are generated annually from patient records. In most cases, these documents are physically stored in onsite or costly offsite storage facilities, or are managed by IT systems that are not easily accessible. This prevents physician from gaining a complete picture of a patient's medical history, to provide timely and accurate clinical diagnosis, treatment and care.

Misfiled or misplaced folders and inefficient, manual processes make information retrieval and everyday business functions, time-consuming and laborious, depleting staff resources, and increasing administrative costs.

In addition, healthcare organizations must comply with federal government mandates for electronic health records and the Health Insurance Portability and Accountability Act (HIPAA), securely managing patient records and information.

To overcome these challenges, healthcare organizations are demanding integrated, scalable and robust information systems that combine dynamic functionality with intelligent capture and automation capabilities.

Solution

CGI is a leading provider of customized enterprise content management (ECM) solutions for the healthcare industry. Leveraging IBM's leading ECM suite of product, CGI has created Sovera Health Information Management (HIM) – a sophisticated, Web-based records management framework that provides enterprise-wide accessibility to all important data related to patients' records, increases staff productivity and improves patient service.

Sovera HIM's highly scalable architecture enables healthcare providers to effectively manage multiple facilities and large volumes of patient information simultaneously. The solution integrates an entire patient history into one complete digital record and delivers them on demand. Millions of documents can be electronically captured, stored and managed through a single platform for seamless online storage and retrieval, providing multiple users immediate, secure, Web-based access to patient information – anytime, anywhere.

Sovera HIM provides functionality to support:

- Electronic and scanned capture;
- Universal access via a secure, digital repository for patient information delivering anytime, anywhere accessibility to patient records;
- Role-based security to ensure compliance with privacy mandates;
- Reporting and productivity monitoring.

Sovera HIM provides a foundation to support existing and future compliance with HIPAA regulations for privacy and security of patient information. The solution provides security for every chart, document, and system throughout an organization, enabling healthcare organizations to expand information access across geographically dispersed locations without fear of security breaches or failure.

Sovera HIM also provides unequaled scalability, a flexible design, and open architecture, enabling organizations to easily integrate with existing legacy systems to make the most of their technological investments and build a foundation for future growth and increased workload. Its proven architecture also makes system enhancement easy and affordable.

Value Proposition

Sovera HIM provides unparalleled business value, enabling healthcare organizations to improve overall operational efficiency, reduce costs and improve patient service levels.

Sovera HIM's automated workflow allows healthcare staff to speed the processing of back-office activities, such as chart coding, analysis, and completion, within hours of patient discharge, as well as rapidly address patient requests for information by automating logging, verification and document selection efforts. Duplicate and manual processes are streamlined as the work cycle is compressed, reducing administrative costs, and improving processing cycle times and revenue.

Company Description

Founded in 1976, CGI Group Inc. is one of the largest independent information technology and business process services firms in the world. CGI and its affiliated companies employ approximately 27,000 professionals. CGI provides end-to-end IT and business process services to clients worldwide from offices in Canada, the United States, Europe, Asia Pacific as well as from centers of excellence in North America, Europe and India. CGI's annual revenue run rate stands at $3.8 billion and at March 31st, 2008, CGI's order backlog was $12.04 billion. CGI shares are listed on the TSX (GIB.A) and the NYSE (GIB) and are included in the S&P/TSX Composite Index as well as the S&P/TSX Capped Information Technology and MidCap Indices. Web site: www.cgi.com/healthcare.

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www.ibm.com/software/ecm/partner/cgi