

### **Thoughts from our President**

As we begin the new year, we find this to be a good time for reflecting on the state of MEDITECH. There were many changes made over the past year directly by MEDITECH as well as by its competitors. You'll find our thoughts on this topic throughout this month's newsletter.

We also would like to take this opportunity to wish our readers a healthy, successful and "meaningful" 2012. And while "meaningful" now has many connotations for us in the healthcare industry, we sincerely do hope that you continue to find your work meaningful.

As healthcare continues to go through its many challenges we are seeing the impact information systems technology is having in improving the quality of patient care and in helping overworked clinicians and caregivers become more efficient with their time and energy. As challenges grow and pressure builds for most hospitals, your efforts continue to play a large part in supporting and maintaining the fiscal strength and viability of your workplace. We wish to encourage you as you stay the course for 2012.

[John Haffty](#), President  
[Navin, Haffty & Associates](#)

### **2012 Reflections: MEDITECH**

On any given day, those of us that use the MEDITECH software may be too focused on immediate needs or challenges to fully appreciate MEDITECH's current landscape. To aide our readers with this we have compiled a list of reflections on MEDITECH for perspective as

#### ***In This Issue:***

[Thoughts from our President](#)

[2012 Reflections: MEDITECH](#)

[News: Recent HCIS Transactions](#)

[Analysis: "Solving the Conundrum for MEDITECH Magic Users"](#)

[Meaningful Use: MEDITECH Updates](#)

[Calendar: Key Dates for 2012](#)

[MEDITECH Returns to HIMSS in 2012](#)

[Navin, Haffty is Hiring!](#)

[Job Posts](#)

#### ***Upcoming Events:***

[HIMSS12](#), Las Vegas, Feb. 20-24, 2012

[unSUMMIT](#), Anaheim, CA, May

we start out 2012:

- If the prime goal of Information Systems for most hospitals is to achieve Meaningful Use, we can all feel well supported by MEDITECH. Over 200 of you have already attested for Stage 1 and many more were prepared but chose to wait until 2012 to attest. They have already provided a roadmap for Stage 2. While not getting much publicity, there are several major vendors that have struggled to help their clients achieve Stage 1.

- MEDITECH continues to commit to supporting all of its product lines: Magic, C/S and 6.x. If you are running Magic, there is no need to change to another MEDITECH product. While there are advantages with the newer 6.x product line, MEDITECH has never sunset a product and has stated publicly over the past year that it will continue to enhance Magic as noted by plans for additional features and applications to achieve Stage 2 Meaningful Use. Now if you were with McKesson, they have announced that they will sunset their Horizon product line, which has been their featured product for larger hospitals.

- MEDITECH 6.x continues to improve and expand. More than 120 hospitals are live with 6.x with about 80 more scheduled for 2012. As with any new software product, it did take time to address some issues but our experience over the second half of 2011 was that almost all sites went live with minimal problems. More than one CEO cited that these were the best implementations that they've gone through. We are pleased that the first 6.1 site in the USA will begin this spring with an expected go live in early 2013.

- MEDITECH continues to speak positively of its products and refrains from negative comments about competitors. However, we have seen negative and incorrect information about MEDITECH from other vendors. One vendor commissioned a comparison by a consulting company comparing MEDITECH Magic to its product. However, this study was flawed with factual errors and misleading information. These types of studies discredit all consulting companies. (More on this specific "study" later in this newsletter)

2-4, 2012

[2012 MUSE International Conference](#),

Orlando, FL, May 29 - June 1

[Nursing Leader & Home Health Conference](#),

Quincy, MA, June 6-9, 2012

***MEDITECH Events:***

[Educational Seminars](#)

- MEDITECH remains financially strong. As a successful company, MEDITECH continues to add employees and make investments in its software for both the near-term and long-term. This past year, we have seen one vendor that is prominent with smaller hospitals struggle to meet its investors' expectations, cutting back on service and increasing fees for support. It appears that their investors are preparing to sell off this company. Further, there are several vendors that are cutting back on development with McKesson eliminating over 140 employees that work for its Horizon product line.

- MEDITECH continues to offer the lowest cost of ownership of any major HCIS vendor. In our own research and studies shared with us by other consulting companies, the cost of ownership for most of the major HCIS vendors is between 50 - 100% higher than with MEDITECH. In general, MEDITECH hospitals spend between 2 - 2 ½ % of operating expense on Information Systems, while the cost of ownership for most other vendors is between 3 - 4 ½ % of operating expense. If you are a hospital with a \$200 million dollar budget, a one percent difference is \$2 million dollars. Simply put, every dollar spent on IT is a dollar not spent on direct patient care.

- MEDITECH re-engaged with MUSE in 2011 and returns to HIMSS for 2012. While the MEDITECH events are excellent, we are pleased to see them return to these other venues.

- MEDITECH recognized the need of physicians in a variety of roles and has hired physicians, providing a peer-to-peer connection that had been missing. We are excited about their plans to involve these physicians and have heard excellent feedback from our clients about this.

- MEDITECH has begun a number of initiatives to help hospitals optimize and maximize their installed products. The "Getting the Most from Your MEDITECH system" events as well as other efforts are focused on Magic and C/S hospitals with a specific focus on nursing and physicians.

- MEDITECH continues to allow third party vendors to develop applications that work with its HCIS. Whether it's Forward Advantage who works directly with MEDITECH or Iatric Systems that acts independently, the presence of these and

other companies and their products enhance the overall options for hospitals and raise the bar for performance and responsiveness. There are two major vendors, Epic and Cerner, which have locked out third party developers that have not been authorized or approved. We remain thankful that MEDITECH has allowed competition that benefits its customers to flourish.

- The ability to interface to third party products, particularly ambulatory EMRs and Practice Management systems continues to be a strength of MEDITECH. We hear of serious financial issues impacting sites that use some major HCIS vendors when they have tried to interface to their physicians practice management systems.

- In the past year, there has been a lot of publicity surrounding some hospitals that had planned to leave the MEDITECH community for Epic or another vendor. Many of these decisions appear to be driven by acquisitions or affiliations with large academic medical centers or systems that already had Epic. Although less publicized, MEDITECH has actually added more clients in 2011 than it has lost. The new clients came from both acquisitions by larger health systems as well as hospitals that felt their current vendor was not the right long-term partner.

- It is noteworthy that MEDITECH's largest health systems continue to expand their use of MEDITECH. We have seen HCA, MEDITECH's largest client, roll out Physician Care Manager (PCM) in its Magic sites to achieve MU Stage 1. HCA has also announced to its investors that they expect to capture ARRA funding available in Stage 1 using MEDITECH Magic with this approach. Others are converting existing or acquired hospitals to MEDITECH Magic, C/S and 6.x depending on their core platform.

We believe MEDITECH continued to grow and prosper in 2011. The company took a number of positive actions, in a cost-effective manner, to ensure continued ability in supporting their clients' needs well into the future. We are optimistic that as 2012 evolves MEDITECH will remain one of the few dominant HCIS vendors.

## **News: Recent Transactions**

A few significant new clients have selected MEDITECH to replace their current HCIS vendor. In follow-up to the article above, we thought this would be a good time to mention a few more specifics. Since I have not received permission from the hospitals, I cannot use their names in print. However, this information was verified with each hospital.

MEDITECH replaced OpenVista at a mid-Atlantic hospital. Several years ago, there was quite a lot of publicity about the open source movement and the use of the government's VISTA software. One company marketed this as a lower cost alternative to the established HCIS companies. MEDITECH is replacing a fairly recent implementation (past 2 years) with 6.0 as the physicians have found it has had significant negative impacts on their productivity and their quality.

MEDITECH is replacing McKesson at a west coast hospital. The significant fact is that the hospital is currently using a broad suite of products from the McKesson Star and Horizon product lines but had also outsourced its IS department to McKesson to ensure that they maximized the value of the software. They found 6.0 outperformed both their current environment and their proposed replacement with Paragon. A part of the decision was that MEDITECH costs were lower. To migrate from McKesson's current products to Paragon would have cost over a million dollars more than converting to MEDITECH 6.0. Further, MEDITECH's annual cost differences were lower by almost 50%.

To wrap up this article, we provide a quote from the [January 6<sup>th</sup> edition of HISTalk.com](#):

"University of Mississippi Medical Center lays off 115 employees and cuts 90 unfilled positions, saying it's struggling with increased charity care and coming up with the \$80 million it needs to implement Epic."

Perhaps this hospital might want to reconsider its decision to invest so much in Epic. After all, wouldn't 205 more employees improve patient care more than an information system?

## **Analysis: "Solving the Conundrum for MEDITECH Magic Owners"**

One of our clients made us aware of a "white paper" created by a consulting company presenting a case for converting from Magic to another vendor. For those of you who have seen this study, we want to provide the correct information as it is filled with a number of misleading statements. For those who are not familiar with this study, we'd suggest not wasting your time with it.

The misinformation in this study is quite numerous and appears to encourage Magic hospitals to consider this other vendor. Below is some of the misinformation and our corrections:

- The study suggests using a different vendor than Magic would make it easier to achieve Meaningful Use. In fact, MEDITECH Magic hospitals are achieving Stage 1 at a pace equal to or better than anyone else in the industry.
- MEDITECH Magic hospitals represent a significant number of those hospitals that have been recognized as achieving HIMSS Analytics Stage 6. MEDITECH has more than 30% of Stage 6 hospitals in the USA as of their December posting.
- While Magic doesn't have the user interface advantages of the MEDITECH C/S or 6.0 versions, staying on this version represents the least costly option for any hospital. Conversion to any other vendor will represent a large investment and on-going costs that are higher. This paper suggested otherwise.
- Other vendors, including the one referenced in this report, have gaps in their product portfolio. While presenting this vendor as a fully integrated suite, it failed to note that they lack an Emergency Department product and have only recently delivered a Computerized Physician Order Entry (CPOE) product.
- Despite suggestions to the contrary in this paper, we know that MEDITECH is committed to supporting its Magic hospitals for the long term and new products are available for every version, not just 6.0 or C/S. In fact, as previously mentioned, MEDITECH has never sunset a product. The same cannot be

said for this other vendor.

- This report suggests that converting to another vendor is a better course of action than going to 6.0. Many 6.0 hospitals are achieving MU and all are on the path to Stage 1. According to two other consulting companies we contacted, both confirmed that converting from Magic to 6.0 represents the lowest possible investment compared to replacing MEDITECH Magic with another vendor. Both companies also reiterated that compared to other HCIS vendors, MEDITECH's on-going costs remain lower than any of the other options.

In summary, we suggest that any consulting report that mentions replacing MEDITECH Magic with a specific vendor product is suspect and strongly encourage you to seek out other, more knowledgeable sources of information.

### **Meaningful Use: MEDITECH Updates**

MEDITECH continues to provide organizations a variety of useful and up-to-date documents and tools on their website for Meaningful Use preparation. In the past month, the following has been added or updated:

Best Practice series:

- [6.0 Provide Summary of Care Record](#) Best Practices was posted (12/19/11)
- [6.0 Problem List](#) Best Practices was updated (12/16/11)
- [6.0 ARRA Meaningful Use Quality Measures Training Seminar Tutorial](#) was posted (12/14/11)

To stay informed of the latest additions and updates visit:

<https://www.meditech.com/bestpractices/pages/bpwhatsnew.htm>

### **Calendar: Key Date for 2012**

MEDITECH has posted its calendar of events for 2012. Please mark your calendars for the Nursing Leader & Home Health Conference to be held on Wednesday, June 6th through Friday, June 8th at the

beautiful Boston Marriott Quincy Hotel.

For the full calendar of events, please visit:

<https://www.meditech.com/CustomerEvents/titlepage.htm>

### **MEDITECH Returns to HIMSS in 2012**

MEDITECH returns to the HIMSS conference, February 20 – 24, 2012 which will be held in Las Vegas. The following are some new details provided by the MEDITECH website:

*"MEDITECH's new mission as an EHR vendor brings us to the 2012 HIMSS conference in Las Vegas this February! Booth #774 will be the hub of MEDITECH's activities throughout the conference...."*

- *We will unveil our new web-based ambulatory EHR.*
- *We'll showcase lots of exciting new product features.*
- *Members of our new physician team will show our advanced clinical solutions in action.*
- *Customers will share their successes with attesting to Stage 1 Meaningful Use and more.*

*In addition to the activities in our booth, a series of Educational Sessions will give customers the chance to get a closer look at some of our new products, enhancements, and initiatives in a smaller, more relaxed setting. And, since HIMSS can't be all work, our customers are invited to join us on Wednesday evening, February 22nd, for our Customer Appreciation Event.*

*We've designed this [web page](#) to be your one-stop source of information regarding all of MEDITECH's activities at HIMSS. We hope you'll find this site helpful in planning your conference agenda. New information will be added regularly, so be sure to check back soon!*

*If you are just learning about MEDITECH and would like to know more about the activities MEDITECH has planned for HIMSS, contact Pattie Ciallella at 781-821-4529."*

Also, as you make your plans for HIMSS, know that Navin, Haffty & Associates will be in attendance but we will not have a booth. If you

wish to meet with us, email John Haffty at [jhaffty@navinhaffty.com](mailto:jhaffty@navinhaffty.com) to schedule a time.

### **Navin, Haffty is Hiring!**

We continue to grow! If you have interest in consulting and have solid MEDITECH experience with implementing one of their applications, please contact us. We have an outstanding mentoring program for new consultants and have the best reputation in the MEDITECH community for training and development of our staff.

We are also interested in experienced consultants from other companies. As the largest company that works exclusively with MEDITECH, you would be supported as you continue to build your skills. Further, our management approach has demonstrated a respect for our consultants and created a collegial atmosphere that encourages information sharing and support.

We believe there are significant advantages to being part of Navin, Haffty. We now offer several employment options including an outstanding benefits package as well as selected options for independent consultants. As part of the largest consulting company focused exclusively on serving the MEDITECH community, we enjoy an excellent working relationship with MEDITECH and offer a collaborative work setting. Our approach has led to our record for consultant retention which is the best in the industry. If you are interested please contact us at [recruiting@navinhaffty.com](mailto:recruiting@navinhaffty.com) or call us at 855-615-1176.

Please note that at this time, we are only able to consider those able to travel up to 80% of the time. (Also employees from MEDITECH and our clients will not be considered.)

### **Job Posts**

If you are interested in exploring new positions, go to the job posting section of our website. This is a free service of Navin, Haffty and Associates to the MEDITECH community. Currently, there are many postings from MEDITECH hospitals. If you or a colleague might be interested, check out what's open at the [Navin, Haffty](#)

[website](#).

If you would like to include your hospital listing on the Navin, Haffty website, please contact Kelly Tracy at [ktracy@navinhaffty.com](mailto:ktracy@navinhaffty.com) (Please note that as this is a courtesy to the MEDITECH community, we will not accept postings from recruiting companies).