

# CGI and IBM: shaping the future of content management

## Empowering healthcare providers to improve patient care, financial performance and physician loyalty

Even in facilities that have implemented an EMR, paper documents and other unstructured content—from patients, payers, labs, other facilities and referring physicians—are critical to many systems. The volume and complexity of digital and paper content continue to grow. Yet traditional methods of enterprise content management (ECM) fail to provide the flexibility or scalability required to meet the unique demands in healthcare.

IBM and CGI are working together to transform how hospitals manage this information. Built on the IBM Health Integration Framework, CGI Sovera enables secure web-based content management that streamlines business processes across the healthcare enterprise, such as insurance verification, chart review, release of information, denials management, patient financial customer service, invoice approval and credential review. It also reduces costs and enhances productivity across every department, from registration, medical records and patient financial services to accounts payable, human resources, credentialing and more.

CGI Sovera interfaces with virtually any clinical system, revenue cycle management system and ERP platform, enabling aggregated content management with information sharing with unprecedented ease.

### Solution overview

CGI Sovera brings hospitals closer to a paperless future, offering a smarter way to control all of the content in the enterprise, from transactions, reports, photos and other media to paper and electronic documents, email and online content.

Powered by the state-of-the-art IBM FileNet® P8 Platform, CGI Sovera provides an enterprise system for capturing, storing and sharing content locally and remotely, as well as managing related processes. CGI Sovera is also validated on the IBM Health Integration Framework, which provides healthcare-specific reference architectures, tools, transformation engines and application adapters built on healthcare standards to help reduce development time and cost.

With ECM solutions from CGI Sovera and IBM, hospitals can manage content and processes from disparate back-end systems, delivering information where and when it is needed. When healthcare professionals need to find patient data to resolve chart deficiencies, financial data that is critical to the revenue cycle, or human resources data that drives efficient deployment of staff, CGI Sovera interfaces with the required systems to display it immediately.

### Highlights:

- Versatile software for managing content and related processes from any department in the healthcare enterprise
- Seamless integration with clinical and revenue cycle management systems and ERP platforms for consistent, unified views of healthcare information from any back-end system
- Streamlined, task-focused, user-centric web interface that displays information as needed
- Automates processes and integrates information from disparate systems, leading to cost savings, shorter revenue cycles and improved quality of patient care
- Developed on a proven, reliable and flexible framework of IBM technologies

This new way of handling information creates opportunities for substantial savings and improvements in efficiency. By reducing the amount of paper hospitals store and making it easier to retrieve scanned and electronic files, CGI Sovera can reduce operating costs by as much as 20 to 40 percent. Savings related to business process management can be even greater.

CGI Sovera enables hospitals and large hospital systems to import, export and manage higher volumes of content more efficiently. Users spend less time retrieving necessary information and more time with patients. They locate critical data faster, make better care decisions and minimize deficiencies in patient charts—all of which accelerates payment and reimbursement.

CGI Sovera offers tailored solutions for Health Information Management (HIM), Patient Financial Services (PFS), Accounts Payable (AP), Human Resources (HR) and Credentialing among others. It can be implemented in one or two departments and then easily scaled up in the future to accommodate every aspect of the healthcare enterprise. For many hospitals, CGI Sovera creates a bridge to a digital future that starts with an enterprise EMR.

## Extending beyond ECM

While other solutions stop at ECM, CGI and IBM enable forward-thinking hospitals to take steps now toward the future of smarter healthcare—where health systems increase collaboration among hospitals and other healthcare facilities, use analytics to support evidence-based decisions and optimize available resources to keep people healthy. With the power of IBM technologies, CGI Sovera is the starting point for:

- **Smarter business agility.** Respond quickly to change, improve processes and work effectively with patients, physicians, payers, regional health organizations and exchanges. Applications include IBM Lotus for social collaboration and IBM Initiate Exchange for smarter health information exchange (HIE) that connects physicians and helps coordinate care.
- **Smarter business analytics and optimization.** Deploy pre-tuned/pre-integrated IBM hardware, software and storage to spot trends across the continuum of care and help achieve meaningful use with application interoperability, broad analytic capabilities and a powerful warehouse foundation. Applications include IBM Cognos® for business intelligence, IBM Content Analytics for healthcare-specific tools, and IBM SPSS® for predictive analysis.
- **Smarter information life cycle governance.** Archive health information effectively throughout every phase of its life cycle, deliver relevant data efficiently for civil litigation during ediscovery and dispose of information defensibly to reduce cost and risk. Applications include IBM Records Management, IBM eDiscovery and IBM PSS Atlas for legal holds.

## Solution benefits

ECM solutions from IBM and CGI set the stage for enhanced financial performance in healthcare. Examples include:

- **St. Vincent Health (STVH).** Part of Ascension Health, STVH runs 20 facilities across Indiana. After implementing the CGI Sovera HIM and PFS solutions, STVH migrated from a paper-intensive environment with disparate, incompatible systems to an integrated system with an open architecture. This reduced Accounts Receivable by seven days and generated more than \$11 million in cost savings over five years.
- **Hamilton Health Sciences.** This family of hospitals serves nearly three million people in southwestern Ontario, Canada. Using CGI Sovera to scan, store and manage patient health records electronically eliminated issues related to collecting and combining patient data from multiple sources. It also gave physicians anytime, anywhere access to charts, creating an “electronic bridge” to the future EMR.
- **Baptist Health South Florida.** This large hospital and outpatient services network implemented CGI Sovera software because it was running out of physical storage space for patient records. Implementing Sovera helped automate manual processes, including document flow for inpatient care. This in turn allowed the network to eliminate the high costs of outsourcing document storage to offsite facilities. Today, the system has expanded beyond traditional patient records to include pre-natal and employee health content

## CGI and IBM: a closer look

CGI Sovera leverages the powerful IBM Production Imaging Edition (PIE) suite, a comprehensive product for managing the entire document imaging life cycle.

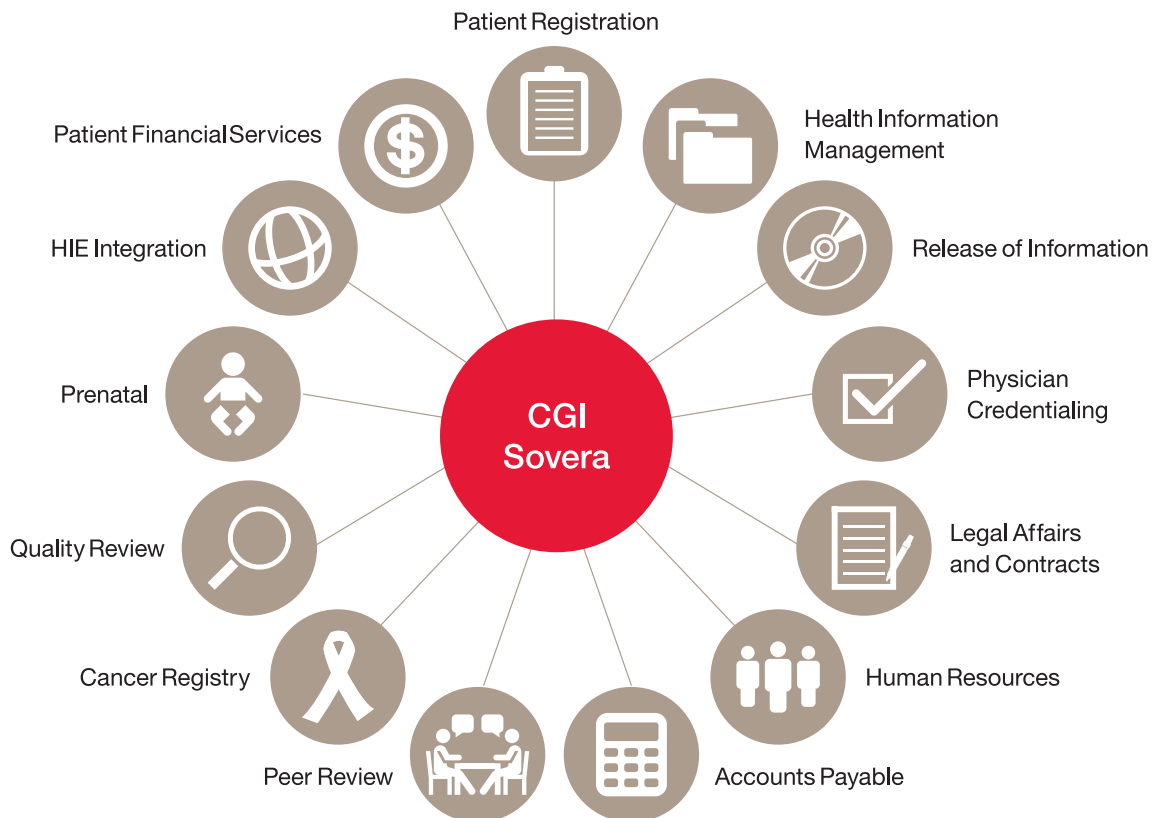
IBM PIE collects the world's best products and capabilities in one solution, which:

- Helps organizations quickly and easily capture and extract key information from documents, and convert it to images that are stored electronically via IBM Datacap
- Leverages IBM FileNet Content Manager's repository to improve manageability and flexibility of the enterprise data
- Incorporates IBM Business Process Manager components to help increase process performance and productivity
- Improves document usability with enterprise-wide document image viewing, annotation and redaction.

IBM's Production Imaging Edition is the only solution on the market that includes everything an organization needs to capture, store, manage, protect, and distribute content. And, CGI Sovera not only integrates with virtually any clinical, revenue cycle management and ERP system, it is validated on and exploits the robust platform of the IBM Health Integration Framework, which is an Healthcare industry standard platform of interest for open standards based, integration and interoperability.

Sovera takes advantage of IBM's robust and comprehensive hardware platform solutions as well; including IBM xSeries® and pSeries® servers to minimize complexity and automate processes, while reducing energy usage, downtime and other operational costs. Sovera can also take advantage of IBM Storage Solutions that efficiently process, analyze and store massive amounts of data. Configurations vary depending on the size and scope of implementation.

### Sovera—An Enterprise Content Management Solution for Healthcare



## CGI and IBM: health innovation

The power of CGI and IBM comes from CGI Sovera's facility for managing unstructured content and processes across the entire healthcare enterprise combined with IBM's unique ability to extend Sovera with a host of applications that are vital to smarter healthcare.

### CGI

- **Proven expertise**—CGI has more than 30 years of experience in content management and is a leading independent IT solutions provider in North America and around the world with more than 35,000 professionals on staff, including 1,500 who specialize in healthcare.
- **Trusted healthcare partner**—CGI Sovera is a market leader in the ECM/document imaging market for hospitals. It is deployed in more than 30 healthcare systems representing more than 250 hospitals. More than 200,000 healthcare users rely on CGI Sovera every day. Collectively, CGI Sovera manages more than five billion images.
- **Validation by IBM**—CGI Sovera is validated for IBM's Health Integration Framework, which optimizes reliability and future extensibility.

### IBM

- **Global reach**—IBM works with healthcare organizations around the world, enabling them to deploy solutions using existing health IT investments and current environments at lower costs, without compromising flexibility and choice.
- **Broad portfolio**—IBM offers a comprehensive portfolio of software, services, and hardware for building, maintaining and extending IT-driven solutions in healthcare.
- **Health Integration Framework**—through the Health Integration Framework, IBM gains extensive experience providing healthcare-specific reference architectures. This framework also provides tools, transformation engines and application adapters built on acknowledged health industry standards to help cut development time and reduce costs.



### For more information

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