



## Proactive User-Centric Management for EMR

*Introduction to Aternity's  
Frontline Performance Intelligence Platform*

### EMR EXPLOSION: ARE YOU READY?

The electronic medical record (EMR) market sizing is currently estimated at more than \$14 Billion in the U.S. This combined with President Obama's commitment to ensure that within five years, all of America's medical records are computerized will drive a major EMR adoption over the next five years.

The value of EMR software cannot be underestimated. EMR saves money, time, and by creating a hassle-free environment can improve the efficiency and effectiveness of health care practitioners. Medical professionals can work with confidence when they know that all the information they require is safely stored and can be accessed with the click of a button. Labor costs are reduced, frustrations are eliminated, files are far easier to read and patient care is improved.

But how can you ensure that EMR software is being used effectively and that best practices taught during training have been properly absorbed and are being followed? How can you build a model for efficiency that will further fuel the benefits of EMR unless you can gain visibility into key components of usage?

### PROACTIVELY MANAGE EMR USER EXPERIENCE

Aternity's award-winning Frontline Performance Intelligence (FPI) Platform delivers a next-generation approach to End User Experience management by effectively transforming every desktop, physical or virtual, into a self monitoring platform that is user experience aware. Aternity's FPI Platform uniquely aggregates, analyzes and correlates all metrics associated with the three components (Application, Desktop and User Performance) that define and impact end user experience. The result is the ability to measure and proactively manage the deployment, adoption and on-going use of EMR applications.

"Aternity was the only solution that could give us the monitoring capabilities we needed. We can now proactively address end user issues so that performance distractions do not deter our focus in providing clinical excellence and high-quality patient care."

-- William Spooner  
Chief Information Officer (CIO)



**SHARP**  
HEALTHCARE

### YOU CAN'T MANAGE WHAT YOU CAN'T MEASURE

With Aternity, healthcare organizations gain the in-depth frontline intelligence they need to understand application usage and usability, quality of service, and user behavior and productivity. Aternity enables continuous improvement of application usage and usability by automatically analyzing and correlating application, network, desktop and user productivity performance metrics.

- Clinician workflow analysis, e.g. top used forms, clinical workflows, screen transition time
- Role-based performance, usage comparisons for any clinical workflow
- EMR adoption, usage and usage trail by feature, department and role
- Evaluation of training effectiveness through analysis of adoption productivity
- Determination of which app functions and enhancements increase productivity
- Location-based, clinical workflow comparisons
- Time-based performance comparisons

# Empowering Proactive Management of EMR User Experience

## TAKE FULL ADVANTAGE OF YOUR EMR SYSTEM TODAY WITH A USER-CENTRIC APPROACH TO PROACTIVE IT MANAGEMENT

More often than not, the first and only indication of a problem at the frontline is when end users call the help desk – if they call at all – and by this time business has already been disrupted. Moreover, when users start calling it is difficult for them to accurately describe the problems they are experiencing. In addition, IT can't ascertain whether problems are isolated or endemic or determine the unique end-to-end commonalities across the affected groups.

The Aternity FPI Platform transforms reactive healthcare organizations into proactive enterprises. With Aternity, IT recognizes performance issues long before frontline users do, and determines the extent and impact of the problem. This dramatically reduces the duration of business disruptions and the resulting costs of resolving these service level issues.

- Automatic generation of performance baselines for each clinical workflow by location, configuration, department, role, time of day, day of week, week of month and month of year
- Proactive problem detection when any clinical workflow deviates from the baseline
- Automatic identification of when a problem started, which applications – and which clinical workflows, were affected
- Dynamic isolation of impacted users, and immediate quantification of the digital pain and business impact of performance problems
- Automatic probable cause analysis
- Full Problem Life Cycle Management (PLCM) enabling automatic identification of when a problem was fixed, to validate appropriate problem ticket closure

“Gaining visibility into our end user’s EHR experience is key to achieving solid clinician adoption.

That is why we chose Aternity.”

-- Will Weider,

Chief Information Officer (CIO)



## LEARN MORE, QUALIFY FOR A FREE PROOF OF CONCEPT (POC)

Aternity offers the fastest Proof of Concept (POC) in the industry. In fact, we are ready to show you today the value and rapid time-to-benefit you'll gain from an EMR adoption strategy built on Frontline Performance Intelligence. If you'd like to learn more about how to start a POC with Aternity please contact:

**Jeffrey Parillo, Sales Director, Healthcare**

p: 508.475.0414 ext. 230

m: 617.901.5381

email: [jeffrey.parillo@aternity.com](mailto:jeffrey.parillo@aternity.com)