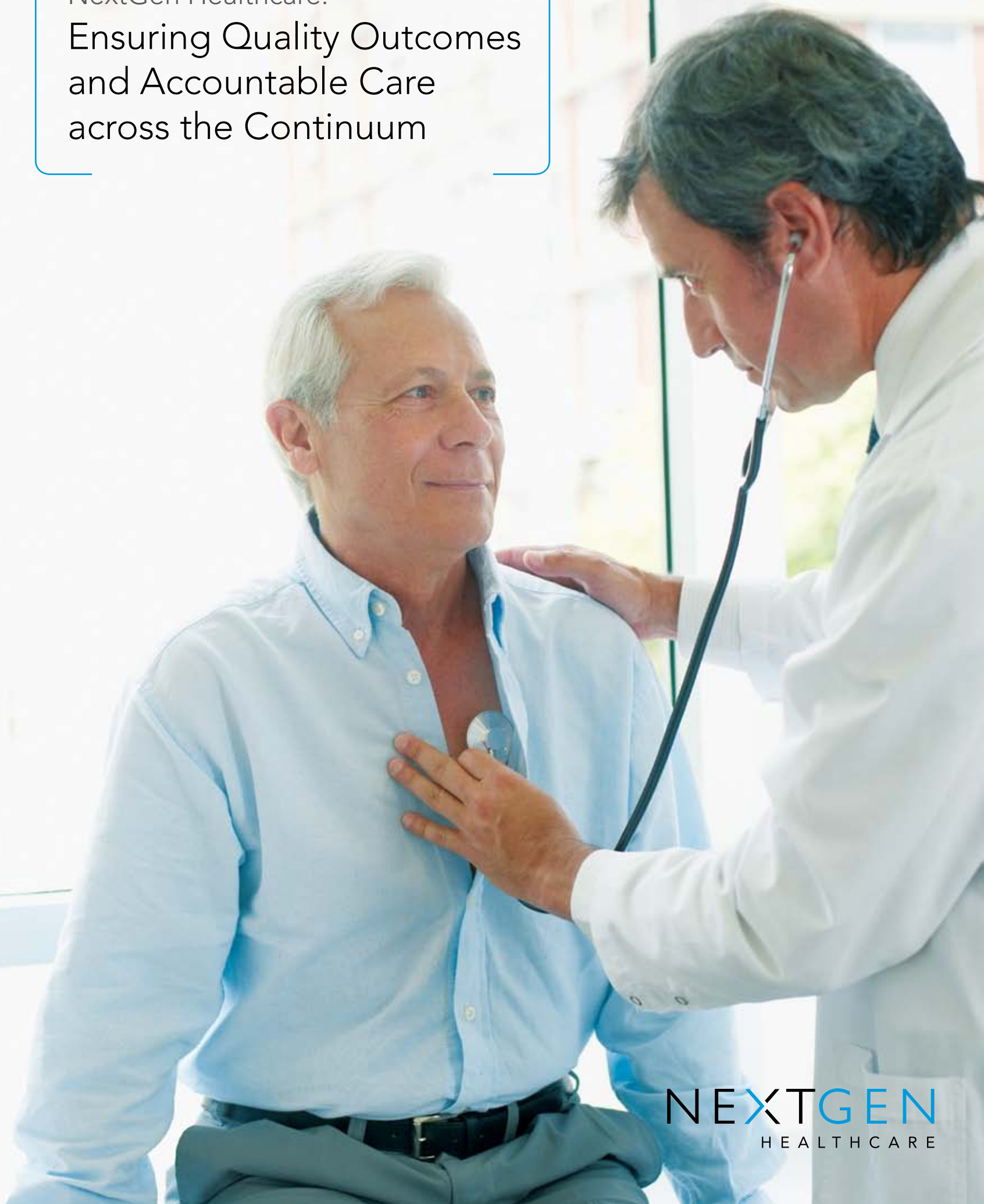


NextGen Healthcare:  
Ensuring Quality Outcomes  
and Accountable Care  
across the Continuum



To achieve patient-centered and accountable care, you need to measure quality every step of the way. With NextGen Healthcare, you'll be Ready2Go!

# WHAT YOU NEED:

Collaboration and information management. Those are two key ingredients needed to successfully improve patient outcomes. To get them, you must be able to quickly and easily communicate with other providers, exchange and mine data, monitor care, proactively engage patients, and so much more.

We understand what it takes to thrive in quality reimbursement programs like CMS's Physician Quality Reporting System (PQRS), or collaborative care delivery models like the Medical Home and accountable care. That's why NextGen Healthcare offers solutions that ease information management with robust and intuitive quality management tools.

It's so important to actually manage—not just monitor—the entire quality reporting process. Our solutions help you discover where your organization needs to improve, and where it shines. We start by giving you a CMS-certified registry integrated into your NextGen Ambulatory EHR. And when you encounter problems, we can provide prompt help from experts who understand today's fast-changing quality requirements.



## WHAT NEXTGEN HEALTHCARE DELIVERS:



### NextGen® Ambulatory

**EHR** has the tools you need to begin achieving high-quality, patient-centered, and accountable care. By automating outcomes reporting, for example, we simplify quality care processes for a wide variety of specialties. We have the only EHR with a fully-integrated, CMS-certified registry that eases reporting to help ensure you meet quality care requirements and maximize incentive payments.



### NextGen™ Health

**Information Exchange** helps you provide clinical care that's truly integrated, an important step toward participation in a PCMH, ACO, or other coordinated care delivery model. We do this by providing powerful interoperability, connecting disparate technology systems so that you can reap the benefits of enhanced data exchange, controlled data flow, decreased costs, and reduced errors.



**NextGen® EHR Connect** is an interoperability package designed to let you share information across the continuum of care in real time and within normal provider workflow. With NextGen EHR Connect, your NextGen Ambulatory EHR can exchange standards-based data with any health information exchange (HIE). And it can all be done without ever leaving your NextGen Ambulatory EHR.



**NextGen® Dashboard** makes it easier than ever to monitor clinical, financial and operational data in a rich graphical format, with charts that are ready to go (or easily customizable to meet your needs).



**NextGen® Patient Portal** helps you interactively engage with patients to improve their quality of care while reducing administrative costs. By quickly fostering a two-way flow of information between you and your patient, our Patient Portal makes it easier to improve both satisfaction and quality outcomes.



**NextGen Healthcare's Population Management** tool is a cost-effective tool that automates patient outreach, ensuring that all patients—not just those with the highest risk factors—can be continuously engaged. With the Population Management tool, it's difficult for patients to “fall through the cracks” when it's time for screenings and follow-ups. And because the Population Management tool automatically documents the reason for patient outreach, you can improve your organization's quality compliance.



**NextGen® Inpatient Financials** includes a comprehensive suite of solutions designed to support your efforts to streamline operations and improve the bottom line. Whether you're in the inpatient or ambulatory setting, you get access to the same registry integration and holistic quality data—no silos, just faster, easier data collection and reporting.



**NextGen® Inpatient Clinicals** gives your clinicians a single point of access for entering and retrieving patient vitals, lab results, medications and more. With the click of a button, Inpatient Clinicals populates all the data in the exact format CMS requires. And you achieve an important quality care goal: capturing and accessing data at the point of care.



**NextGen® Enterprise Scheduling** helps maximize hospital-wide patient throughput—plus prevents costly surgery cancellations and delays—with a robust solution that improves resource allocation. Enterprise-wide, patient-centric, and rules-based tools allow you to efficiently schedule cross-departmental “procedure strings,” recurring appointments and in blocks by physician or group.



**NextGen® Surgical Services** give you the electronic nursing notes, embedded quality measures, point-of-care charge capture, and other features vital to effective surgery management. From more complete interoperative notes to better tracking of procedure costs, we allow you to focus on the task at hand: improving patient care quality.



**NextGen® Lab** helps maximize efficiency with real-time workflow monitors you can customize to your unique needs. Auto-faxing and patient result reporting can be set to your specifications, for instance. Our relational database allows extensive data mining and management reporting. And, because we're committed to supporting LOINC codes, we help you on the journey to Meaningful Use and quality care improvement.



**NextGen™ Consulting Services** puts our team of experts to work for you, offering gap analysis and insights on how to successfully implement the kind of monitoring and reporting so vital to quality care initiatives and accountable care readiness.

**NEXTGEN**  
HEALTHCARE

nextgen.com



## NEXTGEN AMBULATORY EHR

“After implementing NextGen’s integrated EHR, we experienced a 5%-10% increase in coding due to better documentation. That translates to a revenue increase of \$15,000 to \$30,000 annually per physician.”

-Dr. Narash Gunaratnam, *Gastroenterologist, Huron Gastroenterology, Ypsilanti, Michigan*

## KEY FEATURES:

Built-in customizable templates and tools allow providers to quickly and easily capture complete, accurate documentation. Beyond the exceptional NextGen® Knowledge Base Model (KBM), our offerings include:

- > **NextGen® Optical Management**
- > **NextGen® Dental Management**
- > **NextGen® RTF Document Import**
- > **NextGen® Transcription Management**
- > **NextGen® Remote Patient Chart Synchronization**
- > **NextGen® ExpressRx (sold standalone)**

In every component, strong architecture and design facilitate a productive user experience—efficient and organized for clinical workflows. Equally robust reporting functionalities support needs ranging from administrative P4P data requests to clinical outcomes measurements. With NextGen Ambulatory EHR, practices benefit from:

- > **Discrete data capture**
- > **Rich clinical templates**
- > **Intuitive user interface**
- > **Precise content for more than 25 specialties**
- > **Structured, consistent disease management workflows**
- > **Automated outcomes reporting**
- > **Contemporary document creation functionality**
- > **E-prescribing capability**
- > **Clinical and administrative workflow integration**

## The Next Generation EHR

NextGen Ambulatory EHR offers integrated workflow benefits gleaned from more than 20 years of clinical experience and 60,000 clinical users. Streamlined navigation and an intuitive, efficient user interface make it smart, sleek, and simple to use. As the clinical side of a complete ambulatory solution, our certified EHR technology helps providers in more than 25 specialties improve patient outcomes and foster collaborative, continuum-wide care.

## Supporting Your Advancing Healthcare Goals:

Discrete data capture at the point of care gives our ambulatory EHR superior ability to provide tools essential for achieving patient-centered, accountable care. Automated outcomes reporting and advanced disease management workflows simplify and enhance care processes for numerous specialties. Smooth integration with a wide range of applications—both clinical and financial—enables the kind of real-time data exchange envisioned by “meaningful use.”



## NEXTGEN HEALTH INFORMATION EXCHANGE

“Through the use of NextGen HIE, we represent a model of genuine interoperability that helps us lead the national HIE conversation with proof that connectivity with other healthcare providers leads to improved patient care.”

*-Richard Lang, Vice President and CIO, Doylestown Hospital,  
Doylestown, Pennsylvania*

## KEY FEATURES:

Leverage NextGen HIE to:

- > Connect disparate data sources to create an aggregated patient chart, better generate reports, avoid data errors, maintain consistency, and deliver improved care
- > Enable better information management by pinpointing the location of health information, while controlling whether data leaves or enters your EHR
- > Truly improve care, generate more efficient patient evaluations, and improve overall data; accuracy by using technology that does more than simply transport data, it reads and understands it
- > Generate meaningful reports using discrete data elements
- > Easily filter, import, and export data into and out of your EHR
- > Communicate with EHRs from different healthcare systems (*NextGen Healthcare or non-NextGen Healthcare systems*)
- > Reduce complexity by leveraging our centralized routing engine to ensure one data connection point

NextGen Health Information Exchange (HIE) is a highly secure data exchange and repository that stores, displays, and exchanges complete patient records. Users can electronically share and retrieve clinical data within their regions, communities, and hospital systems for care that is safer, more timely, effective, and patient-centered. With NextGen HIE, healthcare providers can create one complete chart with a comprehensive medical history.

## Supporting Your Advancing Healthcare Goals:

To achieve true clinical integration of care around a Patient Centered Medical Home model, or to effectively create a foundation for an accountable care model of delivery, interoperability with other organizations is essential. With the NextGen HIE solution, successfully connect disparate technology systems—while reaping the associated benefits of controlled data flow, decreased costs, and reduced errors.



# NEXTGEN EHR CONNECT

## KEY FEATURES:

- > **Workflow integration** – NextGen EHR Connect gives you the ability to securely exchange information with an HIE straight from your NextGen Ambulatory EHR.
- > **Document incorporation** – You can easily bring documents from the HIE into your NextGen Ambulatory EHR’s patient chart.
- > **Customized configurations** – We can configure the solution to either automatically or manually send information to your HIE, whichever method works best for you.
- > **Standards support** – Dependent on your HIE’s support of IHE®-based or HL7-based interoperability functionalities, NextGen EHR Connect supports:
  - Patient Identification (PIX/PDQ)
  - Demographic Update and Backload
  - Clinical Content Generation (CCD)
  - Document Exchange (XDS.b)
  - Patient Consent
  - Role-based User Access
  - Audit Messaging
  - Security and Privacy
  - ADT Export
  - Lab Order Export
  - Lab Results Import and Export
  - Document Import and Export
  - Immunization Export
  - Provider Backload

Real interoperability with other organizations is a vital part of achieving a Medical Home or any other model of clinically-integrated, accountable patient care. So you need the ability to successfully share information across the continuum of care—in real time and within normal provider workflow.

NextGen EHR Connect gives you that ability. It’s an interoperability platform that enables your NextGen Ambulatory EHR to securely exchange standards-based data with any health information exchange (HIE) with a few simple clicks. Without ever leaving the EHR, you can retrieve essential patient information—like patient demographics, medications, problem lists, allergies, procedures, vital signs, and more—from an HIE. Then you can automatically or manually send data back to your HIE for other providers to access.

By helping you securely share clinical data with other providers through an HIE, we can start you on the path to more efficient and higher quality patient care.

## NextGen EHR Connect helps you:

- Strengthen care coordination
- Improve provider workflow
- Foster patient-centered initiatives
- Enhance patient safety



# NEXTGEN DASHBOARD

## KEY FEATURES:

- > Visually rich, graphical format
- > Clinical, financial, and operational data
- > Data from multiple sources and databases
- > Segmentation by provider or practice

NextGen Dashboard can help you improve the quality of patient care by identifying treatment opportunities and increasing overall productivity through better management of resources, both of which can ultimately enhance your practice's overall financial performance.

Equipped with multiple pre-programmed charts, NextGen Dashboard is ready to go at installation, and with its easy-to-use interface, users can quickly create and save their own personal charts. Plus, to create a more thorough picture of a practice's performance, data can be extracted from not only the NextGen Healthcare database, but also from other data sources.

If someone asked you how many of your patients with diabetes mellitus had their blood pressure controlled, would you be able to find the answer quickly? Could you find it and segment it by provider or by practice? Or, could you find how many encounters were scheduled month-to-date and how many of the appointments were canceled or kept, a no-show, or rescheduled?

With NextGen Dashboard, you can find the information quickly and easily, and display it in an easy-to-interpret, colorful, and graphical format. If you want even more detail, you can drill down from one level to the next with the click of a mouse.

This provider-based tool can create graphical images that reflect the priorities of the entire practice or of a single person. You can even examine the same data in different formats or use the format to differentiate the data.



# NEXTGEN PATIENT PORTAL

“ No other product gave us the critical ability to document directly in the patient chart, or send information right from the patient chart. [With NextGen Patient Portal], we achieved our goal to be more efficient with our staff time, to provide better service, and to offer more complete information to our patients.”

*-Medical Clinic of North Texas, 78 physicians across 25 locations, providing a full range of primary care, pediatric, and OB-GYN services across the Dallas-Fort Worth, Texas area*

# KEY FEATURES:

With NextGen Patient Portal, you can:

- > **Enhance productivity and communications**
  - Streamline documentation and simplify administrative tasks (direct functionality with EHR workflow)
  - Simplify communications — send and receive secure messages, leverage eRx
  - Conveniently and cost-effectively collect information
- > **Improve patient care**
  - Enable chronic disease management
  - Generate group broadcast messages
  - Easily manage accounts using “family care” functionality
- > **Increase patient/staff satisfaction**
  - Streamline scheduling — real-time appointment scheduling syncs with NextGen Practice Management
  - Create a personalized health record
  - Enable 24/7 communications
- > **Decrease costs, increase revenue**
  - Reduce days in A/R, while decreasing bad claims, using the portal’s billing history capabilities
  - Patients can view statements and pay online
  - Enhance ability to meet MU and earn ARRA incentives

## PATIENT PORTAL AT MEDICAL CLINIC OF NORTH TEXAS

- > **Direct functionality within EHR workflow**
- > **Real-time clinical workflow among practices and patients**
- > **Efficient, cost-effective method for sending results, statements, and forms**
- > **Enhanced ability to meet Meaningful Use and earn ARRA incentives**
- > **Improved opportunity to achieve patient-centered care requirements**

The advanced NextGen Patient Portal promotes an interactive continuum of care between the patient and the practice, facilitating effective electronic communication and clinical data exchange. It can also help improve your organization’s administrative efficiency by reducing phone calls and paperwork, while cutting costs for printing and postage and increasing patient and staff satisfaction.

## Supporting Your Advancing Healthcare Goals:

NextGen Patient Portal is a crucial part of NextGen Healthcare’s integrated technology foundation designed to help you enhance collaborative care and patient safety through clinical integration across the care continuum. Leverage NextGen Patient Portal to better coordinate the total healthcare needs of your patient population.



# THE NEXTGEN HEALTHCARE POPULATION MANAGEMENT TOOL

## KEY FEATURES:

- > **Full integration** – For best results and maximum efficiency, NextGen Healthcare’s population management tool can be seamlessly integrated with NextGen Practice Management (including scheduling and autoflow), NextGen Ambulatory EHR and NextGen Patient Portal technologies.
- > **Automatic patient outreach** – You set the notification parameters and NextGen Healthcare’s population management tool does the rest, automatically contacting the patients you choose in the manner you desire.
- > **Better patient “touch points”** – By making it faster and easier to contact patients outside the traditional boundaries of a scheduled visit, we help increase the frequency and quality of patient communication.
- > **Improved documentation** – Automatic documentation in the medical record with the reason for patient outreach provides support for your fee-for-quality initiatives.

### The NextGen Healthcare Population Management tool lets you communicate with patients:

- Faster
- Easier
- More frequently
- More efficiently
- More effectively

The trend is clear: You’re being called to play an increasingly proactive role in patient outreach and engagement. Reimbursement models from Patient Centered Medical Home to the Accountable Care Organization—and everything in between—place a premium on providers encouraging patient involvement in their own healthcare decisions.

With NextGen Healthcare’s population management tool, you have a way to reach patients faster, more efficiently and more effectively than ever before. We’ve integrated this innovative solution within NextGen Ambulatory EHR to give you an automated tool that compares patient information against your protocols, then contacts those patients who need services. You simply set the parameters for identifying eligible patients, then task the system to perform the desired outreach—whether by email, automated phone call, or personal call from a care coordinator. General text messages and secure portal communication also can be used.

Whatever method you choose, you gain a cost-effective way to help ensure all your patients—not just those with the highest risk factors—are continuously engaged. We make it tough for patients to “fall through the cracks” when it’s time for screenings, follow-ups, and other important care. And because NextGen Healthcare’s population management tool automatically documents the reason for patient outreach, you can more easily prove compliance with quality care measures.



## NEXTGEN INPATIENT FINANCIALS

“We’ve had NextGen Financials since ‘98— and it works quite well for us. It’s established, it’s solid...it’s flexible.”

*-Kim Larkin, CIO at Washington County Hospital, Nashville, Illinois*

## KEY FEATURES:

Hospitals can gain maximum return on investment through fully-integrated applications including:

- > **Census, ADT, and registration** —Utilizes an enterprise-based MPI to retain key patient demographic and financial information to support the admitting and registration process, including identifying preauthorization and utilization management requirements.
- > **General ledger and budgeting** — Supported by an audit trail, transactions can be summarized to produce custom financial reports.
- > **Materials management** — Provides effective control for purchasing, inventory, and distribution; and helps to ensure optimal terms and conditions are considered.
- > **Executive decision support:** Facilitates decision-making needs of management by providing easy access to key performance indicators relevant to meeting the strategic goals of the organization.
  - Patient accounting
  - Accounts payable
  - Fixed assets
  - Human resources

NextGen Inpatient Financials can help hospitals improve their bottom line and streamline operations through a comprehensive system designed to automate and consolidate financial processes at multiple facilities, including hospitals, clinics, psychiatric, and physician offices.

Sharing a common patient database with a community-based Master Patient Index (MPI), NextGen Inpatient Financials is based on open systems network architecture to provide the flexibility to meet specific operational needs and hardware requirements.

## Supporting Your Advancing Healthcare Goals:

As a result of automating the financial data at your facilities, you'll have more time to put towards advancing the care you provide and achieving your goals of becoming an ACO, demonstrating Meaningful Use, and reaching other quality care objectives.



# NEXTGEN INPATIENT CLINICALS

“ I think that one of NextGen’s strong suits is ease of use. If you have a product that is easy for users to adapt to, that makes sense to them, that’s structured well, you’re going to have a far higher rate of adoption, and we have had excellent adoption. We had a fairly wide range of age in our nursing staff, and we haven’t lost a single one...They all have enjoyed the product and many of them said that they were surprised since they thought it was going to be much more difficult. But the program itself is so easy to use and has a good layout that they’ve all adapted very well. ”

-Marcia Cook, *IT Director, Bates County Memorial Hospital, Butler, Missouri*

## KEY FEATURES:

NextGen Inpatient Clinicals provides a single point of access for clinicians to enter and retrieve all inpatient clinical information (patient vitals, lab results, medications, and imaging results) from the bedside or remote locations with:

- > Fully-integrated computer physician order entry (CPOE) for automated order entry using Clinical Decision Support and pre-defined order sets
- > A centralized clinical data repository to promote interoperability and support Meaningful Use objectives
- > Automation in ancillary departments – including laboratory, pharmacy, and radiology—for improved patient safety, outcomes, and efficiency
- > Mobility that allows providers anytime, anywhere remote access via iPhone® and other smartphones
- > Clinical and Physician Documentation that facilitates full electronic charting at the point of care and helps meet accreditation requirements and core measures
- > Barcoded Medication Administration, Order Management, and more

NextGen Inpatient Clinicals is based on a modern, Web-based architecture that leverages full “cloud computing” capabilities:

- Certified Inpatient EHR that is scalable from Critical Access Hospitals to large IDNs
- Operational for over 10 years with more than 20,000 active users
- Backed by live 24/7 support and proactive monitoring of your systems
- Links inpatient and ambulatory data into a single, robust, easy-to-use platform

## Supporting Your Advancing Healthcare Goals:

NextGen Healthcare’s Inpatient Clinicals version 2.4 is certified for Meaningful Use—and has also passed rigorous tests in functionality, security, and interoperability to become a CCHIT® Certified 2011 Inpatient EHR. This supports hospitals’ efforts to reach Meaningful Use goals, and also empowers them to deliver patient-centered care through ACO and other emerging healthcare delivery models.



# NEXTGEN ENTERPRISE SCHEDULING

## KEY FEATURES:

- > Block scheduling
- > Rules-based scheduling
- > Conflict checking
- > Drag-and-drop re-scheduling
- > “Find-a-time-slot” scheduling
- > Cancel/recall functionality

NextGen Enterprise Scheduling enables you to maximize hospital-wide patient throughput—and prevent costly cancellations and delays. It is a robust scheduling solution that improves your resource allocation by swiftly balancing a multitude of staff, room, resource, and patient variables. NextGen Enterprise Scheduling is a patient-centric tool set designed to facilitate conflict-free scheduling for even the most complicated appointments, like those for related services across departments (radiology and surgery “procedure strings”, for instance). You can efficiently book recurring appointments, or accommodate block scheduling by physician or group.



# NEXTGEN SURGICAL SERVICES

## KEY FEATURES:

- > Effective surgery management
- > Improved inventory/materials management
- > Efficient quality and financial data capture
- > Relevant standard and custom reporting
- > Fully-electronic nurse charting
- > Enhanced point-of-care charge capture

NextGen Surgical Services software provides complete case management, documentation, and reporting. Fully-electronic nurses' notes at the point of care let you pull valuable clinical data into your NextGen Inpatient Clinicals in real time, while embedded surgical quality measures help ease data capture and reporting to payers.

Charge capture at the point of care—including documentation of actual inventory and resource utilization—offers you a simple way to track costs per procedure per provider. A department dashboard enables management to see both clinical and financial metrics at a glance, with the ability to drill down into each area. Additionally, a wide range of standard and customized reports help you gain a clear picture of your surgery balance sheets.



NEXTGEN LAB

## KEY FEATURES:

- > Scalability to any size laboratory
- > Real-time workflow monitors
- > A relational lab database
- > Extensive management reporting and Quality Control modules included
- > Support for LOINC codes
- > Highly flexible auto-faxing and patient reporting options
- > Optional microbiology module
- > Direct interfaces to instrumentation (no middleware)

Real-time workflow monitors customizable to each laboratory and each user can help you maximize efficiency and direct user priorities in any lab, regardless of size. With options like configurable turnaround time thresholds, tests, locations, priorities—we make sure your lab solution is tailored to your workflow. And you can track any element of workflow you wish because our relational database allows extensive data mining and management reporting. Application support of LOINC<sup>®</sup> codes, automated patient result reporting, and critical result notification management all put you on your way to meeting Meaningful Use and quality care initiatives.



# NEXTGEN CONSULTING SERVICES

“ We benefit from outsourcing our billing and collections because of the depth of knowledge that the staff at NextGen has. As a small practice, we just don't have the depth. If my manager doesn't know the answer, she goes and finds it within the organization, and for us, that is invaluable. ”

*-Sarah Cuneo, Practice Administrator, Chrosniak, Schwartzbauer and Mehta, Silver Spring, Maryland*

## KEY FEATURES:

NextGen Consulting Services are divided into four areas, each playing a role in helping clients reach peak performance. Below are the key features of each area.

### **NextGen™ Professional Consulting Services**

- > Strategic direction
- > Organizations through transformations
- > Increase cash flow; decrease costs
- > Practice management functionality

### **NextGen™ Technical Consulting Services**

- > Build custom add-on features to mainstream applications
- > Data conversions from legacy systems
- > Customized programming
- > Interface development with financial and insurance systems
- > Customized enterprise and government reporting
- > Customized IT training

### **NextGen™ Physician Consulting Services**

- > Guidance from a qualified team of physicians from a multitude of specialties
- > Years of real-world experience in healthcare IT
- > Evaluate workflow
- > Make recommendations for optimizing EHR systems, preparing for Meaningful Use, and quality improvement

### **NextGen™ eHealth Consulting Services**

- > Electronic Data Interchange (EDI) relieves staff of time-consuming duties
- > Manages a wide range of administrative processes
- > Moves data electronically from clients' practice management system to NextGen EDI team
- > Updates of clients' practice management system when tasks are completed

NextGen Consulting Services are designed to equip clients with the strategic guidance and best practices needed for success in today's healthcare environment. Our experts in technology, finance, and healthcare delivery partner with our clients to help ensure exceptional business and clinical results. Focusing on people, process, and technology, our Consulting Services help organizations put together a future-state vision, create an executable strategic road map, and build a set of guiding principles that will help them make decisions at the executive, operational, and design levels.

## Supporting Your Advancing Healthcare Goals:

By leveraging our proven expertise in both the clinical and financial side of the business, NextGen Consulting Services help clients improve revenue cycle operations with optimized practice management functionality; achieve best practice EHR and Meaningful Use adoption; develop strategic road maps; and establish project governance. We provide an approach, a methodology, and a tool kit that has a level of standardization and predictability, so our clients learn to be self-supporting and can carry on with their initiatives long after our Consulting Services engagement is over.

IT'S NOT YOUR IMAGINATION. THE DIGITAL TRANSFORMATION OF  
HEALTHCARE DELIVERY IS GAINING MOMENTUM – EVERY DAY.



For more information on NextGen Healthcare's portfolio, and to view initial product demonstrations, visit [www.nextgen.com](http://www.nextgen.com). To speak with a sales representative, call 215-657-7010 or email us at [sales@nextgen.com](mailto:sales@nextgen.com).

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Patent pending.