Strategic health care IT outsourcing

Make IT a competitive advantage

Mergers, staffing shortages, declining reimbursements, pandemics, and shifting consumer demands are likely putting an incredible strain on your organization. On top of it all, you need additional capacity to go faster.

To navigate these and other challenges, you need a partner solely focused on health care IT.

Through *Cerner ITWorks*℠, we align closely with our clients to provide the talent, quality and value they seek from their IT investments.

Our strategic outsourcing business offers peace of mind. We handle your day-to-day IT operations and help you focus on what you do best — taking care of patients.

Your IT employees become Cerner associates led by an experienced on-site executive leader. We make sure their work aligns with your organization's priorities and governance structure.

Key Benefits

We help you rationalize your IT spend by:

- Elevating your IT staff
- Improving your service quality
- Making your IT costs predictable over time

Together, we create a new strategy to help you grow and compete.

"We're all in, and Cerner's all in," said Jonathan Curtright, CEO, University of Missouri Health Care. "When you have two organizations that are committed to each other, the magic we can make is truly amazing."

Cerner®

How do we align to your priorities?

We offer a comprehensive set of best practices to maximize the value of your IT solutions, services and team.

These best practices, coupled with our comprehensive services for hosting, upgrades, help desk and application management, can reinforce your IT infrastructure, enhance end-user satisfaction, and help you encourage adoption of new innovations.

We provide these services on a predictable, fixed-fee basis, which can reduce your overall cost of IT.

Our goal? To work with you to make IT a competitive advantage.

"The technology is great — that's just an added bonus. What's really important to us is the relationship, the partnership."

Charlie Shields
President and CEO
Truman Medical Centers
Kansas City, Missouri

Elevate your staff

We hire an experienced executive to lead your IT team.

This dedicated executive oversees your Cerner and non-Cerner solutions, leads the workforce and provides a single point of contact for your IT needs.

These leaders have extensive health care experience. To ensure they have the right industry knowledge, our leaders participate in College of Healthcare Information Management Executives (CHIME) CIO accreditation.

We also invest in your staff members, offering extensive training and unique opportunities to grow their careers. Training and development strengthen their management and technical skills, increasing their value to your organization.

Additional resources when you need them

Your organization may lack some of the on-site expertise and talent you need to optimize your IT solutions. We fill this gap with our distributed workforce of IT professionals across the world.

Our ability to flex resources reduces your need for supplemental staffing. Our highly trained software and interface experts have experience with both Cerner and non-Cerner systems.

"We really viewed the *Cerner ITWorks* relationship as a real strategy to help bring talent to the organization and partner with a leading IT health care company, essentially in the world," said John Amos, president and CEO, Yavapai Regional Medical Center, Prescott, Arizona.

Adoption of best practices

Having served our clients for more than 40 years, Cerner has developed a strong set best practices.

Our *ITWorks* team also has expertise in areas across human resources, clinical informatics, cybersecurity, network infrastructure, and regulatory compliance. We coach, train and mentor our on-site team members to help them understand Cerner and industry standards.

We also help you develop and maintain a formal project management office and governance structure. These practices will help you prioritize your resource investment and are critical to any well-run IT department.

Improve your service quality

We can manage all your computer applications — from your electronic health record to the computer in the cash register in your gift shop.

By using a combination of these following 24x7x365 services, your on-site IT team can spend more time focusing on strategic projects:

Help Desk – One of the early bright spots in any *ITWorks* relationship is our HDI-certified Help Desk. Our well-trained associates answer questions about your Cerner and non-Cerner IT systems and applications.

Application management – A centralized, experienced team maintains, monitors and supports your Cerner applications.

Unique to *ITWorks*, we manage an extensive portfolio of non-Cerner applications. Our team performs comprehensive assessments and develops ways to reduce the scale — and cost — of your portfolio.

Technology management – We help maintain your production environment, assist in projects and provide on-call support. Additional services include technology monitoring, service changes, configuration and incident response.

Security management – Your organization has legal, regulatory and organizational requirements to ensure that your data and systems are secure. We help your organization remain compliant.

Make your IT costs predictable over time

Our fixed-fee model takes the uncertainty out of your annual budgeting process.

We eliminate redundant or inefficient software maintenance costs, streamline support and manage your IT solutions in a more holistic manner.

In doing so, we can help improve the performance of your IT assets and lower your total cost of ownership. Ultimately, we position your IT department to be a competitive business advantage.

At CoxHealth in Springfield, Missouri, President and CEO Steven D. Edwards said his organization joined the *ITWorks* family to speed up the adoption of technology.

> **"If we did it on our own, the capital investment was so intense the first couple years, it was cost prohibitive. But in our relationship with Cerner, we can spread that over time and yet get the benefits immediately."**
>
> **Steven D. Edwards**
> President and CEO
> CoxHealth
> Springfield, Missouri

Join our community of industry leaders

As of July 2020, we have 28 academic, pediatric, community, global and IDN *Cerner Millennium* clients, ranging in size from 49-2,700+ beds.

Several of our clients recently celebrated their 10-year anniversaries with *ITWorks*, and others have extended their contracts for another 5-10 years. These extensions show the importance of these relationships to our clients' long-term business strategies.

Our clients continue to receive national accolades. In 2019, for example, 11 *ITWorks* clients won CHIME HealthCare's Most Wired honors. Along these lines, 16 of our clients have reached Stage 6 on the HIMSS Analytics EMR Adoption Model, and another five have reached Stage 7, which means their operations are almost completely paperless.

In addition, three of our clients have received the HIMSS Enterprise Davies Award, which honors "outstanding achievement" in the use of health IT to "substantially improve patient outcomes and value." Just last year, one of these clients won its second Davies recognition.

In a period of accelerating change, we can help you make IT a competitive advantage for your organization.

"Cerner has been a high-quality partner in creating a structure around care processes that allow us not only to be more efficient, but to be much more effective in how we deliver care."

Russ Tyner
President and CEO
Baptist Health
Montgomery, Alabama

About Cerner

We're continuously building on our foundation of intelligent solutions for the health care industry.

Our technologies connect people and systems, and our wide range of services support the clinical, financial and operational needs of organizations of every size.

Contact us

itworks@cerner.com

cerner.com/itworks

2800 Rockcreek Pkwy.
Kansas City, MO 64117

All client outcomes were achieved in respective settings and are not representative of benefits realized by all clients due to many variables, including solutions scope, client capabilities and business and implementation strategies.