



**the AUTHORITY on healthcare
information technology consulting**

Brookmeade Healthcare was formed in 1998, by Michael Peterson. At the time, the company was created as a staff augmentation agency, with a focus on providing consulting services and support to healthcare IT and pharmaceutical departments. In 2002, we expanded our focus and reaffirmed our commitment to provide exemplary healthcare IT consulting services to hospitals large and small. The year 2003 brought the addition of Craig Hoven to the team, and with this addition we began a steady continuum of growth throughout the next decade. Today, our team also includes a corporate staff with a variety of skills and experience, in addition to dozens of consultants with an assortment of highly developed knowledge to provide all our clients with the best service possible.

A little about our corporate staff:

Michael Peterson, President. With over 16 years of experience in the leadership role of President, Michael oversees the operations and sales of the entire company. He is an active member of his local community, volunteering at his children's schools and church, and is a member of the Cobb County Chamber of Commerce. On founding Brookmeade, "It was always my dream to build an organization that our clients would respect and our employees could call home. I believe that this is not an achievement to seek, yet a journey we are on together. Our company believes in values both company and family values. They have to be in alignment for any organization to be successful. We continue to strive for this goal each and every day." His hobbies include playing piano, astronomy, and spending time with his wife, five sons, and three daughters.

Craig Hoven, Executive Vice President. Craig joined Brookmeade Healthcare in 2003, and is co-owner of the company. He graduated from Kennesaw State University with a BBA degree and a minor in Marketing.

He has over 22 years of experience in the IT Services industry with the last 11 years focused specifically on the Healthcare Provider market. On Brookmeade, he says, "I love working for a company that puts people first. We work hard to keep our employees happy so they serve our clients in the best way possible. It's this dedication to service- both to our employees and our clients- that makes me so proud to be part of this company." In his spare time, you can find Craig camping, hunting, or going to one of the many sporting events that his three sons participate in. Craig is Brookmeade's Ping Pong Champion.*



Craig & Michael

Brookmeade

Kevin Soltysiak, East Coast Sales Executive. Kevin joined the team in 2011, and has 30 years of experience in the healthcare IT industry. He loves working for Brookmeade, he says “I like small companies where we all know each other and aren’t a number.” On weekends, you can find Kevin in his garden, the golf course, or in his swimming pool.

Tim Dailey, Midwest Sales Executive. Tim Joined the team in 2014 and has been in the Healthcare Industry for 4 years. Prior to that he had multiple years of experience with General IT Staffing and Technical Training from a Business Development perspective. He lives in Minnesota and enjoys the lakes, golfing and other seasonal activities that MN offers.

Richard Simpson, Inside Sales Executive. Richard started with Brookmeade in 2011, and has been in the healthcare industry for 8 years. He is a huge LSU fan, and loves playing tennis and golf. He finds Brookmeade’s culture supportive, “Brookmeade has offered me many opportunities to grow my professional skill set, also offers a great working atmosphere and family culture; and above all has been extremely supportive during very difficult times in my personal life.” Richard is Brookmeade’s Ping Pong Champion.*

Anne J., Resource Manager. Anne joined the Brookmeade team in 2010, and is responsible for recruiting our talented consultants. Her favorite part of working for Brookmeade is, “The people and the culture. We have such an amazing team, both internally and our consultants out in the field. At a time when the Healthcare IT industry, specifically Epic, was growing exponentially, Brookmeade never lost sight of what is important, our people and our culture. Brookmeade is a company that I am proud to represent.” Anne graduated from FSU, and is a “die hard ‘Noles fan.” In her free time, she can be found training for a half-marathon, or spending time with her husband and two teenagers. Anne is Brookmeade’s Ping Pong Champion.*

Ann W., Resource Manager. Ann brought 14 years of recruiting talent to Brookmeade in 2013, and is responsible for recruiting experienced consultants. One of her favorite aspects of working for Brookmeade is that, “We support each other in a positive, helpful way and do whatever it takes to find the right candidate. We celebrate our success together.” In her spare time, you can find Ann snow hiking or renovating homes with her husband.

Cathy C., Executive Assistant. Joined the team in 2011, and serves as Brookmeade’s Executive Assistant & Travel Buyer. She loves working for Brookmeade because no two days are the same, and that everyone pitches in to help each other. Cathy’s passions include dancing, teaching Safety classes to children, and traveling the world.

Michelle C., Accountant/CPA. Michelle has been with Brookmeade since 1998, and is responsible for most of our financially related tasks. She loves “the integrity of the people I work with. The flexibility the company has provided; feeling of accomplishment when clients are served well.” She has five children, and enjoys the outdoors and traveling.

Stacey S., Marketing Specialist. Stacey came to Brookmeade in 2012, and creates and maintains all marketing and sales collateral and projects. She loves working for Brookmeade because, “It truly feels like being part of a family. It’s a rare experience to find a group of people who genuinely care about and support each other in both their professional and personal lives.”

*There is no official Brookmeade Ping Pong Champion, yet.

Despite our varied backgrounds and skills, our entire team works hard for YOU, so that your project is success no matter what!

Charity

At Brookmeade, giving back to others is at the heart of who we are.

Authenticity

We believe in living authentic, truthful lives. Our promise is to always honor our word.

Responsiveness

We will always work toward exceeding our goals with our clients, employees, and in life.

Ethics

We believe that without solid principles, we would not be successful in business or in life.

Servitude

We believe in serving our employees, clients, and communities in which we work.

Since our inception, Brookmeade Healthcare has always had a core value of servitude and charity. In 2012, we developed the Brookmeade CARES program, giving this core value weight and allowing us to work even harder at achieving the goal of giving back to our community. The CARES program works to encourage all our staff and their families to give back in their local communities- both financially if possible, and with time and effort. Brookmeade, as a company, sets a yearly goal of several hands-on activities with a charity each year. In 2013, our corporate staff packed over 150 bagged lunches, and stuffed 100 backpacks for local children in need for MUST Ministries, and attended the Shands/UF Jacksonville Health Celebrity Waiter Night. We also offer financial support to a variety of charities each year.

In addition to all the charity activities & support we offer as a company, Brookmeade Healthcare also offers an employee matching program up to \$1000 per employee, per year. This perk allows each of our employees to make double the difference for the charity (or charities) of their choice, each year.



services

We provide some of the industry's best expertise in the following areas:

- **ICD-10-** We will help you meet the required deadline for converting to ICD-10 by October 1, 2014. Our experts will walk you through any challenges you encounter, and stay on track with the many phases of implementation.
- **Implementation Services-** Our consultants have the know-how to walk you through every phase of your custom IT implementation, including: project management, workflow development, build, validation & testing, training and optimization.
- **Project Management-** Project planning and management is an essential component to any successful project and is key to the achievement of the intended business results. We tailor our project management services to suit our client's needs and can be utilized as part of your existing team, a separate unit, or as a full turn-key solution for your project or projects.
- **Training-** Our training experts will provide any level of support to your staff that you need, from elbow-to-elbow support, to training large groups, we can teach your staff to be experts in their own right!
- **Integration Services, Legacy Support, Current & Future State Assessments, Gap Analysis-** Our skilled professionals will work closely with you to develop the perfect custom solution for your any and all of your needs, and ensure the smoothest transition possible.
- **LIS Services-** We will work closely with your team to comprehensively analyze your current Lab & Clinical workflows to effectively integrate your active LIS system and your new EMR applications. We specialize in Sunquest, Epic Beaker, and SoftLab.

practice

The consultants and professionals at Brookmeade Healthcare will work hard to provide the best expertise in all practice areas for your implementation, including: Clinical, Revenue Cycle, and Physician Groups.

Our consultants provide some of the industry's best expertise with the following vendors & modules:

epic

EpicCare InPatient[®]

Order Entry, Clinical Documentation, HOD

EpicCare Ambulatory[®]

E-prescribe, MyChart, Reference Lab Integration

ADT/Prelude[®]

Community Connect

Willow[®]

- Medication Orders, Barcode Administration, Dispensing Cabinet Integration

HIM

- ROI, Chart Deficiency, Chart Tracking, Coding and Abstraction, Identity

Beacon[®]

Cadence[®]

Prelude[®]

Resolute[®] Professional and Hospital Billing

ASAP

Clarity[®]

Reporting Workbench[®]

Radiant[®]

OpTime[®]

Stork[®]

Security



cerner

Direct Care

Enterprise Master Patient Index
(EMPI)

Enterprise Registration Management
(ERM)

Enterprise Scheduling Management
(ESM)

Patient Access

Anesthesia Management

CareAdmin

CareAware

CareMobile

CareNet™ Acute Care Management
System (including CPOE)

Discern Expert™ Rules Engine Discern
Explorer – Reports

FirstNet™

INet™

IView™

PathNet™ (Anatomic Pathology, Blood
Bank Transfusion General
Laboratory, Microbiology,
Specimen Management)

PharmNet™

PowerChart Ambulatory™

PowerChart™

PowerInsight™ Data Warehouse,
PowerNote™

PowerOrders™

PowerPlans™

RadNet™

Retail Pharmacy

SurgiNet™ Surgical Management

Operational & Tools

Cerner Patient Accounting, Millennium
Objects™

ProFile™

ProVision™ Document Imaging

lis services

Sunquest

Epic Beaker

SoftLab

mckesson

Horizon Clinicals:

Admin-Rx

Business Insight

Care Alerts

Clinical Query

Crystal Reports

DAS

Database Administration

Emergency Care

Enterprise Visibility

Expert Documentation

Expert Orders / iForms
(VGR, advanced)

Health Summary

Meds Manager / Pharmacy
Automation

Patient Folder

Performance Manager

Physician Portal

Surgical Management /Scheduling
(Pathways)

Star®

Patient Care

Financials

Ancillaries (Lab, Rad, etc.)

meditech

Meditech Magic 5x modules
Client Server 5x & 6x

siemens

Soarian®

Clinicals – Results, Orders, Clinical Documentation, CPOE, Plans of Care

Embedded Analytics

Financials – Patient Access, Revenue Cycle

Scheduling

Workflow Management – Processes and Workflow Engine

Other Modules

Decision Support (DSS)

Medseries 4

NextGen: EMR, EPM, technical support and SQL

Novius Lab

Novius Radiology

Openlink

Siemens Pharmacy and MAK

Invision®

Ad Hoc Reporting

Clinical Documentation

Clinical Observations & Results (COR)

Common Vocabulary Engine (CVE)

CPOE including starter set

Enterprise Access Directory (EAD)

Lifetime Clinical Record (LCR)

Medication Reconciliation

Net Access

OAS, OAS Gold

OLIE scripting

Orders

Patient Accounting

Patient Management

Physician and Clinicians View

TIF/RTIF



Our Expertise

Our team is constantly growing and learning new skills, but here are just a few samples of the expertise we can provide you. Most employees in our practice average 10 years of Healthcare, and 7 years of Epic implementation expertise at no less than 5 client sites. 85% have clinical or financial backgrounds within the Healthcare Provider industry prior to moving into technology or technical services.

Highly experienced Clinical Informaticist, Clinical Analyst & Clinical Process Architect with over 36 years of experience in the healthcare industry and 22 years as a patient-care RN. 14 years dedicated to a successful career in design, build, implementation & support of EMR systems, and broad knowledge of many clinical EHR systems with a primary focus on Cerner & Epic. Adept at incorporating CMS Meaningful Use Functional Measures' data capture into the EMR clinician tools, and expert in build and support PowerChart through understanding of Data Models, System Architecture, reporting tools and clinical documentation. Thoroughly conversant with Cerner's Discern Expert clinical decision-support alerts, SNOWMED, ICD9 & 10 and CPT codes. Fully experienced with a variety of additional applications.

cerner

25 years of experience in Healthcare IT, specializing in McKesson hospital pharmacy applications and automation, including five years as a McKesson employee in STAR Pharmacy in Tier 1/2/3 support, implementation, and finally Product Development. Current focus includes 10 years of experience with implementation, support and upgrades with Horizon Meds Manager and Horizon Admin-RX. 32 years of hospital pharmacy experience, including retail pharmacy environments as a former pharmacy technician.

mckesson

11 years of experience in the healthcare information systems arena with a focus on laboratory systems. Served as the implementation coordinator during the implementation of Meditech Lab, Horizon Blood Bank (Wyndgate SafeTrace), and Siemens Novius Lab. Served as a member of the implementation team for Meditech Materials Management, Meditech Order Entry, and McKesson Horizon HLAB. Currently serving in a support capacity for Horizon HLAB and Horizon Blood Bank and the Ancillary Team Lead for the support center.

meditech

inpatient

Senior Epic Orders Certified Registered Nurse with over 20 years of healthcare experience, including over 5 years of Epic Implementation and stabilization experience. Additional Epic Certifications include: Clinical Documentation, Order Transmittal, Decision Support and Willow.

Senior Epic Orders Certified Registered Nurse with 30 years of healthcare experience, including 20 years of clinical informatics and over 6 years Specialized Epic Implementation Experience. Additional Certifications include Medication Orders, Beacon, Decision Support and ASAP.

willow

Senior Epic Willow Certified Pharmacist with over 20 years of healthcare experience, including 8 years of specialized Epic Willow Implementation and optimization. Additional Certifications include Inpatient Orders, Decision Support and Beacon.

Senior Epic Willow Certified Pharmacist with 30 years of healthcare experience, including 13 years of specialized Epic Willow Implementation Experience and over 20 hospital pharmacy builds and optimizations. Additional Certifications include Medication Orders and Clarity Rx Data Model.

leadership

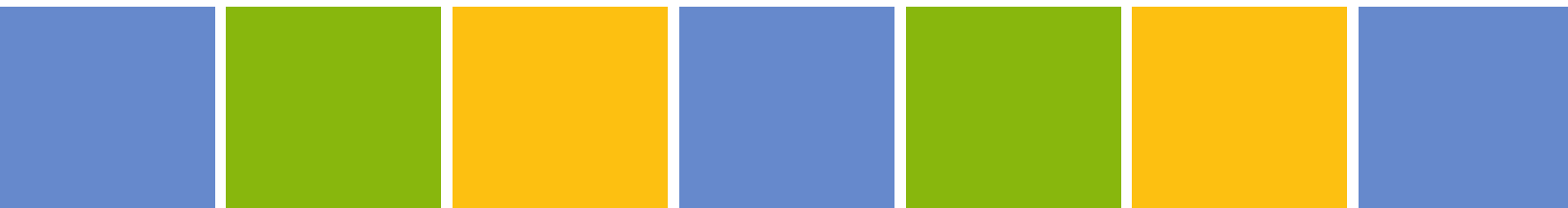
Epic Certified Inpatient Training Manager and Project Manager with 10 years of Project Management including 4 years of Training Manager / Training Leadership experience. Specialized in training strategy, team design, resource acquisition and credentialing program development.

Epic Radiant Certified Project Manager with over 10 years of experience Project Managing Radiology focused projects including over 5 years of Epic Radiant Leadership. Experience also includes PACS Implementation and integration with Epic.

revenue cycle

Epic Certified ADT/ Prelude and Identity Consultant with 5 years of Epic experience, including proficiency with Revenue Cycle ADT, Prelude, Cadence, Hospital Billing, Identity and Clinical Documentation applications.

Experienced consultant EPIC Revenue Cycle leadership experience with Resolute Hospital Billing with over 8 years of experience. She is certified and experienced with Hospital Coding Administration, Insurance Follow-up and Self Pay Follow-up. Experience in full life cycle Resolute HB including: analysis, process redesign, master file build, workflow analysis, application integration, testing, training material development, training environment planning and data build, end user classroom training and go-live support. Her talent lies in the successful delivery of revenue products across multiple service areas.



- **Cone Health, Greensboro, NC:**
Inpatient Implementation, Ambulatory Implementation, Community Connect. Optimization
- **Dartmouth Hitchcock Medical Center, Lebanon, NH**
Training
- **Fletcher Allen Healthcare, Burlington, VA**
Custom Report Writing
- **Inova Health Systems, Falls Church, VA**
Inpatient Implementation, Ambulatory Implementation, Pharmacy, Reference Lab Integration, OpTime Implementation
- **MemorialCare Health Systems Long Beach, CA**
Inpatient Optimization, Revenue Cycle, E-prescribing, Training, Project Management
- **UF Health, Gainesville, FL**
Academic Inpatient Implementation, Behavioral Health and Rehabilitation Hospitals. Training, Project Management, Custom Report Writing, OpTime and Radiant Implementation
- **Shands Jacksonville, Jacksonville, FL**
Academic Inpatient Implementation, Revenue Cycle, Training, Custom Report Writing. Radiant and OpTime Implementation
- **Tampa General Hospital, Tampa, FL**
Inpatient Implementation, Pharmacy Implementation and Training. Optimization
- **University of Florida Faculty Group Practice, Gainesville, FL**
Ambulatory Implementation, Optimization, E-prescribing, MyChart, Reference Lab Integration, Revenue Cycle, Cadence, Prelude
- **Boston Medical Center, Boston, MA**
Inpatient Implementation, Ambulatory Implementation, and Training
- **Fairview Health Services, Minneapolis, MN**
Inpatient Optimization, CPM Upgrade, 2014 Upgrade.
- **Community Medical Centers, Fresno, CA**
Pharmacy Optimization
- **University of Utah, Salt Lake City, UT**
Pharmacy Implementation

Brookmeade Healthcare's consultants have completed over 200 implementations, and thousands of go-lives & other projects. This combined experience has taught us a few things that we use to help make our clients' projects go as smoothly as possible. We will work with you from start to finish, and beyond, to accomplish your project goals.

Setting Expectations

One of the most common issues we've encountered in our experience is setting reasonable expectations. While everyone wants every project to go perfectly, unfortunately that is extremely rare. Setting reasonable expectations from the beginning, and managing end-user expectations with your EMR software is crucial to the success of your project and adoption of the new process.

We also recommend that you make the best use of everyone's time, by making meetings productive, and make decisions quickly. Not doing so, will hold people up down the line, and could cause delays in your project.

Identify Workflows

If you identify known workflows & functions, you can plan accordingly to minimize the disruption to your team. A few examples of these might be: complex workflows, interfaces, results routing, lab orders & mapping- especially reference labs, InBasket, communication/letters/autofax/etc., HOD & Hybrid workflows.

Environment Management

The stability of your change environment depends on Change Management, treat it like PRD. We recommend that you make your playground (PLY) available to end-users post-training so they have a place to practice. PLY is routinely not made available to end users or utilized for purposes other than designed. We also recommend that you make available and utilize Usability Labs, and set realistic freeze dates.

Schedule & Classroom Management

Maintaining an organized schedule will help keep everyone involved in the project on track, and the project flowing smoothly. Communicating changes in a timely manner, planning and scheduling enough time for classroom training & evaluation, and preventing the modifying of schedules after posting are all important to keeping the project within your goal of completion.

Finally...

Out of all the lessons we've learned in our years, the root of nearly all of them is this... Don't forget to have plenty of communication throughout your group & project, it's important for everyone to "stay in the loop" as your project progresses.

Lessons Learned

OUR PROCESS

At Brookmeade Healthcare, we recognize that a project of any size can cause upheaval to our clients' daily business. Our goal is to make your project run as smoothly as possible, by using our experience and our skilled consultants to guide you along the way.

A typical engagement process with Brookmeade Healthcare looks like this:

1 **Meet with Client to Discuss Brookmeade Capabilities**
This meeting may be over the phone or face to face, whatever is more convenient for you.

2 **Project Need Determine**
Client and Brookmeade work together to determine if outside assistance is needed.

3 **MSA Process Initiated**

4 **Project Scope Defined**
Scoping Call with Brookmeade SME (Optional)

5 **Client Speaks with Brookmeade Consultant about Project**

6 **Client Selects Appropriate Consultant for Project**

7 **Statement of Work is Executed**

8 **Project Starts!**



savings

Not only do we offer competitive pricing for our highly experienced and skilled consultants, but we do everything we can to save you money during your project. We always work directly with our consultants to reduce travel costs in every way possible. Below is a list of just a few of the ways we have helped our clients save money:

- Hiring consultants local to the client
- Allowing the consultant to work remotely for all or part of a project
- Car sharing/carpooling
- Negotiated rates with hotels & car rental companies
- Travel by train instead of air
- 10 hour work days to reduce nights spent at a hotel
- Company-provided apartments for long-term projects



Our goal at Brookmeade Healthcare, is to provide you with the best answers, solutions, and service in the industry, and to assist you in completing your project in the most efficient and seamless way possible. We hope that this document has been informative, and helped you develop a better sense of who we are, what our values are, and how we can help you be successful.

Ready to hire our experts? Here's how to connect with us:

Craig Hoven, Executive Vice President-

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Kevin Soltysiak, Sales Executive-

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LinkedIn: www.linkedin.com/company/brookmeade-healthcare

