2023 MUSE Inspire Conference
Product Showcase and Focus Group sessions

501 - Future Proofing Your Clinical Data Exchange Strategy: Automate ROI to Optimize Payer Relations, Operations, and Outcomes
Presenter: Brad Hawkins
Organization: Moxe
Scheduled: Friday June 9 at 10:10 am

This presentation will address the power of digital clinical data exchange to advance interoperability and ensure patient privacy to drive scalability and clinical and financial results. We will walk through how automation works (including integration with MEDITECH) as well as considerations to factor, expectations, and best practices.

Brad Hawkins, SVP Sales, leads Moxe's commercial sales efforts, expanding our network to optimize the power of clinical data exchange between providers and payers. For more than 20 years, Brad has been driving adoption of eHealth solutions that optimize the clinical and patient experience. This includes advocating for clinical data exchange through his leadership roles at Influence Health (now Mercury Health), Quorum Health Resources, and Kyruus.

502 - New Platform, New User Experience: Forms Automation for Your Staff
Presenters: Dessiree Paoli and Ann Hill
Organization: Interlace Health
Scheduled: Friday June 9 at 1:20 pm

Many hospitals and health systems have been navigating 2023 facing familiar challenges – staffing shortages, rising costs, and integration demands. But this year, we have seen a growing momentum for hospitals to solve old problems with new solutions. We saw the need for this too.

We started in 1992 as an eForms company called FormFast. For the last 30 years, we have evolved alongside the immense changes in the healthcare industry, specifically patient expectations and staff needs related to forms and automating workflows.

This year we are celebrating the next generation of our company – now named, Interlace Health – and the next generation of our eForm solutions. We are excited to be releasing our cloud-based informed consent solution with a brand-new user interface and feature enhancements that continue to put your people ahead of paperwork.

We want to share the new ways we are helping you solve old problems: missing forms, delayed procedures, stressed staff, and lost revenue. In this session, you will learn:

- How one healthcare system hospital saved nearly 50 FTEs by going digital
- How much paper-based informed consents really cost your organization
- How our new Informed Consent Nova solution makes it easier

Dessiree Paoli is the Director of Product Marketing at Interlace Health. Dessiree has over 20 years of experience in developing strategic marketing plans, and becoming a subject matter expert in healthcare products & solutions.

Ann Hill is a Solution Architect at Interlace Health, where she has become an expert in hospital workflow needs related to patient forms and EHR integrations. Prior to joining Interlace she spent just over 20 years in a variety of roles at MEDITECH.

503 - Let GuideIT Assist™ to Ensure a Successful Expanse Go Live
Presenter: Jeanette Frank
Organization: GuideIT
Scheduled: Friday June 9 at 2:10 pm

A MEDITECH Expanse implementation has a major impact on your organization, and user experience is the ultimate key to success. Even with a perfect build and thorough testing, your success will be measured by how your end users perceive and use the new system. How do you ensure they have the most productive and supported experience possible?

Your project team spends a great deal of time building, testing, and training. Are you also giving planning and preparation for go live and post live the same time and consideration? GuideIT's Assist™ MEDITECH Expanse Go Live solution provides responsive and effective virtual at the elbow support ensuring a seamless adoption experience for your users.

When you attend this session, you will learn how to:
- Optimize the Expanse go live experience
- Reduce project team strain and costs
- Provide faster response and higher first contact resolution for issues
- Get clinicians and physicians back to patient care as soon as possible
- Remove barriers to success

Jeanette Frank, MEDITECH Practice Leader & Customer Executive, is a seasoned professional with over 30 years of experience in healthcare leadership, IT management, organizational change management, project management, governance, regulatory compliance, and strategic planning. She is an innovative problem solver who is focused on success and believes in the power of collaboration to achieve optimal results. Jeanette has worked with MEDITECH for the last 25 plus years. Her MEDITECH body of work includes implementations, updates, strategic planning, workflow analysis, and application services.

504 - Using Machine Learning with Preference Cards
Presenter: John Freund
Organization: Jump Technologies
Scheduled: Thursday June 8 at 3:10 pm

Recent studies have shown that poorly maintained pick lists on preference cards can cost a hospital hundreds of dollars per case in wasted materials and wasted OR time. This can amount to millions of dollars per year. The process of maintaining these pick lists takes a lot of staff time and must constantly be done as pick lists are always changing.

Join this presentation to see how Jump Technologies Virtual Pick List solution uses machine learning to study how your doctors are using supplies in their cases. It then uses the information learned from the data to highlight suggested changes on your existing preference card pick lists as they are printed. Your staff picking cases remains in control and makes the final decision as to pick the case as suggested or pick based on the original pick list.

Virtual Pick List is always running so as your physician habits change as it relates to materials used in a case, Virtual Pick List will make new recommendations as it sees those changes. Come see it in action!

John Freund joined Jump Technologies as President and CEO in 2000 and envisioned a broader market application for its products. With his team, John transformed the company from a consumer-focused technology company to a company with a supply chain product family used by 20,000 companies across the US.

In 2005, the company launched offerings in the healthcare industry in partnership with a major distributor. In 2015, that partnership came to an end and the company found itself with several hospitals as direct customers. After seeing the struggles in healthcare supply chain first-hand, John decided to focus exclusively on delivering technology for reimagining the healthcare supply chain for hospitals across the US.

John is a serial entrepreneur with more than 25 years experience starting technology companies. Most notable, he was a co-founder of ShowCase Corporation, which provided business intelligence and analytics for the retail industry. Working with his team, John helped grow the company and taking it public in 1998 with a market cap of over $90 million. ShowCase was later acquired by IBM in a deal that consolidated SPSS and ShowCase into an IBM-owned company.

505 - Picis Anesthesia Manager: Anesthesia Software – Just Like a Paper Record, Without the Risk
Presenter: Theresa Sullivan
Organization: Picis Clinical Solutions, Inc.
Scheduled: Thursday June 8 at 1:30 pm

The power of an anesthesia information management system (AIMS) is that it can produce a reliable, defensible, accurate, legible record of the patient's progress throughout the entire surgical encounter. For hospitals that are recording anesthesia events on paper records, changing to an AIMS can give

clinicians more time with the patient, helping to ensure their safety and comfort; provide a better overall anesthesia record, and save time and money.

Join us as we take an in-depth look at the benefits and opportunities that can be realized by capturing anesthesia information electronically.

Learn how electronic documentation can help support a completely transparent window into the patient experience across the entire surgical encounter in order to mitigate any confusion and eliminate illegible information. Electronic documentation also creates a standard record of care across anesthesia within the facility.

You'll also learn that when device connectivity is included as part of an AIMS standard delivery, patient physiologic variables are automatically captured from the devices and documented into the anesthesia record. This allows the anesthesia provider time to focus on the patient and spend less time on documentation.

Additionally, we'll discuss that an AIMS combined with a robust reporting tool provides the facility staff and leadership important information in near real-time about what is happening at their facility and in the anesthesia practice.

A valuable anesthesia software tool will include interfaces that create a seamless electronic medical record for the perioperative staff, as well as ancillary departments. Learn how an electronic anesthesia record saves time and money while providing complete information for all staff giving better visibility into anesthesia charges and faster remittances.

MUSE members will find this discussion about AIMS both stimulating and enlightening, and will come away with a wealth of actionable information that can directly benefit their organizations.

Learner outcomes:
- Learn how electronic anesthesia record-keeping can improve reliability, defensibility, accuracy, legibility, and surgical outcomes
- Understand how easy it is to capture and trust electronic physiological data
- Discover how AIMS provide numerous other advantages, including the ability to research clinical trends

Theresa Sullivan is the Director of Federal Sales and Sales Operations at Picis, a global provider of clinical information solutions that automate the entire perioperative experience. She is a 25-year veteran and widely acknowledged expert in the field of medical informatics, which seeks to improve healthcare through the effective collection, safeguarding, and understanding of health data.

Before joining Picis, Theresa held positions at Labcorp, and later Houston's Methodist Hospital, where as Clinical Informaticist she supported the efforts of more than 600 users across 12 facilities.
She is a sought-after worldwide speaker and host of the popular Tuesdays with Theresa. This highly engaging webinar series takes a deep dive into numerous aspects of medical informatics to help hospitals improve outcomes, run more efficiently, and stay in compliance.

In her rare free time, Theresa enjoys entertaining and spending time with her eight grandchildren.

506 - Cybersecurity as-a-Service – Advance Your Cybersecurity Program and Remove the Burden from Your IT Team
Presenter: John Gomez
Organization: CloudWave
Scheduled: Thursday June 8 at 1:30 pm

Cyber criminals are advancing their tactics far faster than the healthcare cybersecurity industry is keeping up. It's time to take steps to advance your cybersecurity strategy, readiness, and response exponentially. With the introduction of ChatGPT, cyber criminals are going to be able to execute faster and widen their net more than ever before.

To help small to mid-size hospitals, CloudWave's Sensato Cybersecurity-as-a-Service (CaaS) platform handles your entire cybersecurity program for you by monitoring and detecting threats, ensuring you comply with regulations and best practices, and managing a tactical incident response program, providing one holistic end-to-end managed solution. With robust threat detection and advanced knowledge of threat actors, you can leave cybersecurity of your environment and your patients with trusted advisors.

CaaS is a cybersecurity program for your entire organization. CaaS takes the workload and burden off your IT and Security teams and provides you with cybersecurity experts to manage your compliance, detection, and response for your organization.

In this session, CloudWave Chief Security and Engineering Officer, John Gomez will share how the Cybersecurity-as-a-Service program supports small to medium network environments to reduce hospital and IT staff burden and protect patients. You'll also get a first look at new technology that uses automation to reduce staffing costs, enhance security incident response and works across the cloud and on-premise environments.

You'll learn how the program:
- Supports compliance, detection, and response activities in a single platform
- Provides advanced threat detection, 24x7 monitoring, and incident response
- Integrates risk management, threat tracking, policy exceptions, and asset data management
- Provides a method for understanding your cybersecurity maturity as a basis to set priorities
- Utilizes a centralized intelligence framework to reduce costs and improve time to detection

We look forward to meeting with you in person at MUSE Inspire to learn how you can elevate your cybersecurity strategy with a cost-effective, holistic cybersecurity approach.

John Gomez is the Chief Security and Engineering Officer for CloudWave. Prior to joining CloudWave, John was the founder and CEO of Sensato, a cybersecurity solutions provider. John has a strong background in NIST and developing cybersecurity solutions for Critical Infrastructure. John has been involved in cybersecurity and high technology for more than three decades. John has lectured on cybersecurity and physical security worldwide. To ensure that his presentations are timely and accurate, John remains extremely hands-on in understanding and evaluating attacks on digital and physical infrastructure. Before founding Sensato, John held executive roles at Allscripts, WebMD and Microsoft.

507 - The Effective Use and Organization of Problem Lists to Power Clinical Data
Presenter: Deepak Pillai
Organization: IMO-Intelligent Medical Objects
Scheduled: Thursday June 8 at 2:20 pm

As reporting, clinical, and interoperability use cases become more complex, the reliance on effective problem lists as a "source of truth" becomes even greater. Yet despite that, all too often problem lists are poorly maintained with numerous erroneous entries, duplicate content, or expired and inaccurate data. This leads to not only unreliable information in the problem list, but workflow challenges for providers when trying to identify clinical relevance for a given patient encounter, leading to potential patient safety risks, physician frustration, and inefficient care. In this presentation, learn how clinical terminology and organizing the problem list into clinically intuitive groups can improved patient care, workflow efficiency, provider satisfaction, and better data maintenance.

Deepak Pillai, MD, FAMIA is an experienced physician leader committed to translating clinical client needs to solution offerings. In his role as a Physician Informaticist at Intelligent Medical Objects, Inc. (IMO), he is responsible for helping ensure that our partners and customers are able to utilize IMO® services to their maximum potential and that our solutions meet our clients' clinical needs. This work spans product development, clinical client management, and commercial support. Through this work, Deepak has developed both passion and expertise about how interface terminology and data enablement can positively influence clinicians' workflows.

He brings 18+ years of leadership and expertise with both large multinational firms as well as start-up ventures throughout the U.S. He has participated on various hospital board committees on patient safety and quality, as well as numerous speaking engagements throughout the U.S.

508 - How to Perfect Your Online Reputation
Presenters: Hugh McClearn and Gena Linville
Organization: rater8
Scheduled: Saturday June 10 at 8:30 am

rater8 will provide an in-depth overview of the critical importance of online reputation in today's healthcare marketplace. This overview will include industry statistics, real-world examples, and a live product demonstration of rater8 solutions. A hospital marketing executive will also join the presentation to share her story regarding the results and impact of programmatically improving her organization's ratings and reviews, rankings in search results, and online visibility using rater8.

Hugh McClearn is an experienced healthcare sales executive with a demonstrated history of leading, working and succeeding in the healthcare computer software industry, including conference presentations, and speaking engagements. He effectively facilitates the adoption of advanced medical and technical processes amongst a diverse groups of healthcare professionals, all while maintaining focus on the integrity of the product and client relationship. Hugh's personal mission is to exceed customer expectations by developing long-term relationships based on honesty, integrity, and trust.

509 - Answering Supply Chain Challenges
Presenter: Marc Larson
Organization: medSR
Scheduled: Thursday June 8 at 2:20 pm

In 2023, healthcare supply chain faces unprecedented challenges. A Q1 2023 article by National Academies details how 99 percent of US healthcare organizations are still experiencing systemic issues with raw material shortages, transportation cost increases, unpredictable back orders, and labor scarcity/expenses. All these factors combine to make this one of the most pivotal times for healthcare organizations to make sure supply chain is functioning at its highest level, for patient and clinicians alike.

Come learn how the team at medSR collaboratively works with your team to provide cost saving opportunities, achieve contract compliance, appropriate staffing ratios, and implement supply chain best practices based not only on opportunity, but your cultural fit.

Marc Larson is a proven healthcare professional with 16 years of experience in Healthcare Supply Chain and Expense Management. His background includes both corporate and facility based executive leadership roles at Banner Health, Steward Healthcare and Tenet Healthcare. Marc's most recent experience has him completing a Supply Chain overhaul and now leading an ERP implementation at East Tennessee Children's Hospital in Knoxville, TN. Working for both non profit and for-profit healthcare systems Marc's well-rounded knowledge base can provide significant value to any organization looking to make their Supply Chain an industry leader.

513 - Modernize Anesthesia Performance by Leveraging Technology to Drive Operational, Billing, and Quality Improvements
Presenters: Scott Sherrill and Gary Colister
Organization: Talis Clinical
Scheduled: Saturday June 10 at 9:20 am

Anesthesia labor is strained at a never-before seen level, due to significant factors impacting the industry. Efficiency and speed in documentation is critical to maintain provider efficiency and satisfaction. But basic documentation is only one part of the story. Intelligent automation of documentation not only enhances provider productivity, but also has tremendous downstream effect in driving surgical quality initiatives like ERAS protocols and opioid-free anesthesia. Intelligent design in documentation also has a profound effect in driving billing compliance and O.R. throughput and when properly executed these factors lead to a Year 1 ROI for anesthesia information technology that is significant.

When you attend this session, you will learn how to:
- Optimize the pre-op experience by leveraging full capability of the MEDITECH integration
- Drive efficiency in the operating room with intelligent documentation
- Supervise more anesthesia locations with real-time mobile technology
- Support patient safety and interoperability with inbound integrations into MEDITECH leveraging the anesthesia interface suite

Gary Colister is founder and President of Talis Clinical. He has 30+ years of leadership in healthcare and healthcare technology.

Scott Sherrill leads business development for Talis Clinical.

514 - PayPilot for MEDITECH – Seamless integration with MEDITECH AP for Simple, Easy and Rewarding Digital Payment Processing
Presenter: Bill Clausen
Organization: Prelude Software
Scheduled: Friday June 9 at 9:20 am

Savvy healthcare organizations already know that digital forms of payment help streamline accounts payables and meet cost-reduction expectations. According to an Association for Financial Professionals (AFP) Survey, the median cost to issue a paper check is $5.91. And the average time to print, mail, and deliver a check is about 5-7 days.

These numbers are staggeringly high when compared to the immediacy of low-cost ways to issue payments digitally, and some methods, such as virtual cards, even offer a revenue stream back to the healthcare organization.

However, often times digital payment platforms may sound good, but do they have seamless integration with MEDITECH AP?

MEDITECH chose our company and our PayPilot solution to provide a way to offer epayables seamlessly via MEDITECH AP. Here is what Christine Parent, AVP, MEDITECH stated in one of their public announcements:
"MEDITECH is excited to work with Prelude to provide our customers with a modern, efficient payment methodology. In today's competitive environment, cost containment and operational efficiency continue to drive healthcare systems – working together with Prelude we provide a clear strategy for our customers in these areas."

There is a distinct difference between solutions from companies such as your bank or some other payment platform versus PayPilot for MEDITECH. Think of PayPilot having two components:
- The Bridge – PayPilot for MEDITECH is seamlessly connected to MEDITECH AP and can connect to any payment platform, including those offered by banks or some other payment platform.
- Payment Platform - Similar to banks or any other payment platform provider, PayPilot offers multiple digital payment capabilities, including a virtual card program with cash-back rebates.
    - Please note that PayPilot also offers full outsourcing of the print and mail processing for your check payments, as well as a self-service payee portal with digital payment options for patient refunds.
- Regardless of which payment platform you choose, PayPilot for MEDITECH is the best way to have:
- Integration seamlessly with MEDITECH for payment issuance and reconciliation
- Automation of the payment processes
- Reconciliation of the payments processed

As a reminder, MEDITECH chose PayPilot to offer this unique flexibility for its clients to be able to choose, use and swap to any payment platform, including those offered by any bank and other payment platform.

Today's healthcare industry is overwhelmed with both a) staffing shortages and b) a perpetual bombardment of banks and FinTechs offerings. And, it is often hard to dedicate resources to a) fully vet the offerings and b) have the IT bandwidth to implement a true end-to-end solution. Often, this either leads to postponing the opportunity to improve the AP process or buyers' remorse of solutions that did not fully meet expectations.

Therefore, healthcare organizations are looking for ways to implement digital disbursement capabilities with the least amount of IT expenditure, security risk, and maintenance effort while increasing the positive impact to their organization and ROI. PayPilot for MEDITECH makes it easy, simple and rewarding to utilize digital payments right from MEDITECH AP.

Bill Clausen is EVP of Partner Relations for Prelude Software. Clausen has built a career shepherding and applying innovative technology to legacy-encumbered organizations. He brings 25+ years of experience working in technology-related industries. Bill is a frequent presenter at key industry events, offering his insights on trends relating to improving workflows around payment processes.

601 - Addressing Data Gaps and Analytics Opportunities in EHRs
Facilitator: Lindsay Goldfarb
Organization: Dimensional Insight
Scheduled: Saturday June 10 at 8:30 am

Dimensional Insight's focus group at the 2023 MUSE Inspire Conference seeks to identify and explore analytics gaps and opportunities for current users of the MEDITECH Electronic Health Record (EHR) system. The primary objective of the focus group is to gather valuable insights from stakeholders to better understand their user experiences and analytics needs while working with MEDITECH EHR and other related systems. Participants will discuss the potential benefits and limitations of integrating MEDITECH data with data from other source systems.

The discussion will focus on understanding the user experience in extracting, transforming, and leveraging relevant data from the EHR. The focus group will also examine how an enterprise analytics platform can integrate MEDITECH EHR data with other sources to provide executives and users with the necessary information to improve decision-making and business operations. These insights will help Dimensional Insight identify areas for improvement and potential enhancements in integration, reporting, visualization, and data-driven decision-making.

Lindsay Goldfarb is Director of Healthcare Marketing at Dimensional Insight. She specializes in healthcare marketing strategy for advertising, content, and public relations. Prior to joining Dimensional Insight, she has worked at Massachusetts Health & Hospital Association, Brigham & Women's Hospital, and the Center for Social Innovation. Lindsay holds a bachelor's degree from Smith College and an MPH from Boston University.

602 - MEDITECH MaaS Implementation
Facilitator: Laurie Isaacson
Organization: Healthcare Triangle, Inc.
Scheduled: Saturday June 10 at 9:20 am

We will create an opportunity for a conversation between MaaS sites who have already implemented, sites that are in the midst of implementing, and sites that are planning to implement MaaS. The goal is for these sites to be able to have a forum to share and learn from each others' experiences.

Laurie Isaacson is the Director of MEDITECH Practice at Healthcare Triangle. Her background is as an RN with clinical experience in acute care with a transition to clinical informatics in 2003. She has been a consultant in the MEDITECH implementation space for 10 years with a focus on EHR implementation with patient care and safety as a central goal.

603 - Short-Staffed and Under Threat: How is Your Organization Managing Cybersecurity Priorities?
Facilitators: George Pappas and Scott Mattila
Organization: Intraprise Health
Scheduled: Saturday June 10 at 10:10 am

The goal of the focus group will be to distill how CIOs, CISOs, and Security teams view and prioritize the myriad of cybersecurity, from baseline compliance to all facets of risk management and cyber insurance.

Given the structure of the MEDITECH EHR ecosystem, many small and medium-sized hospitals must contend with restricted staff, a list of integrated third parties in the MEDITECH EHR, and challenging hospital economics. Additionally, the lingering effect of COVID has organizations reeling from staff shortages as security teams are juggling multiple compliance initiatives, technology implementations, and upgrades while thwarting never-ending security threats.

Intraprise Health wishes to learn how your organization is handling the following cybersecurity priorities:
- Creating an ongoing risk and investment prioritization program for corporate leadership
- How to identify and prioritize the hidden risks among your third-party applications
- How do you determine which level of risk assessment and security remediation steps to take
- How do you augment your staff with external consultants

Join us on Saturday, June 10th at 10:10 am where we will offer guidance based on the top priorities presented during our 40-minute session.

Your insight is important to us!

George C. Pappas, CEO of Intraprise Health is a high-tech executive with more than 35 years of deep cross-functional experience in Sales & Marketing, Professional Services, Operations, Product Management, and R&D. Most recently Chief Customer Officer and Chief Operating Officer at DrFirst, a medication management company, George was responsible for growing the customer base to over 1,400 hospitals and 100,000 prescribers in the US and Canada.

George has a long history of working with software and services companies, bringing them from inception to high-growth stage George has experience in a range of industries including Healthcare, Financial Services, Telecommunications, US National Security Community, and Higher Education. A seasoned executive with strong regional, national, and international experience, he has led R&D teams in the US, India, Russia, Poland, and China. He is active in CHIME and a member of their CFCHE program.

George holds a patent in sales risk management and is a graduate of Boston University.

Scott Mattila, Chief Security Officer, Intraprise Health, has worked in the information technology and healthcare sector for over 14 years. In that time, he has helped several integrated healthcare organizations meet their strategic goals. This includes the development of sustainable programs to continue to meet their compliance, regulatory, security and IT objectives, while reducing risks to the organization. For the last three years, Scott also serves as an adjunct professor and sits on the Dean's advisory board member at Duquesne University's Rangos School of Health Sciences.

In his career, he has led organizations to achieve their HITRUST CSF Certifications in and outside the continental United States and SOC2 + HITRUST CSF. Scott has also supported organizations in conducting the NIST CSF assessments as a third-party assessor, self-assessor, and strategic executive advisor. The key objectives in these programs included an actionable road map for continued growth through the effective management of teams, controls, and risk posture.