CGI
Sovera Content Connector (C2)

Partner Solution

- **Target Industry**
  Healthcare Providers

- **Business Application**
  Records Management

- **Products**
  IBM FileNet Business Process Manager
  IBM FileNet Content Manager
  IBM FileNet eForms

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Business Challenge

Healthcare providers are constantly performing a balancing act – ensuring that patients receive timely and attentive medical attention and service, while striving to reduce costs and enhance productivity.

Most healthcare personnel are overburdened by the management and processing of monumental amounts of paper documentation. A single patient's medical and billing history can include thousands of pieces of disparate data, including transcriptions, x-rays, lab results, patient demographics, consent forms, billing statements, and insurance remittance documents. In most healthcare organizations, this is housed in multiple databases and maintained by a multitude of applications, including a hospital's Health Information System (HIS), medical records management system and a physician's in-house system.

While these systems need to be integrated for physicians to obtain a comprehensive view of patient records and medical history, most hospitals have not achieved this level of systems integration. In addition, numerous applications are added to a typical HIS every day, making it more difficult for physicians and other medical staff to obtain the 360 degree view they need.

Even with the variety of storage and retrieval technologies available today, much of this data is still maintained in paper form and stored in over-filled file cabinets, making information retrieval difficult and time-consuming.

As a result, healthcare personnel must expend valuable time manually retrieving patient files from multiple locations, as well as updating information contained in numerous formats, instead of focusing on patient care. In addition, delays in the retrieval of patient records negatively impact the timely delivery of critical medical and financial information to physicians charged with accurately diagnosing medical conditions. This can lead to errors, service delays and potential costly legal ramifications.

Solution

CGI is a leading provider of customized Enterprise Content Management (ECM) solutions for the healthcare industry. Leveraging IBM's leading ECM suite of products, CGI has created Sovera Content Connector (C2) – a sophisticated, Web-based content management framework that connects disparate data and applications in a healthcare enterprise, and provides a single point of access for all data related to patient care and billing.

The Sovera C2 solution scans, indexes and stores all paper-based and electronic medical records related to patient care received in hospitals (e.g., nursing and doctor notes, discharge summaries, transcriptions, lab results, correspondence received from third parties, etc.) into the hospital's medical records system. During follow up care, a patient's physician can obtain anytime, anywhere access to the patient's complete medical history and display these image-enabled documents from an in-house IT system.

The Sovera C2 solution also enables healthcare providers to easily integrate differing systems and manage information across multiple platforms.

Value Proposition

CGI is a leader in providing state-of-the-art ECM solutions that enable healthcare industry organizations to effectively address an array of business challenges through optimized business processes and improved information access.

By aggregating all relevant patient records into a single, easy-to-use system, and pairing it with a streamlined records management process, Sovera C2 allows healthcare providers to gain unprecedented access to critical patient health and financial information. This enables physicians and other healthcare providers to make faster, more accurate and informed decisions, resulting in higher levels of service and a reduction in malpractice risk.

In addition, Sovera C2 provides a content management framework that serves as a foundation for ongoing HIPAA compliance, providing document lifecycle management capabilities and increasing accountability. Additional benefits gained by the Sovera C2 solution include:

- Improved access to patient information, and faster, more informed decision-making, since disparate data and applications are now connected across the organization;
- Improved information accuracy due to the elimination of misfiled or misplaced documents;
- Reduction in operational and administrative costs;
- Seamless integration with external medical records and hospital registration systems.

Company Description

Founded in 1976, CGI Group Inc. is one of the largest independent information technology and business process services firms in the world. CGI and its affiliated companies employ approximately 27,000 professionals. CGI provides end-to-end IT and business process services to clients worldwide from offices in Canada, the United States, Europe, Asia Pacific as well as from centers of excellence in North America, Europe and India. CGI's annual revenue run rate stands at $3.8 billion. Web site: www.cgi.com/healthcare.

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