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### *Changing, Creating or Refocusing the Expectations of Government Healthcare Operations?*

Today's politicians, the media, industry-leading corporations, individuals, and proactive vendors are focused on government sponsored electronic medical records or EMRs. But, EMRs may perhaps be only a partial solution. Shouldn't we consider a comprehensively integrated hospital information system and personnel management model to drive real value across stakeholders?

The EMR is being represented as the panacea of healthcare efficiency, yet its focus is limited scope of a patient's record, rather than a comprehensive view. The ideal of the EMR is further limited by a faulty notion that the current healthcare systems infrastructure is prepared to support its optimal utilization. Therein lays the conundrum: a technology without the infrastructure or mission to support it.

Government healthcare initiatives are based on services to the constituents, yet often and in the case of the requirements needed to support EMR delivery of records are once again un or under-funded by government mandates. In the many discussions that Gardant Global has had with government and commercial healthcare organizations, it is evident that the promise of the EMR will only be realized if integrated into an underlying technology system and personnel infrastructure capable of capturing and utilizing this 'new' found information delivery mechanism in a comprehensive manner. Customer service and patient experience are paramount in the continuing delivery of services by organizations of government healthcare. Therefore, the mission requires a comprehensive, integrated approach that will drive efficiency, security and customer/patient satisfaction through a managed approach to change.

The current government integrator / vendor offerings for both technology and services have traditionally been targeted at point solutions for individual hospitals and clinics directly interested in compliance not integration. The commercial hospital systems, with direct pressure for revenue growth and expense containment in conjunction with patient experience are leading the way in creating integrated environments. For example, Tenet, HCA, Florida Hospital and the New York Presbyterian Systems utilize an integrated technology model designed to support a multi-tiered healthcare staffing and operational model. This multi-tier scenario is managed by Cloud computing technologies that are secure and integrate into all aspects of compliance, credentialing, order management, shift management, event management, training and invoicing for all licensed staff. These technologies coupled with automated disaster recovery, FISMA compliance and open APIs could provide government with the platform for the use of the EMR.

Imagine, an environment of healthcare delivery professionals spanning the spectrum of permanent employees, per diem, and contractors managed across the entire system with technology that is secure, provides for fluidity of location for staff and creates an integrated set of platforms that are cloud based, system wide and are designed to support the issues including pandemics, homeland security and the wounded warrior and that can link directly with patient information management systems and EMRs. Already the view of the patient experience is more complete and goes beyond condition and treatment notes. Holistic solutions for a traditionally disparate set of organizations: is it possible, manageable, and realizable through the integrator community at their will? We think so.

Gardant Global is a Strategy, Technology and Investment Corporation headquartered in Washington, DC with offices in Florida, Virginia and the United Kingdom. Gardant assists corporations in developing strategies and technology solutions that respond to strategic initiatives in the areas of transportation, healthcare, energy, technology and government.

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