

TAGNOS™

Enhanced Experience. Efficient Care.



SCORE Data and Analytics

August 2012

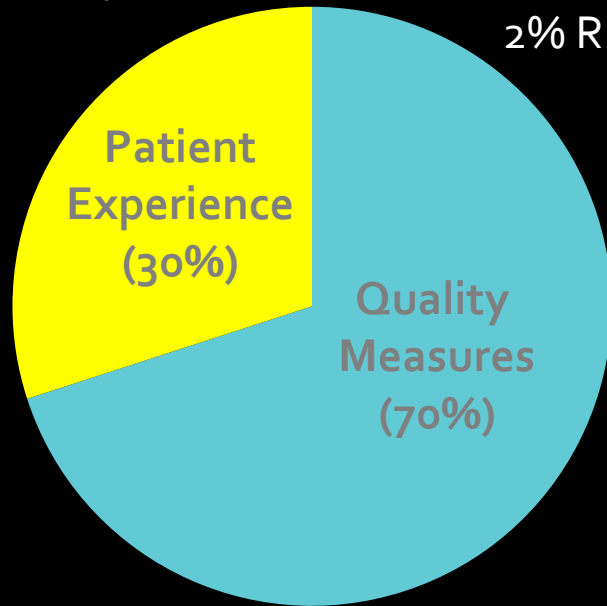
Michele Graynor

Chief Marketing Officer

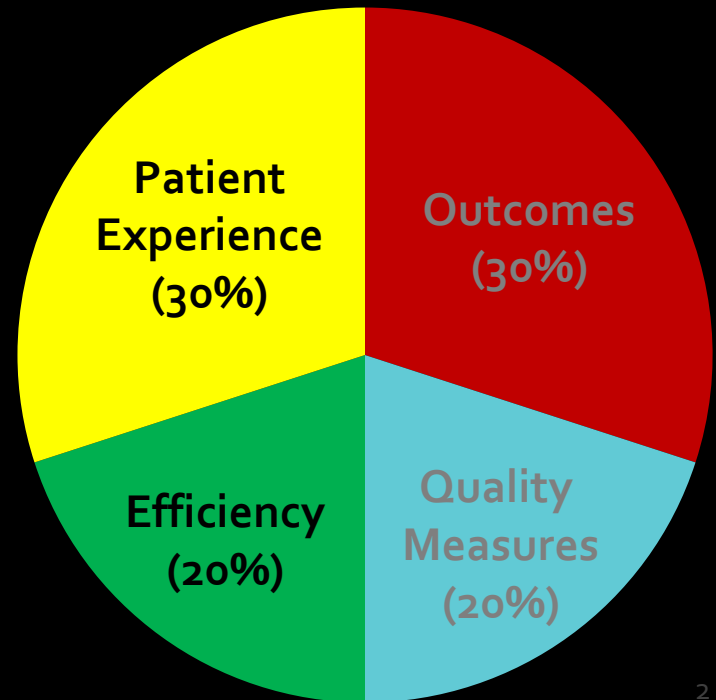
Payors Driving Healthcare Focus



2003
Voluntary



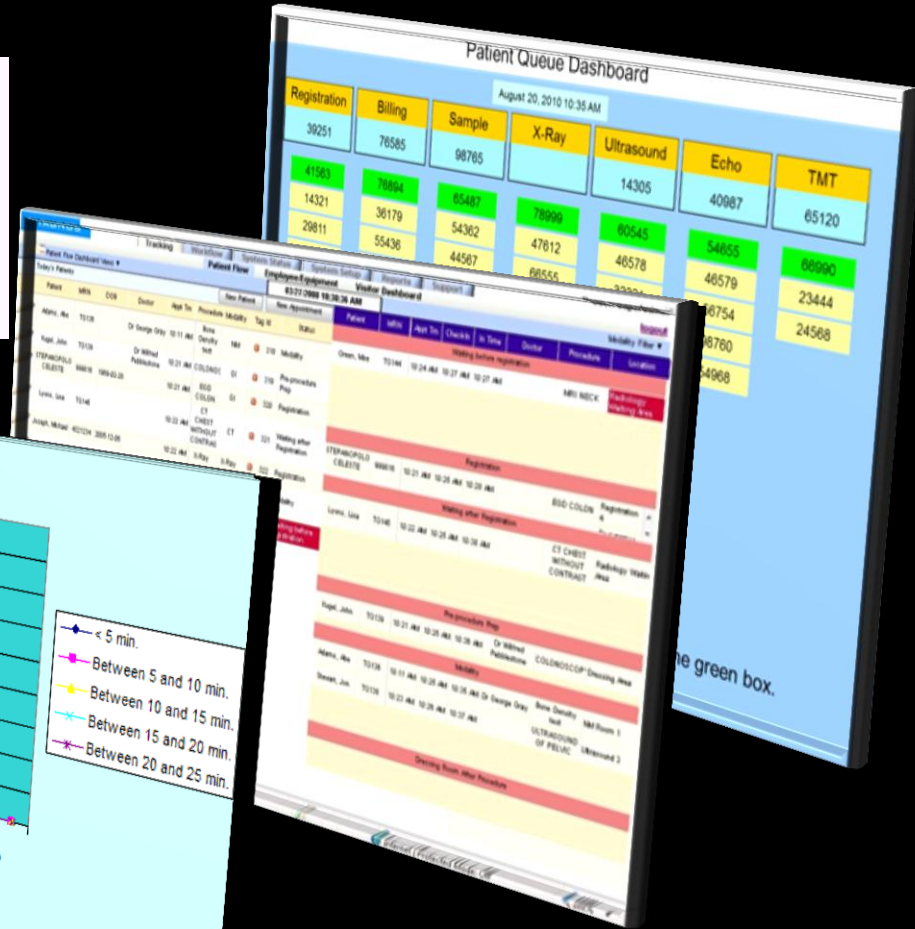
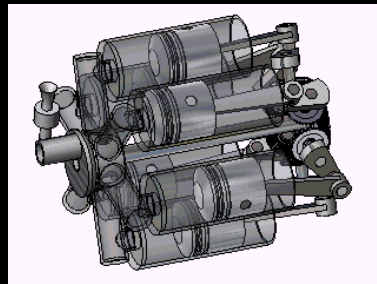
2012
2% Risk/Reward



2014
3% Risk/Reward

TAGNOS

"The Tag Knowledge System"



Dashboards & Analytics

The screenshot shows the TAGNOS dashboard interface. On the left is a 'Menu' section with various categories and items, each with a status indicator. On the right is a 'Charts' section. Blue arrows point from the 'Charts' section to the corresponding menu items, with explanatory text.

Menu	Charts	
Executive Dashboard		
Executive Dashboard Overview	OK	Allows executives to see key hospital performance
Satisfaction Rating	Ok	
Wait Times	Ok	
Room Utilization	Ok	
Industry Benchmarks		
ER Benchmarks	Ok	Provides benchmarks to industry standards
OR Benchmarks	Ok	
Satisfaction Rating Benchmarks	Warning	
Operational Analytics		
Operational Analysis Overview	Ok	Creates detailed analytics for performance improvement initiatives
Patient Arrival by Hour	OK	
Patient Arrival by Day	OK	
Avg time to procedure	Warning	
Avg Time in Procedure	Ok	
Patient Flow		
Wait Times by Time of Day	Warning	Tracks patient flow and throughput in real-time
OR Status	Ok	
Location Patient Flow	Ok	
Patient Queue	Ok	
Track Assets		
Asset Locator	Ok	Locates assets for optimal management
Asset Locator - Map	Ok	

SCORE :
TAGNOS Core Offering

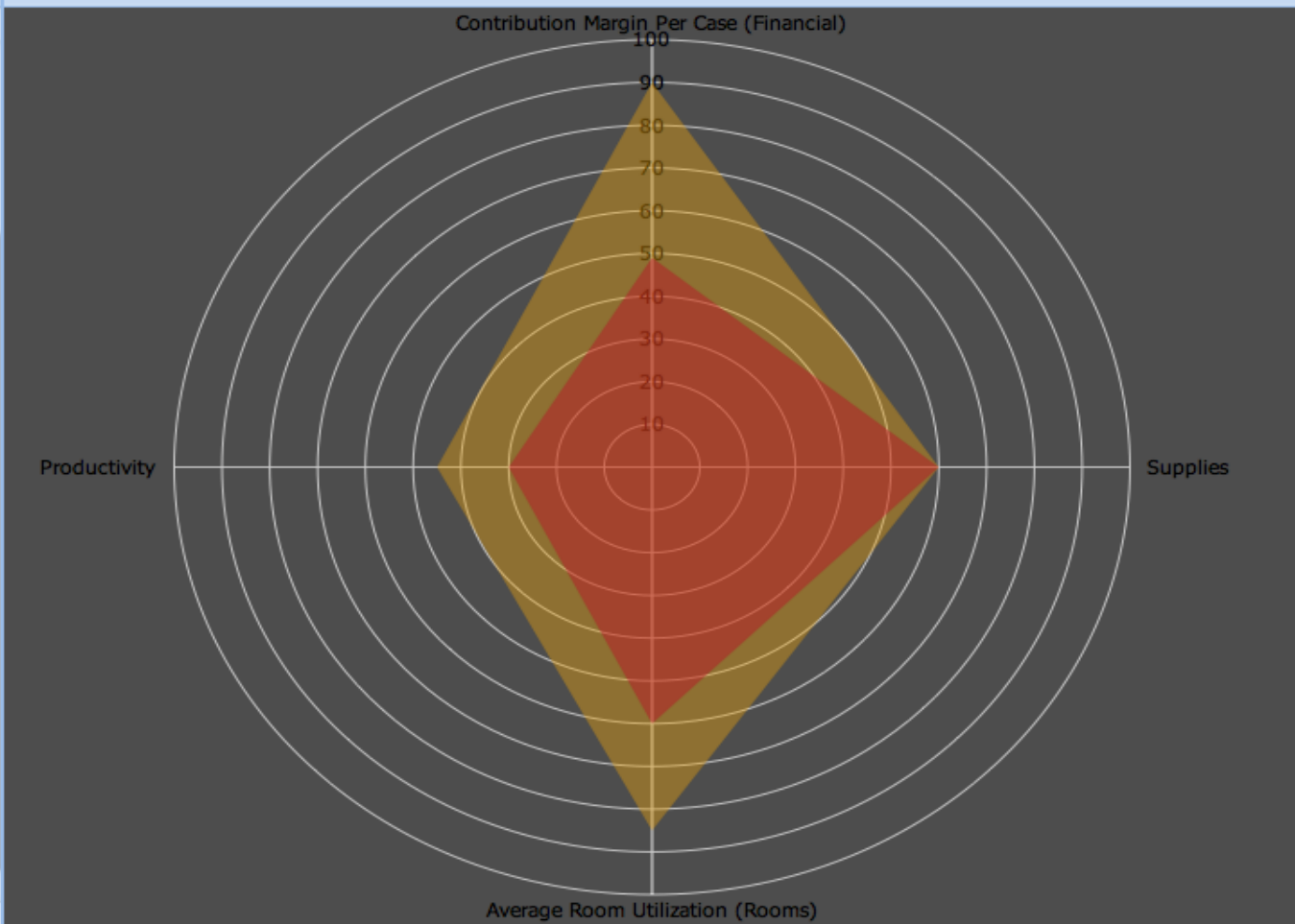
SCORE Collaborative

Overall Utilization Performance

TAGNOS™

Menu	
ER Benchmarks	Ok
OR Benchmarks	Ok
Satisfaction Rating Benchmarks	Warning
Operational Analytics	
Operational Analysis Overview	Ok
Patient Arrival by Hour	OK
Patient Arrival by Day	OK
Avg time to procedure	Warning
Avg Time in Procedure	Ok
Patient Flow	
Wait Times by Time of Day	Warning
OR Status	Ok
Location Patient Flow	Ok
Patient Queue	Ok
Score Collaborative	
Room Utilization	Ok
Peer Comparisons	Ok
Utilization Performance	Warning
Supplies	Ok
Labor Productivity	Ok
Turnaround Times	Ok
Overtime Starts	Ok
Track Assets	
Asset Locator	Ok
Asset Locator - Map	Ok

Charts



SCORE Collaborative

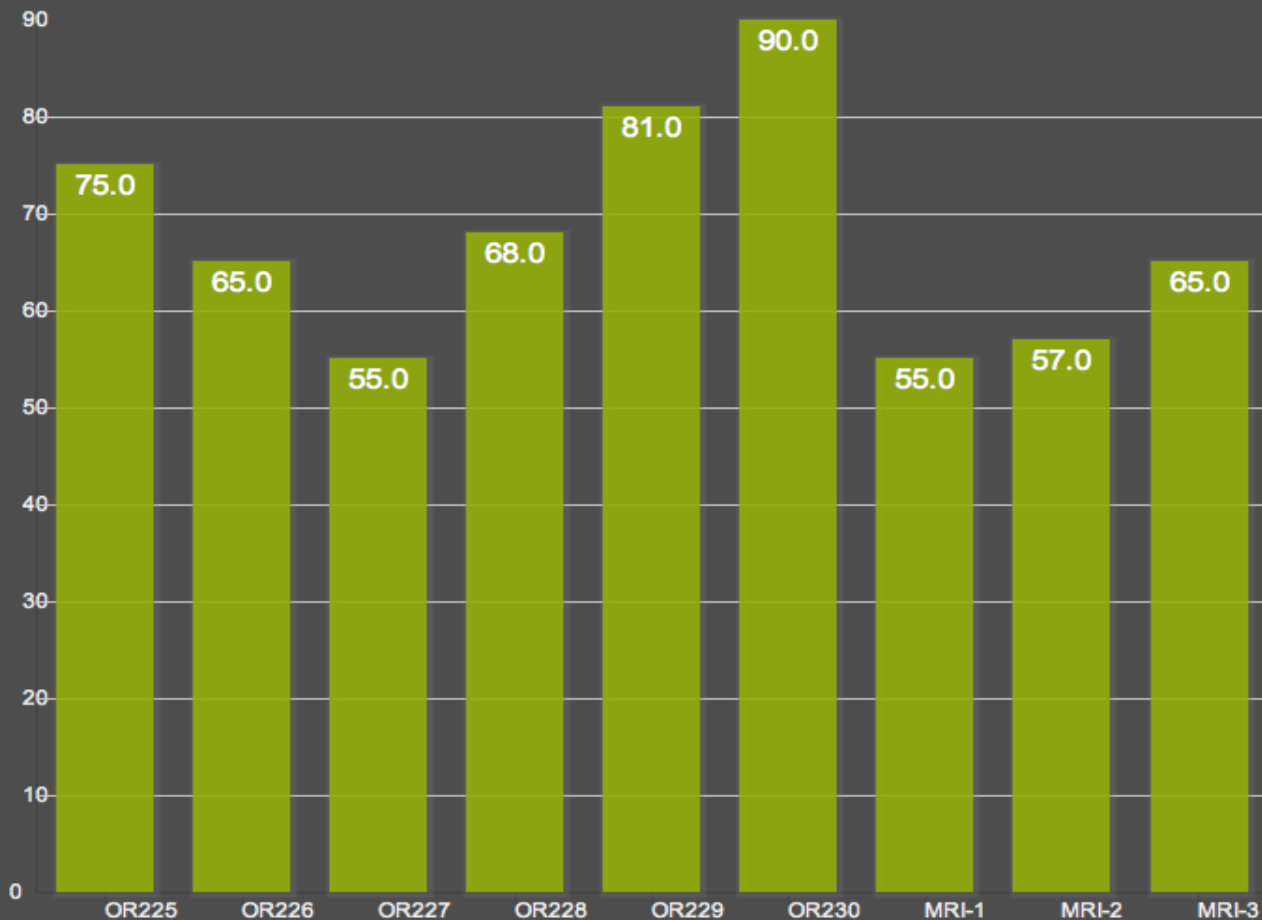
OR Room Utilization (%)

TAGNOS™

Menu

ER Benchmarks	Ok
OR Benchmarks	Ok
Satisfaction Rating Benchmarks	Warning
Operational Analytics	
Operational Analysis Overview	Ok
Patient Arrival by Hour	OK
Patient Arrival by Day	OK
Avg time to procedure	Warning
Avg Time in Procedure	Ok
Patient Flow	
Wait Times by Time of Day	Warning
OR Status	Ok
Location Patient Flow	Ok
Patient Queue	Ok
Score Collaborative	
Room Utilization	Ok
Peer Comparisons	Ok
Utilization Performance	Warning
Supplies	Ok
Labor Productivity	Ok
Turnaround Times	Ok
Ontime Starts	Ok
Track Assets	
Asset Locator	Ok
Asset Locator - Map	Ok

Charts



SCORE Collaborative

Supply Cost per Case

TAGNOS™

Menu	
ER Benchmarks	Ok
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Asset Locator - Map	Ok



***SCORE : TAGNOS UPGRADE
(Leveraging RTLS Technology)***

Patient Flow

Location Patient Flow

TAGNOS™

Menu

Executive Dashboard

Executive Dashboard Overview	OK
Satisfaction Rating	Ok
Wait Times	Ok
Room Utilization	Ok

Industry Benchmarks

ER Benchmarks	Ok
OR Benchmarks	Ok
Satisfaction Rating Benchmarks	Warning

Operational Analytics

Operational Analysis Overview	Ok
Patient Arrival by Hour	OK
Patient Arrival by Day	OK
Avg time to procedure	Warning
Avg Time in Procedure	Ok

Patient Flow

Wait Times by Time of Day	Warning
OR Status	Ok
Location Patient Flow	Ok
Patient Queue	Ok

Track Assets

Asset Locator	Ok
Asset Locator - Map	Ok

Charts

TAGNOS™

Tracking Workflow System Status System Setup Reports Support

Patient Flow Employee/Equipment Visitor Dashboard

03/27/2008 10:38:36 AM

User: superadmin

Logout

Patient Flow Dashboard Views

Today's Patients

Patient	MRN	DOB	Doctor	Appt Tm	Procedure	Modality	Tag Id	Status	Patient	MRN	Appt Tm	CheckIn	In Time	Doctor	Procedure	Location
Waiting before registration																
Adams, Abe	TG136		Dr George Gray	10:11 AM	Bone Density test	NM	318	Modality	Green, Moe	TG144	10:24 AM	10:27 AM	10:27 AM		MRI NECK	Radiology Waiting Area
Kugel, John	TG139		Dr Wilfred Pebblestone	10:21 AM	COLONOSC	GI	319	Pre-procedure Prep								
STEPANOPOLU CELESTE	999816	1969-02-28		10:21 AM	EGD COLON	GI	320	Registration								
Registration																
Lyons, Lisa	TG145			10:22 AM	CT CHEST WITHOUT CONTRAS	CT	321	Waiting after Registration	STEPANOPOLU CELESTE	999816	10:21 AM	10:25 AM	10:28 AM		EGD COLON	Registration 4
Waiting after Registration																
Joseph, Michael	4321234	2005-12-06		10:22 AM	X-Ray	X-Ray	322	Registration								
Stewart, Jon	TG138			10:23 AM	ULTRASOUND OF PELVIC	CT	323	Modality	Lyons, Lisa	TG145	10:22 AM	10:25 AM	10:38 AM		CT CHEST WITHOUT CONTRAST	Radiology Wait Area
Green, Moe	TG144			10:24 AM	MRI NECK		316	Waiting before registration								
Pre-procedure Prep																
Kugel, John	TG139		Dr Wilfred Pebblestone	10:21 AM	COLONOSCOP			Dressing Area								
Modality																
Adams, Abe	TG136		Dr George Gray	10:11 AM	Bone Density test			NM Room 1								
Stewart, Jon	TG138			10:23 AM	ULTRASOUND OF PELVIC			Ultrasound 2								
Dressing Room After Procedure																

Display of all patients and where they are in the process. Also, shows movement through the process.

Patient Flow

Operating Room Status

TAGNOS™

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Patient Arrival by Day	OK
Avg time to procedure	Warning
Avg Time in Procedure	Ok

Patient Flow

Wait Times by Time of Day	Warning
OR Status	Ok
Location Patient Flow	Ok
Patient Queue	Ok

Track Assets

Asset Locator	Ok
Asset Locator - Map	Ok

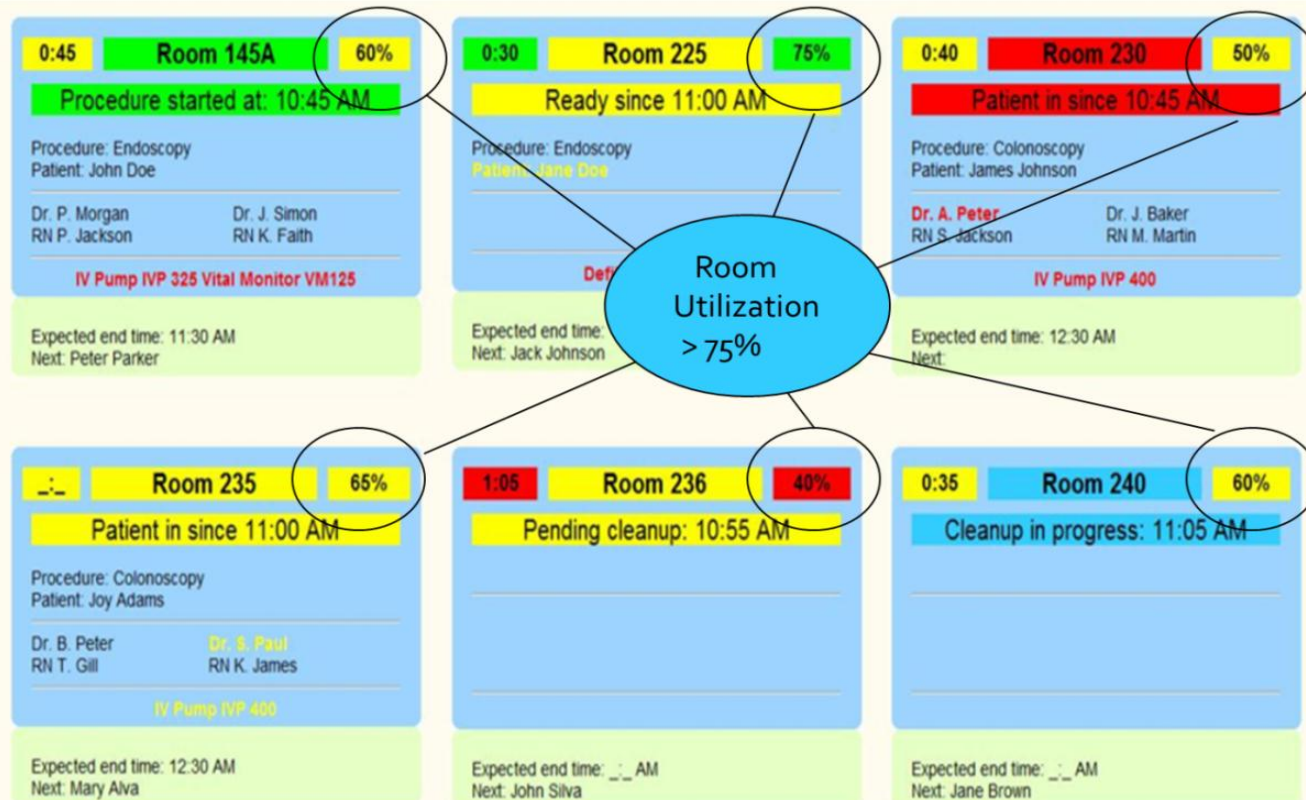
Charts

TAGNOS™

Tracking Workflow System Status System Setup Reports Support
 Patient Flow Employee Assignment Visitor Dashboard OR Dashboard

User: supd

05/01/2012 11:10 AM



Operational Analytics

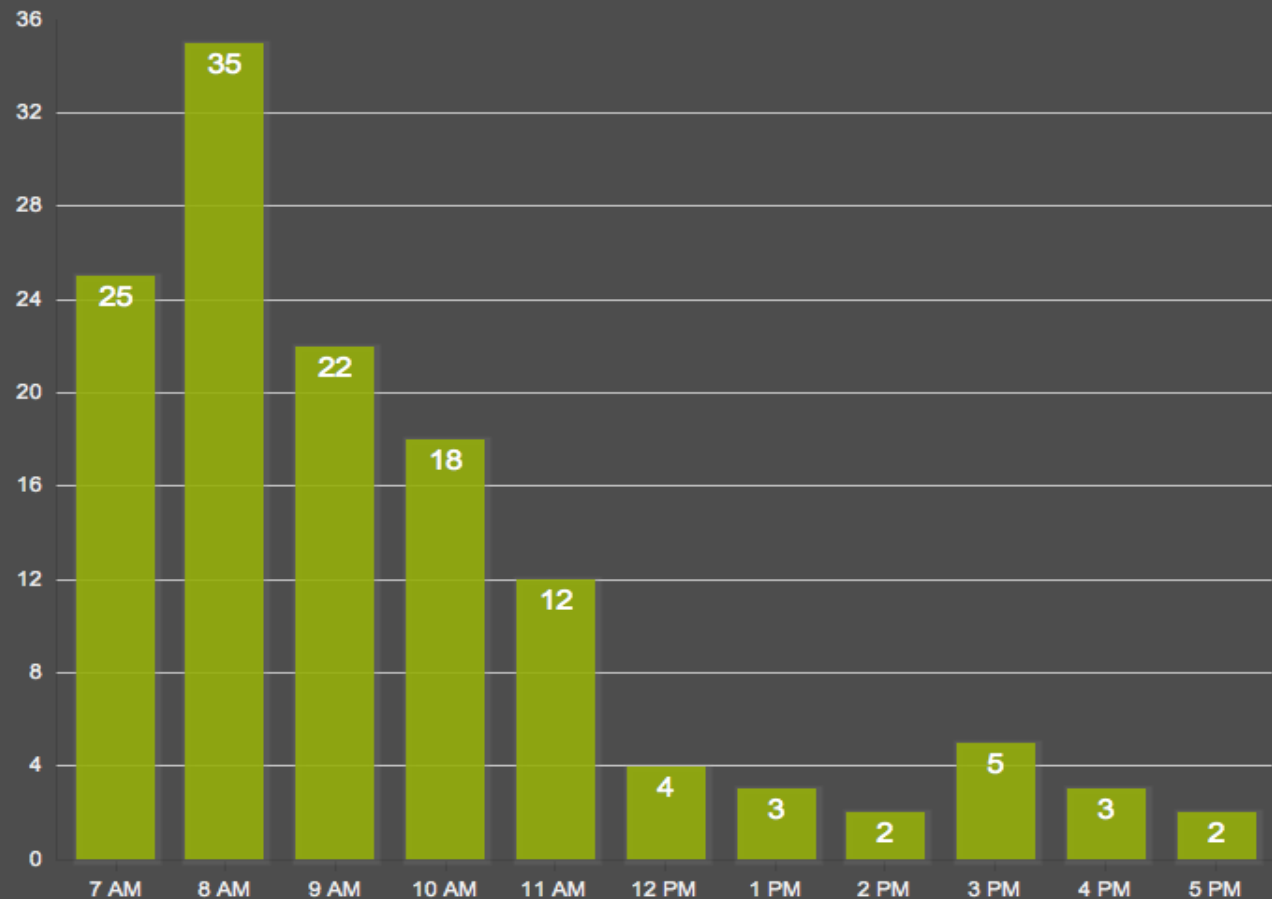
Patient Arrival by Hour

TAGNOS

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Charts



Operational Analytics

Wait Times by Time of Day

TAGNOS

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Patient Flow

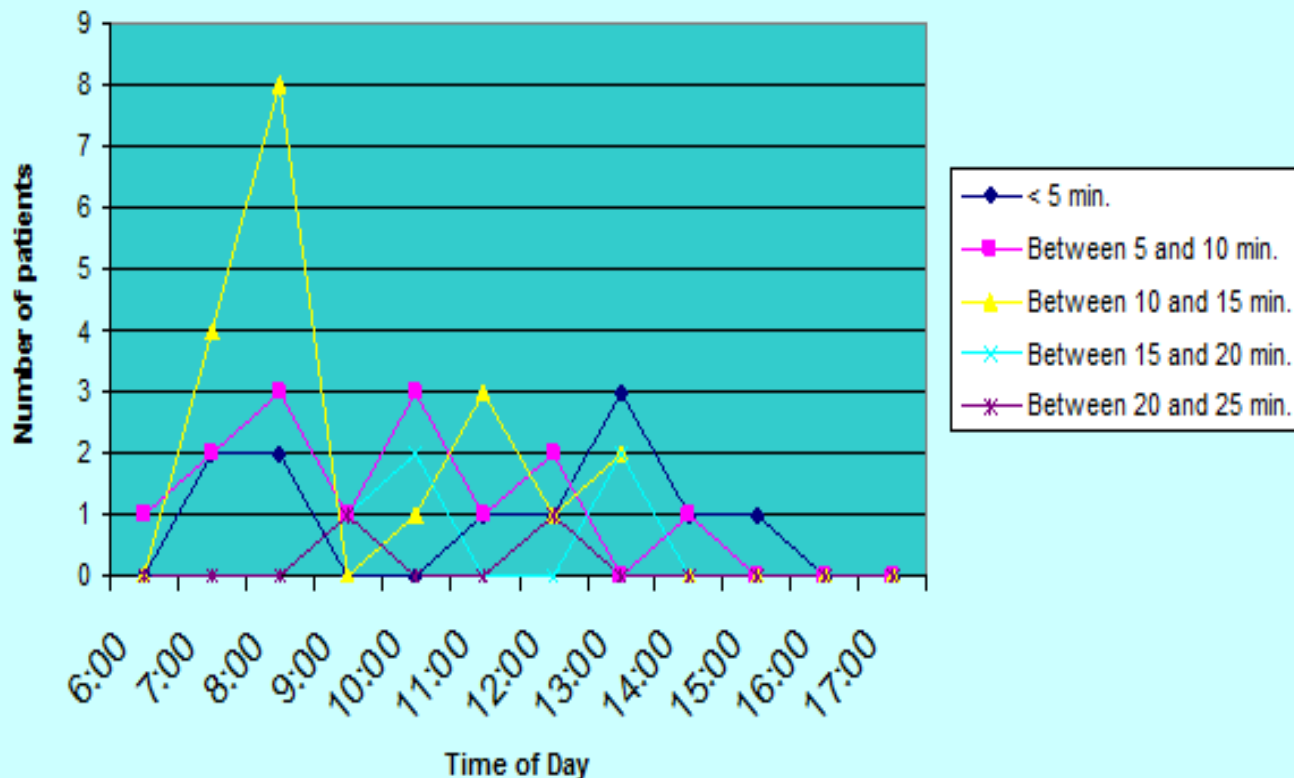
Wait Times by Time of Day	Warning
OR Status	Ok
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Patient Queue	Ok

Track Assets

Asset Locator	Ok
Asset Locator - Map	Ok

Charts

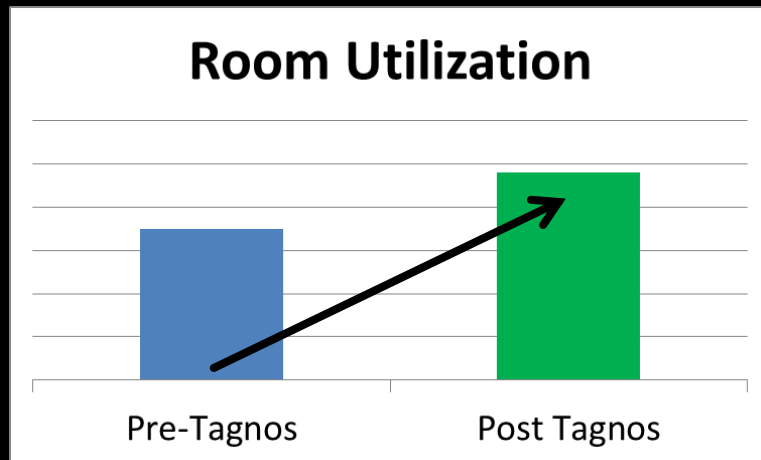
Wait time for registration



PROVEN SUCCESS

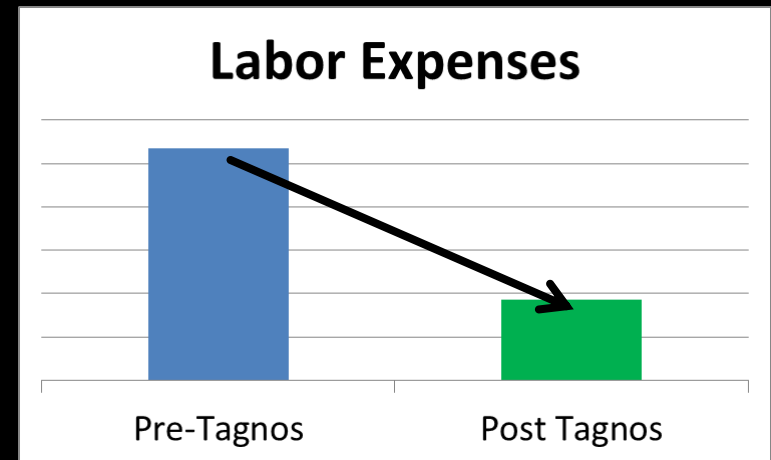
White Memorial Medical Center
Adventist Health

\$365K Revenue Increase



Radiology
Services

\$500K Expense Reduction



Central Patient Registration for
OPS and GI Labs

TAGNOS EXPANSION



GOALS:

Reduce Room Turnover Times
Increase Physician Satisfaction
Increase Revenues

1 Case Per Day
\$1 Million in Revenue

**Surgical
Services**

GOALS:

Reduce ED LOS & LWBS
Increase Patient Satisfaction
Increase Revenues

1 Admission Per Day
\$2.5 Million in Revenue

**Emergency
Department**

IN SUMMARY, TAGNOS...

- *Identify Bottlenecks*
- *Reduce Wait Times*
- *Communicate Delays*
- *Leverage Resources*
- *Impact Bottom Line*

Provides

VISIBILITY...

To the process of care through

HANDS FREE...

Data gathering and analyses in

REAL-TIME...

Engaging patients and clinicians with

VISUAL CUES...

Allowing for SUSTAINABLE CHANGE.

Why TAGNOS?

- Performance Excellence Company who will help you:
 - Streamline processes of care
 - Enhance your patients' experiences
 - *Significantly impact your bottom line*
 - *ROI exceeding 5:1*