

# Microsoft Knowledge Driven Healthcare

> Solutions for Healthcare Providers



## MICROSOFT KNOWLEDGE DRIVEN HEALTHCARE:

### > Solutions for Healthcare Providers

Today's healthcare system challenges clinicians and administrators to deliver the highest quality patient care in the most cost-efficient manner. This is no easy feat in an era that sees healthcare workers balancing the diverse demands of stakeholders as varied as federal and state regulators, health insurers, colleagues and specialists, and patients. Healthcare providers are juggling patient care with business administration, claims management, regulatory compliance, and continuing medical education, while simultaneously assessing and reacting to new trends, such as pay-for-performance and electronic medical records.

Microsoft understands that people, not processes, are the key to business and patient success. Whether your organization owes its success to its hyper-efficient clinical processes, its breakthrough innovations, or its superior patient services and relationships, it's safe to say there is an individual or team behind every winning idea or approach. Healthcare professionals are the ultimate information workers. It is critical that they be able to access the data they require to accurately inform their actions when they need to and from wherever they happen to be.

Increasingly, technology is being leveraged across the healthcare system to streamline administrative and clinical processes—helping healthcare workers efficiently mine the information at hand to deliver the best possible results. Armed with the right knowledge when they need it, healthcare workers are in a position to deliver on the demand for improved patient care that is cost-effective. At Microsoft, we call this Knowledge Driven Healthcare.

Knowledge Driven Healthcare addresses the prevailing challenges of healthcare workers with innovative technology solutions. Developed with our industry partners, these solutions remove complexity from day-to-day processes and connect disparate systems for improved communications and collaboration across the healthcare ecosystem—ultimately enabling patient success.

*> With the Microsoft vision of Knowledge Driven Healthcare, providers and healthcare organizations can benefit from software that empowers breakthrough results in business performance and patient care.*

# Microsoft + Healthcare

The Microsoft vision for healthcare realizes improved health outcomes and patient safety across the continuum of care, and around the globe. This stems from an understanding that our technologies have a real and proven ability to drive transformation by equipping healthcare workers and consumers with the best knowledge at hand—knowledge that's delivered in the most time-effective manner, across geographic barriers.

This vision and commitment extends across small physician offices and clinics; large hospitals and health systems; home-care services; and to individuals who are increasingly tasked with assuming responsibility for their personal health. As one of the largest global citizens, Microsoft maintains a corporate—and personal—interest in effecting change in healthcare. An employer of more than 70,000 people and an insurer of more than 601,000 individuals, Microsoft is actively exploring the potential of technology to reduce the costs associated with healthcare, while improving the quality of patient results.

As part of its ongoing research and development efforts, Microsoft is continually assessing its broad technology platform for ways by which industries, such as healthcare, can best leverage capabilities for breakthrough innovation. In some cases, Microsoft works with a broad ecosystem of partners—industry software vendors and system integrators—who combine a deep knowledge of the healthcare system with the broad capabilities of our rich software platform to develop breakthrough solutions that benefit stakeholders across the spectrum of care. In other cases, this translates into tailored solutions, such as Microsoft Dynamics™, which addresses customer relationship management and financial challenges faced by health organizations; or a hospital solution developed by physicians on Microsoft® technology and an information integration engine, acquired by Microsoft, that improves access to, and usability of, clinical data.

At Microsoft, we believe that technology is vital to creating access and collaboration where it doesn't exist today to help improve healthcare delivery. We are focused on providing healthcare workers with the knowledge they need to deliver this standard of care.

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# A Cohesive Framework

## > CONNECT

Microsoft Knowledge Driven Healthcare provides technology that enables the seamless exchange of information across healthcare organizations and between healthcare providers. Solutions within the framework accelerate the benefit of technology with products that are adaptive and intuitive, and seamlessly integrate with and extend existing IT investments. In an environment that is overloaded with information and fragmented with disparate technology systems, Microsoft solutions for electronic medical records management and integration allow healthcare workers to focus on what they do best—deliver innovations in healthcare.

Key Microsoft Solution Areas:

- Healthcare Integration
- Electronic Medical Records

## > COLLABORATE

The Microsoft integrated technology platform enables collaboration across an increasingly fragmented healthcare environment. Microsoft-based solutions help healthcare workers to collaborate across systems, from anywhere at any time, using any device. By encouraging the sharing of information, Microsoft healthcare portals and collaboration solutions help enable healthcare workers to make informed decisions and deliver evidence-based care for business and patient success.

Key Microsoft Solution Areas:

- Clinical Collaboration
- Healthcare Portals

## > INFORM

Microsoft technology empowers organizations and individuals across the healthcare spectrum to deliver real-time insight and decision support. Microsoft healthcare analytics solutions based on the Knowledge Driven Healthcare framework help reduce complexity and realize cost savings, so healthcare workers can dedicate more of their energy to realizing breakthroughs in the quality and affordability of healthcare.

Key Microsoft Solution Areas:

- Healthcare Analytics

## Connect, Collaborate, Inform

Microsoft Knowledge Driven Healthcare connects Microsoft platform technologies, products, technology partners, and industry solutions in a cohesive framework that addresses the primary business and patient-care issues faced by healthcare organizations. This brochure highlights Microsoft solution offerings for healthcare workers, which have been identified in close collaboration with healthcare organizations and industry partners as those in which technology can enable dramatic results.

Microsoft Knowledge Driven Healthcare starts with the principle that a system of successful, high-quality healthcare is built on an integrated infrastructure. In an environment in which a hospital may have as many as 200 separate, disconnected systems for creating and storing information, the underlying objective is to create a standards-based technology framework by which healthcare workers can easily access and navigate the information stored inside.

At the core of this framework is a proven technology platform, which includes Web services and a service-oriented architecture, and Microsoft .NET. These are complemented by familiar, widely used programs from the Microsoft Office System. Healthcare organizations benefit from software solutions that are easy to use; are integrated and easier to deploy; are supported by a large ecosystem of partners; and are continually evolving to meet their industry's most pressing needs.

Recognizing people as the most important asset to the healthcare system, it is critical that healthcare workers are empowered to deliver the best possible care, through seamless access to information. The technology solutions offered under the vision of Knowledge Driven Healthcare are focused on enabling healthcare workers to better connect, collaborate, and stay more informed.

> *Microsoft Knowledge Driven Healthcare solutions are focused on enabling healthcare workers to better connect, collaborate, and stay more informed to deliver the best possible care.*

## CONNECT: Healthcare Integration

A typical hospital in today's healthcare system may have as many as 200 separate, disconnected systems for creating and storing information, challenging the ability of physicians, clinicians, technicians, and specialists to collaborate effectively on patient care across clinics and hospitals within the same network or throughout the healthcare system. Adding to the complexity of communications is the need to connect with healthcare insurers on claims processing, and any exchange of data must comply with government-mandated regulations and standards that preserve patient safety and privacy. Integration solutions automate the flow of data across any combination of systems, devices and organizations, and are critical to facilitating the exchange of information across any combination of systems for improved delivery of quality patient care.

Microsoft interoperability solutions help enable healthcare organizations to meet new demands and get more out of their organization's core information technology investments. In an effort to expand our domain expertise, Microsoft recently acquired an information integration engine, which addresses latency issues by quickly pulling up information from across systems. Its applications span clinical and financial data, outcomes analysis, and analytics tools, and can meet the real-time information needs of healthcare workers.

At the heart of Microsoft Knowledge Driven Healthcare and its integration solutions is the Microsoft Connected Health Framework. The Connected Health Framework has been created, and will continue to evolve, to help move healthcare toward a series of easily available, interconnected, reliable, and efficient services. The Connected Health Framework provides a reference architecture, advice, and guidance in the areas of infrastructure, identity management, and integration. The design of the Connected Health Framework is based on service oriented architecture (SOA) best practices in healthcare and across the industry. In the area of integration, the Connected Health Framework is based on open standards and protocols to support seamless interoperability between different systems and organizations. By developing solutions based on the Connected Health Framework, Microsoft and its industry partners allow clients to focus on the business solution versus designing and developing the SOA infrastructure. This technology infrastructure requires minimal training for IT personnel and end users, shortening the time required to achieve the desired return on investment.

Microsoft BizTalk® Server 2006 is a cornerstone of the Microsoft interoperability framework. BizTalk Server 2006 includes new capabilities that allow developers to create more flexible solutions, so healthcare organizations can integrate systems faster, and administrators and business users can more effectively monitor ongoing business processes. Combined with devices, such as Tablet PCs and Windows®-based Pocket PCs that use the Windows Mobile® platform, Microsoft integration solutions provide the framework for delivering access to information at the point of care—delivering significant and tangible value.



> *Microsoft healthcare integration solutions automate the flow of data across any combination of systems and devices, and are critical to facilitating the exchange of information for improved delivery of patient care.*

Crystal Run Healthcare

Crystal Run Healthcare, located in the mid-Hudson Valley of New York State, wanted to serve more patients and provide a wider range of specialties. But Crystal Run lacked confidence that its legacy practice-management system could grow with the organization, and the practice needed to simplify the logistics of accessing medical charts. Crystal Run worked with NextGen Healthcare Information Systems, a Microsoft Certified Partner, to implement the vendor's Enterprise Practice Management and Electronic Medical Records products on Windows Server System™. In just five years, the solution helped Crystal Run grow from 15 physicians to more than 100, open six additional offices, and save more than \$5 million in transcription and chart access costs—all while improving the quality and consistency of patient care.

*"We get 2,000 telephone calls per day and 1,400 office visits. That equals \$7,000 saved per day from NextGen EMR."*

Doreen Cooper  
Systems Administrator  
Crystal Run Healthcare

**CONNECT: Electronic Medical Records**

Instant access to patient information is essential in any clinical setting. Electronic record management systems ensure that all patient data is created and stored in digital form, making it retrievable from any location, on any device in near real time. Electronic record management systems built on Microsoft Windows Server® 2003, Microsoft SQL Server™ 2005, Windows Mobile®, and other Microsoft products and technologies give clinicians access to patient data from across all of a healthcare organization's systems. Electronic record management systems also reduce the need to manually retype patient information, helping to save time and reduce errors.

With Microsoft Windows Server System™, healthcare organizations have a server platform that can reduce cost and complexity while providing the enhanced security, availability, and scalability that are essential in today's healthcare environment. SQL Server 2005 delivers the full range of capabilities required for storing and accessing large volumes of data—a prerequisite in an intensely data-driven field, such as healthcare.

Today, Microsoft works with industry partners and around the world to offer electronic medical record solutions built on the Microsoft platform. These solutions provide intelligent guidance and enable physicians, nurses, and administrators to access information wherever and whenever they need it: at the bedside or at home, on wireless charts or handheld devices. This helps ensure that the right decisions are made and helps healthcare workers deliver high-quality, timely care. Thanks to the familiar Microsoft user interface, the solutions are easy to use—driving physician adoption. When you consider that many physicians and other clinicians spend more time on charting and administrative tasks than on face-to-face patient encounters, it becomes clear that electronic record management systems offer immediate workflow, collaboration, and patient-care benefits.



## COLLABORATE: Healthcare Portals

With data scattered throughout the healthcare system, healthcare workers can benefit from an application that quickly and easily identifies and pulls together the data needed to inform the best decisions. A healthcare portal solution provides a central information hub that delivers all relevant data, tailored to the specific needs of a clinician or administrator. Creating a consolidated view of information, this technology bridges the formidable gaps that pervade the healthcare system today—gaps that prevent the delivery of true evidence-based medicine. Microsoft healthcare portal solutions connect people across disparate systems and connect them with the knowledge they need to make the most informed decisions.

Built on the Microsoft SharePoint™ Portal Server and Windows SharePoint Services, Microsoft healthcare portals are accessed over the Web using tools such as Microsoft Office programs. As Microsoft introduces solutions that leverage the Connected Health Framework architecture, teams of healthcare workers will be able to benefit from a two-way flow of information - to and from the business applications. This bi-directional functionality will enable more streamlined workflows from within the portal itself and reduce the need to switch to other applications to modify or enter new information. Healthcare portals are flexible enough to provide comprehensive access to information systems within a single healthcare organization and across partner organizations. And, importantly, this functionality is delivered within a security-enhanced infrastructure that enables users to share information more safely and help organizations to comply with HIPAA and other mandates.

### Administrative Portals

Healthcare administrative portals provide a central location and standardized process for storing and accessing documents customized by role, supporting policies, procedures, and training management.

### Employee Portals

Employee portals provide self-service access to human resources information, training, organizational communication, and departmental information.

### Clinical Portals

Microsoft clinical portals provide instant access to comprehensive clinical data in views that are customized to each healthcare worker's role in the organization. The portal aggregates information from multiple systems enabling healthcare organizations to leverage existing technology investments while gaining an intuitive view of patient information.

### Forms Automation

Supplementing portals with healthcare forms automation solutions further supports efficient and flexible patient information collection, increased patient safety, reduced patient wait times, and timely access to information. Forms automation solutions allow healthcare providers to replace paper forms with digital information processes that automate the way they collect and share patient information. As a result, caregivers can devote more time to patient care and less time to administrative tasks. Clinical and administrative forms automation systems also lessen patient wait times and eliminate manual data entry.

Built on Microsoft Office InfoPath® 2003, clinical and administrative forms automation solutions offer a set of tools and applications that use easily created electronic forms. These forms may be accessed from a wide range of devices—including Tablet PCs and Windows-based Pocket PCs—and accept data through digital ink and speech, in addition to traditional keyboard entry. Because information can be captured in the universal XML data standard, it can be stored virtually anywhere and transferred between existing clinical information systems. Duplicate data entry is no longer required and data is consistent across multiple systems.



### > CUSTOMER EVIDENCE Norton Healthcare

With four hospitals, eight immediate-care centers, and 50+ physician practice sites, Norton Healthcare has grown from a small community hospital to Greater Louisville's leading healthcare provider. That growth created a need for increased electronic communication, collaboration, and training. Working with Quilogy, Norton Healthcare addressed those needs with a new enterprise portal based on Microsoft Office SharePoint Portal Server 2003. The intuitive user interface and flexibility provided by SharePoint Portal Server 2003 empowers business owners to publish and manage their own content, helps reduce IT costs, and preserves the company's investment in existing applications. This solution also includes a new electronic learning-management system based on the Quilogy Learning Platform, which Norton projects will reduce clinical system training costs by up to 50 percent.

*"We expect to achieve payback on this system through the savings on training costs alone from using the learning-management system through the SharePoint portal."*

**Joseph DeVenuto**  
Vice President of Information Services/CIO  
Norton Healthcare

> *Healthcare portals connect people across disparate systems and arm them with the knowledge they need to make the most informed healthcare decisions.*

**Erickson Retirement Communities**

Erickson Retirement Communities sees IT as a competitive differentiator, helping the company attract residents while maximizing employee productivity and system security. Erickson recently deployed a prerelease version of the Windows Vista™ operating system and the 2007 Microsoft Office system. Upgrading will provide Erickson Retirement Communities with built-in security features for mobile users, significant gains in staff productivity, and an 80 percent reduction in deployment times due to single-image deployment.

*"Using Windows Vista and the 2007 Microsoft Office system helps set us apart in our industry. We're increasing staff productivity, protecting sensitive information, and improving our residents' experiences."*

**Scott Erickson**  
 Chief Technology Officer  
 Erickson Retirement Communities

> *With Microsoft solutions, healthcare organizations benefit from intuitive clinical collaboration tools, such as real-time scheduling, contact manager, and instant messaging, to improve organizational efficiency and patient care.*

**COLLABORATE: Clinical Collaboration**

Physicians are constantly faced with competing interests for limited time with patients. On any given day, they are required to travel within and beyond their organization to conduct grand rounds presentations, patient referrals, and case consultations; and attend medical staff meetings, staff training, and clinical case conferences. With practice overhead running at an all-time high and ever-increasing demands to see more patients, doctors cannot afford to take on anything that slows their productivity. Improved collaboration is an area in which Microsoft technology has the potential to deliver clear benefits to healthcare workers and the organizations in which they operate.

Microsoft unified communications and collaboration solutions for healthcare such as Microsoft Office Groove® Virtual Office, Microsoft Office Live Meeting, Microsoft Office Live Communications Server, and Microsoft Office Communicator 2005 support efficient sharing of information across the organization. Using these solutions, healthcare workers can more effectively collaborate from virtually any location, and find and share information more easily. Building in an environment of Microsoft Office Live Communications Server and Microsoft Exchange Server, healthcare workers benefit from improved security, intuitive collaboration tools, such as real-time scheduling; e-mail and voice mail; contact manager; instant messaging; and Web, audio, and data conferencing, to improve organizational efficiency and patient care.

**Groove**

Because most healthcare processes and decisions involve multiple people and teams throughout the ecosystem, there is a clear need for rich, online communications and collaboration tools that can work seamlessly across organizations and software platforms. One solution to bridge this gap is Groove Virtual Office, which complements and extends the Microsoft collaboration capabilities by allowing teams of healthcare workers to create and share files, manage projects and meetings, and track data and processes in a highly decentralized manner unconstrained by time, location, or organizational affiliation. Groove provides a security-enhanced collaboration platform that enables healthcare providers to:

- Set up a virtual workspace to hold and exchange information, documents, messages, forms, meetings, and calendars, and also to facilitate real-time chats.
- Store individual copies of each user's workspace on a fixed or mobile PC, which synchronizes with other members' copies of the workspace each time they connect to the Internet.

## Benefits of Windows Vista and the 2007 Microsoft Office System

By redefining the desktop experience through a redesigned user interface, new graphics engine, better visualization capabilities, and improved task management, healthcare providers and administrators can produce more professional-looking content, find and assimilate information more quickly, and better prioritize their time and tasks.

**Significant gains in staff productivity** are delivered by simplifying how people work together, helping healthcare workers manage content and keep it more secure; improving business processes; and enabling faster insight from information that is scattered throughout the healthcare system. Enhancements such as contextual tabs and live preview, along with the new, more intuitive user interface and integrated search capabilities of Windows Vista, increase the impact that people have on business and patient success.

**Built-in advanced security** for mobile healthcare workers and integrated information rights management protection help to prevent the exposure of sensitive health data.

**Faster deployment times** are enabled through deployment and migration tools—encouraging for physicians who can't afford anything that slows productivity or decreases face time with patients. The 2007 Microsoft Office release includes the largest investment in deployment and management capability improvements in the product's history.

### Microsoft Office Live Meeting

Microsoft Office Live Meeting is a Web-conferencing service that can eliminate the need for the constant back-and-forth travel that physicians have to endure today. This technology enables healthcare providers to attend meetings via their desktop computers or mobile devices—improving productivity and creating more time for patients. The capabilities of Live Meeting extend to patient care, facilitating virtual collaboration on complex patient diagnoses and treatments in real time. Additionally, the technology offers a cost-effective way to deliver patient education, enabling virtual coaching for disease management and posttreatment counseling.

### Microsoft Office Communicator 2005 and Microsoft Office Live Communications Server

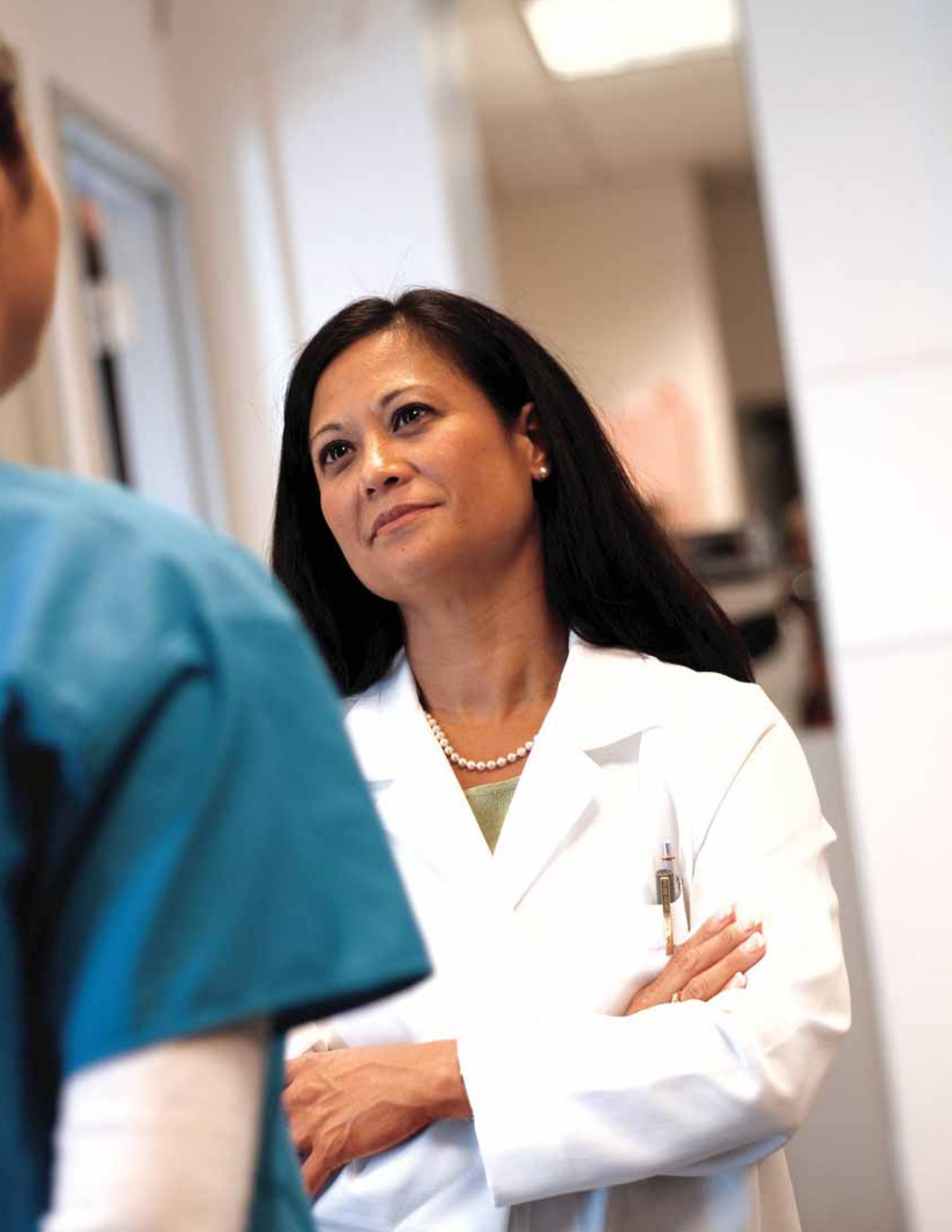
Using Microsoft Office Communicator 2005 and Microsoft Office Live Communications Server, healthcare workers benefit from communications tools that provide real-time visibility and access to their colleagues and patients. Communicator 2005 identifies how best to reach members of an extended-care team, or even patients, by highlighting the channel on which they are accessible—be it phone, pager, desktop computer, or mobile device.

Using tools, such as Instant Messenger and desktop sharing, physicians can collaborate with colleagues instantly to make the most informed decisions about a patient's treatment. Understanding the multiple locations that physicians juggle over the course of a day, the technology also enables a physician rounding in one hospital to follow up with a patient in an affiliate hospital by having a video or audio conference. These are tools that enable physicians to deliver the best possible patient care in an environment that challenges personal productivity every step of the way.

### Security-enhanced Messaging for Healthcare

Microsoft collaboration tools enable security-enhanced Health Messaging through Microsoft Managed Messaging Services available through Microsoft Exchange Hosted Services. These solutions help healthcare organizations ensure continuously available messaging systems to send, receive, and audit e-mails, and show the exchange of confidential information.





## INFORM: Healthcare Analytics

Hospital administrators are at the center of setting priorities and directions as they manage budgets in complex healthcare organizations with limited resources and diverse needs. Financial managers need tools and technologies that help increase the business priority to better meet patient needs. As healthcare organizations gather increasing volumes of data about costs, services, patients, operations, and staff, without the tools to manage them, it can feel like the information collected is contributing to the problem, rather than the solution. Business intelligence solutions from Microsoft and our industry partners help enable healthcare executives and other workers to translate strategy into measurable performance outcomes and deliver evidence-based care.

The foundation for Microsoft Knowledge Driven Healthcare analytics solutions is SQL Server 2005. SQL Server delivers the full range of capabilities needed to manage intensely data-driven operations at the lowest implementation and maintenance costs in the industry. Through rich data analysis and data-mining capabilities that integrate with familiar Microsoft Office applications, SQL Server makes it possible for clinicians and administrators to make intelligent decisions based on integrated views of information collected from across the organization.

Business success relies significantly on ensuring that administrators and clinicians have access to information that will enable them to make decisions faster, so that healthcare organizations can provide improved patient service and operating performance. It is possible for a healthcare organization, its industry partners and its workforce to collect, integrate, and organize data using Microsoft SQL Server Reporting Services technology. Healthcare information workers need access to enterprise data so that they can be empowered to make quick decisions.

Armed with Microsoft-based reporting tools, healthcare information workers can access and manage information on their desktops (and other devices, including mobile phones and PDAs), which allow them to perform their own analysis and reporting, giving them the power to act on results in near real time.

Microsoft has developed tools that extend the capabilities of SQL Server to support decision-making processes in healthcare organizations. The Microsoft Office Solution Accelerator for Business Scorecards is an intuitive engine that enables all stakeholders in the organization to understand business drivers, shape solutions, and execute shared plans at every level of operations. The Business Scorecard Manager provides the tools and platform for a practical organizational business performance management scorecard strategy to help align actions with organizational strategy.

As technologies that support healthcare analytics continue to evolve, the real value is seen in improving the patient care process. Decisions made at the administrative level directly affect the organization at the level of patient care—translating into solution benefits across the enterprise.

### Microsoft Dynamics GP

Microsoft Dynamics™ GP is a fully integrated financial and business management solution that enables healthcare organizations to transform the way they record, track, and access critical business information. Built on a cost-effective, modular approach, Dynamics GP offers integrated healthcare delivery systems an effective solution to standardize and exchange financial information between entities for more profitable decision making.

Microsoft Dynamics GP software solutions for financial management give people a way to raise the visibility of financial metrics and the effectiveness of financial management throughout the organization—all using familiar technology tools and existing skills. Strong financial management, made possible by Dynamics GP, enables people to realize the potential of business through strong, manageable growth.

*> With Microsoft Knowledge Driven Healthcare, decisions made at the administrative level directly impact the organization at the level of patient care—translating into solution benefits across the enterprise.*

# Why Microsoft

Microsoft is dedicated to developing products for healthcare providers, health plans, and life sciences corporations that offer best-in-class performance along with great value. Our commitment to effective, manageable, and money-wise software rests on four foundations:

- **Familiar and Easy to Use**

Microsoft software, touching the majority of business people in the world, is familiar and accessible to people at all organizational levels, in addition to technology partners and customers. From tools for developers to systems and infrastructure for IT professionals to applications for your employees, Microsoft software can shorten training time and make people more productive more quickly.

- **Widely Used and Supported**

Microsoft makes some of the world's most widely used and supported software. We want our customers to find it easy to get technical support and have questions answered. In addition to our support services, a worldwide network of developers, support professionals, and certified partners means easy access to our expertise.

- **Integration That Works**

Many businesses have already spent large sums creating a pool of software and hardware that is expensive to abandon, but also costly to maintain and make available to everyone who needs it. Microsoft is at the forefront in developing industry standards, such as Web services—protocols that enable computers to work together by exchanging messages—which allow them to interoperate across platforms and programming languages. Moreover, our software is designed to work together seamlessly, reducing integration hassles.

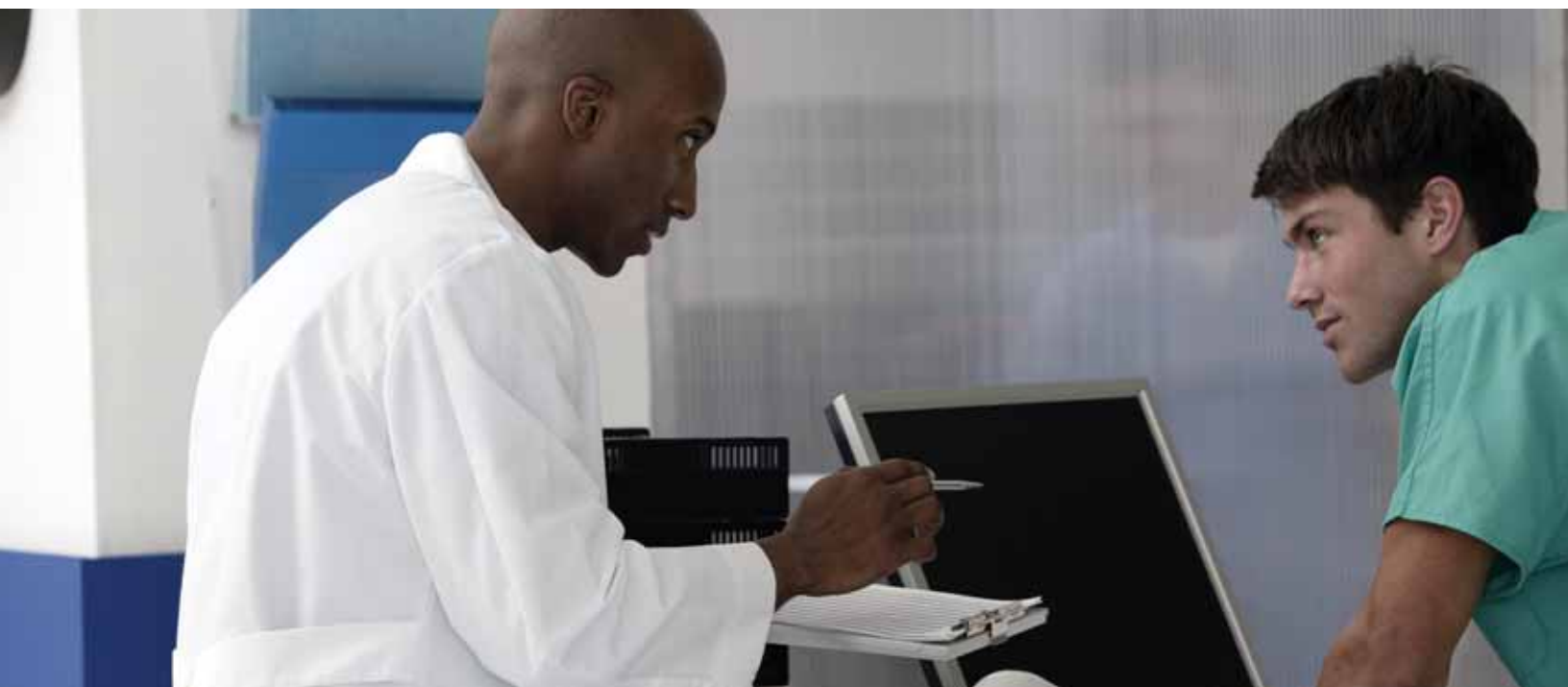
- **Software That's Innovative**

At Microsoft, we are committed to developing software products that help people and businesses reach their full potential. We will continue to create new products that enable businesses to evolve and adapt to the growing complexities of government regulations, customer demands, and the needs of business partners. Our leadership in industry-standard technologies ensures that companies who use Microsoft products have access to the widest possible array of technology partners and software platforms.

## Conclusion

As the healthcare system responds to demands for unprecedented levels of change, Microsoft is empowering healthcare administrators and providers to drive this evolution through Knowledge Driven Healthcare. The power to transform healthcare comes from the ability of the individual to make informed decisions, based on the most relevant information, made available at the right time. Working with its broad ecosystem of technology partners, Microsoft offers healthcare organizations technology solutions that seamlessly connect people and systems; enable intuitive collaboration across the enterprise and the continuum of care; and facilitate access to data that best informs the evidence-based decisions needed for optimal patient care.

> *For more information about Microsoft Knowledge Driven Healthcare, including case studies, videos, product brochures, data sheets, webcasts, and presentations, please visit [www.microsoft.com/providers](http://www.microsoft.com/providers).*





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