

# Frost & Sullivan Lauds StatCom for its Hospital Operations System

## Provides Significant Competitive Advantage by Maximizing Capacity and Patient Throughput

**MOUNTAIN VIEW, Calif. — November 19, 2008** — Based on its recent analysis of the hospital management systems market, Frost & Sullivan recognizes StatCom with the 2008 North American Frost & Sullivan Award for Healthcare Technology Innovation of the Year for its development of a hospital operations system that enables all patients to collectively flow at their best possible rate, with regard to service, quality, safety, and resource consumption.

Although hospitals have systems to manage their finances and clinical data, they do not have a system to execute dynamically prioritized patient flow actions spanning the entire hospital. The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) Leadership Standard LS.3.3.10.10 – issued in 2004 and in effect from 2005 – address this need for more effective patient management throughout the system.

Dr. Robert A. Wise, JCAHO vice president for standards, notes that while the emergency department is a vulnerable area when patient flow issues occur, the improvements needed lie in organization-wide changes rather than changes solely in the emergency department. This observation is reiterated by Dr. Kirk B. Jensen, Flow Expert Host for the Institute for Healthcare Improvement (IHI), who feels hospital flow challenges are compounded by a significant variation in patient flow within and across the different micro-systems in a hospital, where people have to make minute-by-minute decisions in isolation without knowing its impact on hospital-wide patient flow.

StatCom's hospital operations system resolves this issue by enabling hospitals to orchestrate cross-departmental flow for all patients simultaneously with respect to service, quality, safety, and resource consumption criteria. Combined with the expertise and will of hospital leadership, this represents a paradigm shift of thinking:

- From silo driven data – To hospital-wide information on patient flow across verticals
- From optimizing parts – To optimizing the whole
- From anecdote and opinion – To more effective fact based decisions
- From low coordination and collaboration – To orchestrated care execution
- From highly uncertain service delivery – To more predictable service performance

“The StatCom solution transcends the current patient flow solutions by effectively facilitating interactions between and across departments to reduce errors, improve patient satisfaction, and improve hospital operational and financial performance,” says Frost & Sullivan Research Analyst, Miriam C. Nagel. “StatCom incorporates bed management, environmental services, transportation, patient length of stay (LOS) management, operating room (OR) patient flow, emergency department (ED) patient flow, and hospital discharge into one system that informs physicians, staff and family as to the location and status of the patient throughout the entire care process.”

“As a breakthrough solution developed using the latest Java and open source technologies, StatCom's Hospital Operations System has a sustainable competitive advantage to improve patient safety and satisfaction, and improve hospital operational and financial performance while also meeting JCAHO Leadership standards,” notes Nagel.

The company is continuing to develop its innovative operations solution as a reaction to market demand. Recent growth in the company, in response to customer requirements, resulted in tripling the size of the engineering and development team in 2008. StatCom has also significantly expanded its client services team which is responsible for managing the on-site client implementation process. Master's-trained industrial engineers with health systems expertise lead the implementation efforts. Two large facility implementations are currently under way, including St. Vincent Mercy of Catholic Health Partners in Toledo, Ohio.

For providing hospitals with the tools to meet the JACHO Leadership Standard for effective patient management, and thereby improving patient safety and satisfaction, as well as hospital operations and financial performance, Statcom is the worthy recipient of the 2008 Frost & Sullivan Award for Healthcare Technology Innovation of the Year Award.

Each year, Frost & Sullivan presents this award to the company that has carried out new research, which has resulted in innovation(s) that have or are expected to bring significant contributions to the industry in terms of adoption, change, and competitive posture. This award recognizes the quality and depth of a company's research and development program as well as the vision and risk-taking that enabled it to undertake such an endeavor.

Frost & Sullivan's Best Practices Awards recognize companies in a variety of regional and global markets for demonstrating outstanding achievement and superior performance in areas such as leadership, technological innovation, customer service, and strategic product development. Industry analysts compare market participants and measure performance through in-depth interviews, analysis, and extensive secondary research in order to identify best practices in the industry.

#### **About StatCom**

StatCom's Hospital Operations System was developed to enable hospitals to achieve the coordination necessary to execute dynamically prioritized actions spanning the entire hospital so that all patients could flow at their best possible rate with respect to service, quality, safety, and resource consumption. StatCom represents the real path to productivity. The ultimate value of StatCom to hospitals is to help them achieve significant competitive advantage and the transformation of quality and service. StatCom is a subsidiary of Jackson Healthcare, a group of companies focused on providing the healthcare industry with innovative people resources and IT solutions. For more information visit [www.statcom.com](http://www.statcom.com) or contact us at 800.930.0870.

#### **About Frost & Sullivan**

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