Maximize your Health IT investment
Choose a proven provider partner

Providers across the country are under pressure to quickly transform to value-based models and they need proven solutions. Yet organizations continue to struggle with their current electronic health record (EHR) system in terms of productivity, satisfaction and their system’s inability to deliver high-quality, structured data in a pay for performance environment.

Reduce risks. Control costs. Accelerate your goals with an optimized system.

For hospitals looking to replace their EHR, Mercy’s cloud-based Epic solutions minimize the risks of in-house infrastructure and provide the opportunity to partner with seasoned veterans for implementation.

Clients also benefit from an advanced Epic system that has years of physician-requested enhancements for better performance, usability and expedited EHR objectives.

Integrate data sources. Explore millions of records. Drive value with actionable intelligence.

Mercy’s analytics solutions aggregate data from the EHR, ERP, claims and other sources. Performance dashboards then organize the information so you can easily spot savings opportunities while improving care. With these award-winning data solutions, providers gain next generation capabilities and realize the value from their IT investments.
Mercy Technology Services
Health Care Experts Serving Health Care Needs

Mercy Technology Services (MTS) is the information technology backbone of Mercy, named one of the top five large U.S. health systems in 2017 by Truven.

MTS has developed a reputation as an industry leader in health care technology with a decade of first-hand experience in implementing, hosting and managing the Epic electronic health record (EHR) system. With the EHR as a springboard, Mercy advanced its data capabilities with award-winning analytics and business intelligence, and now brings these solutions and provider-based experience to other health care organizations.

Epic Expertise
- Nation’s first Epic-accredited provider
- EHR early adopters with experience since 2006
- Fine-tuned Epic implementation now live in:
  - 50 hospitals
  - 850 ambulatory departments
  - 1,700+ physician practices
- Designed a highly customized Epic system
- Built a team of seasoned, Epic-certified veterans
- Managed multiple upgrades
- Industry-best uptime

Passionate About Service
- Committed to cultivating the Sisters of Mercy’s 150 year legacy of care and compassion
- Grounded in a tradition of service excellence consistent with Mercy’s unique mission and values

Health Care Leader
- 44 Hospitals
- 4-state Service Area
- 350 Outpatient Clinics
- 40,000 Co-workers
- More than 2,000 Integrated Providers

Technology Leader
- Nation’s First Epic-accredited Provider
- 2017 Named “Best Hospital IT Department” by Healthcare IT News
- 2017 Voted Health Care’s Most Wired “Advanced”
- 2016 HIMSS Davies Award
  - Analytics All-star
  - Revenue Cycle Project of the Year 2015 and 2016
  - ACO Project of the Year 2014
Mercy Technology Services

Our Health Care IT Solutions

**Epic as a Service**
- Hosted in the Cloud
- Streamlined Implementation
- Fully Managed After Go-live
- Advanced Workflows
- Safe, Secure, HIPAA-Compliant

**Epic Implementation**
- Project Leadership
- Project Staffing
- Design, Build & Validation
- Complete System Integration
- Proven Methodology

**Epic Optimization**
- System Upgrades
- Evidence-Based Pathways
- Workflow Optimization
- Process Improvement
- Provider Efficiency

**Integration & Interfaces**
- System Architecture Mapping
- Integrate Ancillary Systems
- Establish Interfaces
- Device Integration
- HIE Connection & Consulting

**Health Care Analytics**
- Many Data Sources Aggregated
- Real-time Reporting
- Millions of Records Explored
- Insight into Cost & Outcomes
- Easy-to-Spot Waste & Savings

**Health Care Hosting**
- Infrastructure Hardware
- Infrastructure Management
- Proactive Monitoring
- Disaster Recovery
- Service Desk Support

**Consulting**
- Epic EHR
- Analytics and Optimization
- Data-driven Health Care

**Key Benefits**
- Minimizes risk and streamlines implementation
- Speed to market, turnkey solution
- Saves the expense of in-house infrastructure
- Shortcut to benefits from Mercy’s optimized system
- Option to bundle hosting of multiple applications to reduce complexity
- Comprehensive integration and data acquisition
- At the fingertips intelligence for peak clinical and business performance

Let’s see how our solutions can accelerate your health care goals.

Please contact infoMTS@mercy.net or CIO, Gil Hoffman, at 314-364-3088. Or visit us at mercytechnology.net.
Designed and Built for Health Care
Mercy Data Center

In 2010, Mercy built a state-of-the-art data center in Washington, Missouri, unlike any of its kind. With it, Mercy has dual sources of every power and technology supply and 24/7 monitoring of Mercy’s technology infrastructure for reliable, always-on health care systems.

- **$60 million data center can serve customers across the world**
- **Provides fail-safe protection to ensure 24/7/365 availability of patient records**
- **Command center is staffed round-the-clock by technology specialists for infrastructure monitoring**
- **Fully redundant power and technology**
- **Built to the highest technical and physical security standards in the industry – including strength to withstand an EF2 tornado**
- **The center’s speedy core network could transfer the entire contents of the Library of Congress in under 6.5 seconds**
- **Proven disaster recovery for business continuity**

To learn more, visit mercytechnology.net