America’s largest corporations have known for decades that technology has tangible and valuable benefits. Indeed, government data show a direct link between greater IT deployment and increased productivity. At Dell, we are committed to bringing the benefits of IT-driven transformation to more segments of the economy and society, such as the health care industry.

The Dell Effect
Consider the results of the implementation of IT initiatives realized by some of our customers.

**St. Joseph Health System**

St. Joseph Health System in Orange, Calif., is a non-profit health care delivery organization sponsored by Sisters of St. Joseph of Orange that provides a broad range of medical services within three geographic regions - Northern California, Southern California, and West Texas/Eastern New Mexico.

Deliver Standards-Based Technologies

St. Joseph Health System uses standards-based Dell technology to implement and deliver critical clinical applications such as computerized physician order entry, digital imaging and archiving, and ambulatory electronic medical records. This health information is made accessible through a state-of-the-art wired and wireless infrastructure and remotely via secure web access. Using reliable, relevant technology, caregivers can record, access, and share accurate patient data, automate routine tasks, and focus on their most important job - taking care of patients.

**Tenet Healthcare Corporation**

Tenet Healthcare Corporation, through its subsidiaries, owns and operates 73 acute care hospitals in 13 states.

Customize the Experience

To improve their caregivers’ ability to input, retrieve, integrate, and analyze critical information, Tenet Healthcare worked with Dell to integrate electronic health records and other clinical applications into mobile carts, allowing doctors and nurses to capture patient data, authenticate patient identity, and verify medications before they are dispensed.

Drive Down Costs with Continual Improvement

Tenet’s implementation of this information technology tool has created an environment meant to allow clinicians to provide care more efficiently and lower the risk of medical errors.

**Avery & Arundel Medical Center**

Avery & Arundel Medical Center is located in Annapolis, Md., and is a full-service, non-profit, 200-bed hospital that is part of Tenet Healthcare Corporation. Tenet is the largest investor-owned hospital chain in the United States.

Deliver Standards-Based Technologies

Avery & Arundel Medical Center in Annapolis, Md., works with Dell Professional Services and MEDITECH to plan and implement electronic medical records and a medication administration system that gives clinicians the ability to record patient information at the point of care instantly.

Now, patients are further assured that their identity is captured, inpatient medical records and a medication administration system are seamlessly integrated, and that the type and dose of medication is being monitored and verified with increased accuracy. Dell also installed a duplicate backup data center to further ensure the security and 24/7 access to the electronic patient data.

**Stanford University’s Bio-X program**

Stanford University’s Bio-X program performs leading-edge Alzheimer’s disease and cancer research using advanced technologies, including computer simulation.

**The Dell Effect**

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The Dell Effect on Health Care

Recognizing Government’s Key Role

Dell is working with government leaders at all levels to encourage the rapid adoption of information technology into the health care system. Dell is working with federal policymakers, both directly and through industry coalitions, to craft legislation to lower barriers and create incentives for implementation of health IT. Dell is also working with state and local leaders to create strategies to prepare their communities for health care transformation.

All stakeholders in a community’s health care system — such as providers, insurers, governments, and community leaders — can use the guide to recognize the potential benefits of IT, assess their current state of IT, and identify future uses of IT. Understanding this vision allows the community to set goals and priorities for IT adoption in the community’s health care system. The guide is also meant to be a tool to track progress toward such goals.

The guide is meant to help health care decision-makers to:

- Determine current status of IT adoption. Allowing stakeholders to come together to develop a consensus of the current state of health IT in their institution or community.
- Create a community vision. Creating a foundation for disparate entities in a community to develop a common vision for transformation.
- Set benchmarks and goals. Identifying current health care profiles, establishing goals, and monitoring progress.
- Implement change. Prioritizing funding and implementation of health IT strategies.

Many sectors of the economy have harnessed the power of the technology revolution to reap the benefits of increased productivity, customer responsiveness, and continual workforce skill improvement. These benefits, however, have not yet been fully realized in health care. The proven success of the technology industry can play a role in meeting the challenges of efficient and effective delivery of health care.

-Dell The Dell Effect

The Dell Effect on Health Care

Despite the United States’ global pre-eminence in health care, the actual delivery and management of health services is too often inefficient and outdated. Providers are often forced to make diagnoses and treatment decisions without adequate patient information or knowledge of the most up-to-date best practices. While advances have occurred in diagnostic imaging and surgical technologies, health care has been slow to implement tools to assist providers with managerial tasks and decision-making. Fortunately, the start of a transformation of our nation’s health care system is now underway.

Federal and state governments, working with public and private sector leaders, are pursuing initiatives to implement electronic health records and new information sharing systems. Local leaders are taking steps to prepare their communities to develop, and reap the benefits of, health information systems. These initiatives share a common goal — to transform the health care system to improve quality, efficiency, and safety, while reducing costs of health care delivery. Carried out collectively and in the right way, these efforts will benefit both providers and consumers — both economically and by improving health.

For more than 20 years, Dell has worked closely with customers to provide gains in quality, productivity, and performance, while reducing the costs of technology — the “Dell Effect.” The company is committed to bringing these benefits to the health care industry and, in fact, has already brought greater value, affordability, and accessibility to health care customers.

Dell realizes that transforming the health care industry takes more than making technology affordable. That’s why the company is working with providers, industry partners, health organizations, and government leaders at all levels to encourage the rapid adoption of information technology into the health care system. In order to help advance this national agenda to modernize America’s health care system, the following principles, borrowed from the transformation of other industries, should guide our collaborative efforts:

- Stay close to the customer.
- Customize the experience.
- Deliver standards-based technologies.
- Drive down costs with continual improvement.
- Recognize government’s key role.