

- Five acute care hospitals.
- Over twenty three community based clinics
  - Scripps Clinic
  - Scripps Coastal Medical Centers
  - Mercy Clinic
- Home Health Agency
- Seven Medical Groups
- Four Well Being Centers
- Three Urgent Cares
- Four Emergency Departments
- Several Medical Office Buildings
- Approximately \$2.5 billion in revenues.
- Approximately 13,500 employees.
  - One of San Diego's largest employers.
- Approximately 2,600 affiliated physicians.
- 1,323 hospital beds.

## **To Support Clinical & Business Operations IT Shops Must:**

- Be at the table! Alignment starts there.
- Understand what clinical or business problem is being solved.
- Approach solutions as a business/clinical process analyst.
- Sometimes, technology is not the answer. Don't forget about people and process.
- Be willing to admit you don't know, but you better find out.
  - "I'm from Kentucky. You have to speak slowly and use small words."
- It's OK to disagree, just don't be disagreeable!
- Strike "Works as designed" from your vocabulary.
- Everything's my fault. Now let's move on!



# Let's Ask Why???

- FACT: Healthcare is the only industry on the planet that uses interface engines the way that we do.
- Data Analytics:
  - Crimson
  - Cognos
  - Blah, Blah, Blah...

