



A Primer For Care Providers: Gain Efficiencies Through Open Source Enterprise Software

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Special points of interest:

- Health IT systems strategy seen to impact care delivery costs
- Electronic Health Records systems garner attention
- Other classes of enterprise software systems can benefit care provider operations as much, or more

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Health Information Technology Beyond Electronic Patient Records

Recently there's been much public discussion regarding the underlying costs of delivering health care services. The widely-held conventional wisdom is that the spectrum of Care Provider Enterprises — acute health, nursing, clinic, rehabilitation, residential, and others — of all sizes stand to gain substantial efficiencies by increasing their use of information technology within their operations. A frequently cited example are Electronic Patient Record (EPR) systems.

Electronic health, or patient, records systems are, in general, made up of on-line databases complemented by a collection of tailored software applications. The applications enable a variety of functions

for recording, retrieving, comparing, and communicating the myriad of data that comprises an individual's health record. In general, this type of application, providing functionally rich access to shared data, is referred to as **enterprise software**.

While considerable emphasis has been placed on EPR systems as a key source of potential efficiencies for a care provider, there are many other classes of systems that have can have even greater potential to positively affect the cost of operations for a care services provider.

Information systems that are specifically designed to efficiently address the challenges of managing information that

pertains to **human resources, remote learning, resource planning, document collections**, and many other aspects of a Care Provider Enterprise are capable of enabling staff to function more efficiently and accurately, while generating a more comprehensive, auditable historical record of activities and results.



Health Information Technology Goes Beyond Electronic Patient Records

Free Open Source Software Solutions ... "No Capital Required"

There is wide agreement among industry experts that installing and implementing a range of enterprise software systems could save many Care Provider Enterprises substantial dollars over their current operating costs.

And when such enterprise software systems are built

and licensed as Free Open Source Software, or FOSS, the savings begin right from the start.

That's because "Free" in the designation as "Free Open Source Software" means "no up-front capital required". A Care Services Provider is enabled to procure authentic,

legal licenses authorizing them to install and operate the software components that comprise the system.

There are many enterprise systems based on the FOSS model that are mature, feature-rich, secure, robust and very well supported. And did we mention that they're free?



Enterprise Software Enhances Information Sharing

" ... successful open source software systems ARE successful BECAUSE they work, and work very well."



Tailor Open Source To Fit The Need

What Is Enterprise Software?

Software is indispensable in running any kind of a business today. Few successful enterprises, if any, completely lack a complement of assorted application programs. Certain programs are considered "critical" by the people who use them in their daily operations.

Look more closely at these software tools, however, and it's likely that the type of applications that workers in care provider enterprises use most frequently are independent, "stand-alone" or "point" ap-

plications that individually generate relatively small units of organized information in the form of "files". Using point applications, considerable information is recorded, analyzed and exchanged, both within and between enterprises, typically in the form of a document, spreadsheet or presentation. People "share data" by exchanging files, and more often than not by sending them through email.

There are some serious shortcomings recognized some years ago to using that ap-

proach to manage data. Keeping track of file names, which folders they're stored in, what version was updated last ... it's a tough way to share information across an enterprise.

These issues led to the development of a class of applications labeled collectively as "enterprise software". By centralizing data in a common database, and providing functions through various applications, sharing information becomes easier, more efficient, and of higher quality.

Enterprise Open Source Software Solutions Really Work

Once, enterprise class software systems came only from software manufacturers or publishers. Only a dedicated, and typically large, manufacturer could sustain the enormous cost of developing, distributing, and maintaining a sufficiently capable, robust, secure software application that deserved to be catego-

rized as "enterprise class".

As in so many other industries, the Internet changed all that. The growth of open source software solutions in general, and of large-scale, sophisticated, robust enterprise applications in particular, during the past ten years has completely changed the landscape of applications so-

lutions and systems.

And most experts will tell you the primary reason for that phenomenal growth and acceptance is based in one simple fact: successful open source software systems ARE successful BECAUSE they work, and work very well.

Tailoring Systems To Fit The Need

The "open source" in Free Open Source Software refers to the single most important feature of this type of enterprise software solution.

"Open source" refers to the source code, or programming code, that is written by a human programmer to create an application, and it is openly and publicly available to any-

one to acquire, whether they make use of the application itself or not. Furthermore, the license for the right to use the application also authorizes the public the freedom to change the source code, to adapt it to unique needs or to add desirable features.

This approach is unlike typical "proprietary" software that

license the privilege to use the "executable" version of the program, but do not make the source code available for revision. The open source approach encourages imaginative contributions by anyone with the appropriate programming skills and a driving interest to create and adapt the solution.

Learning Management System Enables Remote Learning

Many Care Provider Enterprises are faced with the continuing challenge of ensuring that their direct support personnel are fully and accurately trained in all of the relevant facets of care processes, and which may vary from role to role ensuring; that individual staff training plans for care delivery methods and skills are appropriately developed and effectively pursued; that testing for certifications is conducted according to authorized standards; and that an individual's record of ac-

complishment is fully and accurately maintained. These are information management requirements that are potentially costly, and possibly difficult to fulfill without extensive customization.

This information management challenge could be met by leveraging the capabilities of a Learning Management System (LMS).

Once known as Computer Based Training, the Learning Management System enables "remote learning" - the ability

to deliver structured training to your staff wherever they work, without needing the physical plant, skilled resources, and coordinated scheduling that is characteristic of instructor led training.

At Augury, we have developed our experience and expertise with **Moodle**, a sophisticated open source LMS that is widely known and used in tens of thousands of locations worldwide, as a very capable enterprise software solution for the Care Provider Enterprise.



Enable Remote Learning

Human Resource System Enhances Employee Relationships

Every enterprise's human resources are its greatest asset. Efficient and effective management of human capital has progressed under the influence of increasing needs and burgeoning complexities related to employer-employee relations. In no type of business is this more true than for every Care Provider Enterprise.

The Human Resource Management System tracks existing employee data including personal history, skills, capabilities, accomplishments and salary.

For human resource information management, Augury proposes **OrangeHRM** to our Care Provider Enterprise clients. This open source sys-

tem offers a flexible and easy to use solution for small and medium sized enterprises. It includes modules for personnel information management, employee self service, leave, time & attendance, benefits and recruitment, combined into one application.

Efficient and effective management of human capital is influenced by increasing needs and growing complexities in employer-employee relations.

Navigating The Straits Of Open Source Software

The availability, capability and validity of world class open source enterprise software solutions provides an unprecedented opportunity for the small or medium Care Provider Enterprises to equip itself with information management systems that would have required investments of

hundreds of thousands of dollars to implement.

But the opportunity to utilize these systems and exploit the cost-saving potential that they represent can be a risky one to undertake. It's not the kind of trip that your enterprise should begin without a seasoned navigator beside you.

Augury Network Advisors offers such experience and expertise. Our methodical approach to assessing, installing, implementing and supporting world class open source enterprise software solutions can make the difference.



Navigate Open Source With A Guide

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Managed IT Services That FiT



Augury Network Advisors LLC is a Managed IT Services Provider specializing in the assessment, installation and implementation of information management solutions in Care Provider Enterprises.

Our Managing Principals and Technology Advisors bring more than five decades of combined experience in IT operations as engineers, managers and executives.

www.augurnet.com

Augury's FiT:SERVICES™ Offerings

These days, Care Provider Enterprises are facing increasing pressure to bring advanced IT systems and services into their operations. But surveys show that most such enterprises don't currently maintain a full-time IT staff, responsible for ensuring that all IT systems are installed, administered, and maintained effectively. They simply cannot support the cost.

With **FiT:SERVICES™** Augury Network Advisors offers clients four categories of services that can be specifically tailored to suit your needs, providing service

and support as though we were your in-house IT staff.

FiT:SUPPORT™

Systems and network administration, maintenance, and support for Linux or Windows

FiT:DELIVERY™

Project planning management for installations, implementations, rollouts, upgrades or updates of select open source enterprise software systems.

FiT:PORTFOLIO™

Tactical and strategic planning for leveraging and ap-

plying information resources.

FiT:ANALYSIS™

Advanced business process mapping, analysis, and management.

Augury offers **FiT:ANALYSIS** and **FiT:DELIVERY** services as individually quoted, fixed-price projects based on the specific nature, scope and scale of an individual project's goals. **FiT:SUPPORT** and **FiT:PORTFOLIO** are offered as subscription services for a fixed, monthly fee based on the number of users and platforms.



**Augury's
FiT:SERVICES**