

# Governance. Structure. Collaboration.

Maximize Your Investment with Best-Practice Services.



*The power of together.*



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### With You Every Step of the Way.

Carestream’s Healthcare IT Deployment Services deliver comprehensive project management and support throughout a project’s entire service lifecycle. Our focus on collaboration and efficiency helps to ensure an overall successful outcome for your Healthcare IT project – to help you maximize returns on your Healthcare IT investment.

Using a structured methodology, quality gates and project governance, Carestream specialists work together with members of your organization to ensure a smooth and timely implementation for your project.

### Advantages At a Glance

- Focused collaboration supports success throughout the entire project.
- Management is provided by our industry-leading experts.
- We’re committed to smooth and timely implementation.
- Our six-step process is proven effective.

### Six Steps to Success.

The Carestream methodology features six implementation phases, which were developed based on years of experience and use a consistent, repeatable approach. The methodology keeps everyone aligned on expectations, roles and responsibilities. Quality-gate checkpoints are conducted to ensure that activities and deliverables are completed on time while adhering to quality standards. Every Carestream Professional Services team member is fully trained on this approach.



### A Hhighly Effective Project-Governance Structure.

Establishing a defined project-governance structure is a key to the success of any project. Representatives from your facility and from Carestream form a Steering Committee, responsible for risk mitigation, issue resolution and actions that require management decision-making. The Steering Committee meets regularly and includes your executive sponsor and management team, as needed.

A Core Project Team, which is a working group from your facility and Carestream, will lead and manage day-to-day project activities. These activities include Current-State and Future-State Workflow documentation, system design, integration, installation and configuration, testing and training strategies. The Core Project Team reports to the Steering Committee on critical project risks and decisions.

### Ongoing Support.

Depending on your needs, Carestream can provide additional support such as system administration services, ongoing system optimization, training and project management, either during your healthcare IT project and/or beyond. We are there for you every step of the way.



## Collaboration *that Works.*

### Typical Carestream Project Team

#### Steering Committee

**Professional Services Management Sponsor** and **Executive Sponsor** act as Steering Committee members.

#### Core Project Team

The **Carestream Project Manager** collaborates with the Facility Project Manager, leads project governance, and provides direction and control of Carestream project personnel and the project plan. Manages project communications, reporting, procedural and contractual activity.

**Solutions Architect** is the lead technical architect who provides direction on configuration requirements.

**Application Consultant** leads Current-State Workflow documentation, Future-State Workflow design and configures display protocols. This individual is responsible for training your facility's users, and a "train-the-trainer" approach is available as well.

**Technical Implementation Specialist** installs and configures the system software.

**Integration Specialist** designs, implements, validates and supports system integration requirements.

**Technical Migration Specialist** manages the data migration.

**Network Engineer** establishes Secure Remote Service Access (SRSA) connectivity into Carestream equipment on the facility network.

### Typical Facility Project Team

#### Steering Committee

**Radiology and IT Executive Sponsors** act as Steering Committee members.

**Radiology Director(s)** participate in Current-State Workflow discovery, Future-State Workflow decisions and Integrated Testing.

#### Core Project Team

The **Facility Project Manager** collaborates with the Carestream Project Manager, leads project governance, provides direction, controls the project plan and oversees personnel. He or she manages project communications, reporting, procedural and contractual activity.

**Enterprise Imaging Administrator(s)** participate in Current-State Workflow discovery and Future-State Workflow decisions. They are the primary workflow/system owners during and after implementation for functionalities like display protocols and ongoing configuration changes. In addition, they take part in and support Integrated Testing and First Clinical Use.

**Testing Coordinator** leads the development of detailed end-to-end, integrated testing scripts. He or she coordinates and leads testing activities, including resource scheduling, issue tracking and reporting.

**Training Coordinator and Trainers** coordinate and lead the training schedule and logistics and provide training to end-users during implementation and post Go-Live.

**IT Resources** implement workstations, hardware, OS, network and integration requirements. They also provide support during Integrated Testing and First Clinical Use.

Connecting people and data. Anywhere.



The power of together.

### Carestream's Clinical Collaboration Platform.

Intuitive clinical content-management workflow across the entire enterprise.

Clinical Collaboration Platform gives all those who provide, manage, receive and reimburse care the ability to access the clinical data and images they need – using the preferred platform and screen for each workflow and setting.

Through full integration with the enterprise's electronic medical or health record, meaningful clinical data within its appropriate context is always available for delivery to key stakeholders. Across disparate sites and networks. Between departments and information technologies. Among providers and payers. Around each episode of care and each patient's clinical history.

Carestream does more than integrate data and systems. We allow each stakeholder to view the patient's complete imaging record, including priors – closing knowledge gaps that would otherwise be created by disjointed systems and data sources. We enable transparency. And we help your teams collaborate around a shared goal: putting patients at the center of efficient, effective healthcare.

#### Want to learn more about the Platform?

Visit [carestream.com/collaboration](http://carestream.com/collaboration) to see how *the power of together* can help you provide true patient-centric care.

Carestream also offers leading-edge image capture solutions across a wide array of modalities. The gold standard in X-ray film. And, when it comes to digital output, our laser imagers and self-service kiosk provide high-quality solutions for all imaging modalities.

### A Community of Service and Support.

For dependable service, look to our Customer Success Network.

We work continuously to improve your imaging performance, help you to innovate as needs change, and make the most of your budget



and resources. Carestream's Customer Success Network surrounds you with a dynamic team of experts, with a Single Point of Entry for easy, customized access to the right people in every situation. You and your patients will benefit from the expertise and best practices only Carestream can deliver – based on thousands of customer engagements worldwide and our 100-year heritage in medical-imaging innovation.

[carestream.com/collaboration](http://carestream.com/collaboration)



"Rx only"

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