



# IMPRESSIONS

Information Services & Technology

**2016**  
Year in Review



**Jefferson®**

# Innovation-Driven Ecosystem



The inspiration for an Innovation-Driven Ecosystem comes from the concept of a biological ecosystem, comprising many diverse variables that function together as one unit. The essence of an Innovation-Driven Ecosystem is one that integrates, balances and changes the world of health, education and discovery, taking into account market forces and decision making to solve real problems.

Within a changing landscape, the consolidation of three disparate Center City IT organizations in 2014 and new partners in 2015 and 2016, we evolved the Innovation-Driven Ecosystem to create an even deeper connection with our consumers. This year, aligned with Jefferson's Blueprint for Strategic Action and in collaboration with Jefferson's pillar leadership, we activated a new six-vector platform called **I Love Jeff**. This platform uses innovative technology,

Technology, analytics, agile processes and reimagined thinking to create meaningful

outcomes for our consumers – our patients and their families; faculty and students; employees and staff; and the community at large.

This year-in-review report is a snapshot of the IS&T team's impact in partnership with Jefferson's pillars, operations and business services, as we fulfill our mission to elevate and differentiate Jefferson in this new era of tremendous industry change.

I invite you to read more about this year's **I Love Jeff** initiatives and share your feedback and experiences with us through the IS&T website at [IST.jefferson.edu](http://IST.jefferson.edu).

Thank you.

*Praveen Chopra*

A handwritten signature in black ink, appearing to read 'Praveen Chopra', with a long, sweeping horizontal line extending to the right.

Executive Vice President  
Chief Information and Transformative  
Innovative Environment Officer



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## INTERACT

We have added an interactive element to this book to deliver a more enhanced digital experience. Use your mobile device to engage with content on a deeper level.

### Step 1

Use your mobile device to access [jefferson.edu/ar-app](http://jefferson.edu/ar-app) and download the app.

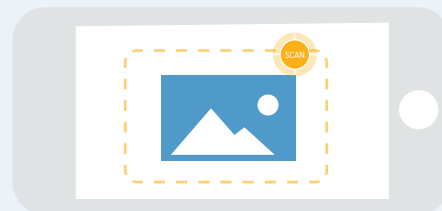
### Step 2

Look for an image with the scan icon



### Step 3

Scan the image (give it a couple of seconds)





myJeffHealth activates patients and families  
first by providing seamless delivery of care and  
making Jefferson a go-to destination.

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## PROJECT NICView

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The Neonatal Intensive Care Unit at Abington Hospital was equipped with 38 live-streaming cameras that make it possible for families to see their babies 24/7 from anywhere via a secure online portal.

**54,870** views in 2016

Families have logged in from these locations throughout the world to see their newest family member:

Jamaica	India	Pakistan	Mexico
Bangladesh	Australia	Botswana	Puerto Rico
Sweden	United Arab Emirates	Honduras	Republic of Korea
Trinidad and Tobago	United Kingdom	Brazil	Germany
Cayman Islands	El Salvador	Canada	



## PROJECT

# IBM Watson - Cognitive Environment of Care

In a groundbreaking partnership, we collaborated with IBM Watson on a series of “cognitive hospital rooms” powered by IBM’s Cognitive Internet of Things (IoT) platform.

Enabled by the IBM Watson Cognitive IoT platform and Harman International, our Smart Hospital Rooms talk to you about our services and adjust your room environment as needed.

Patients can control their hospital room environment by dimming lights, adjusting temperature and turning on music.



# Journey Apps

During the past year, IS&T has leveraged design & technology to address frequent patient requests specifically related to improving their hospital journey. Through the use of emerging mobile technologies

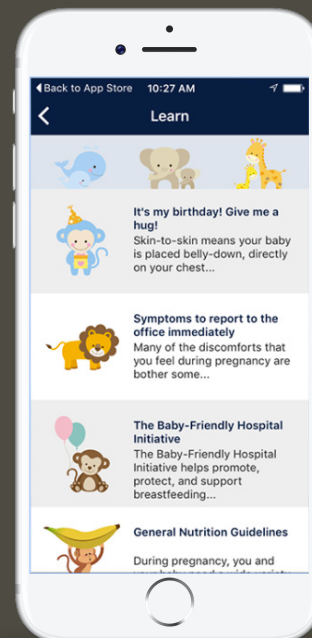
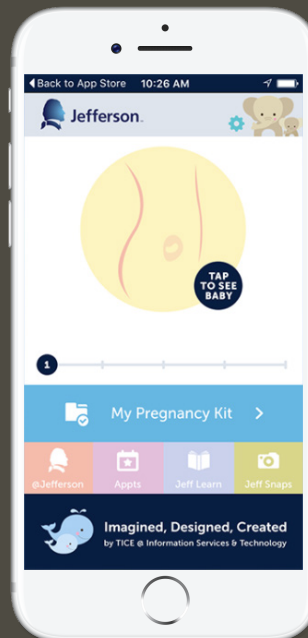
and by partnering with clinicians, staff members and patients, we have developed solutions that will make those patient journeys seamless.



PROJECT

**myBaby@Jeff**

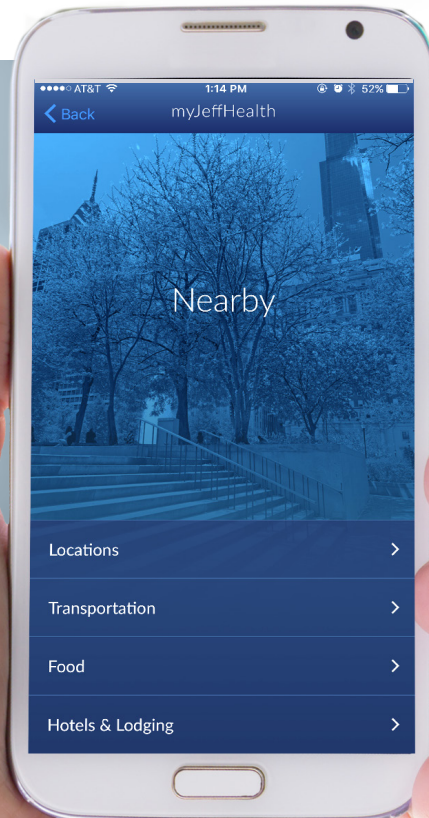
No other journey is more gratifying than that of motherhood. The myBaby@Jeff app, now available for download in the Apple App Store, surrounds moms-to-be at Jefferson with meaningful resources and guidance through this very important journey of new life.





## PROJECT myJeffHealth

At a touch of a button, myJeffHealth enables patients to find our locations and services easily. This app serves as a conduit to our other apps such as Epic's myChart for patient information, registration, results, etc. and JeffConnect, our telehealth app.



## PROJECT

# At Your Service (AYS)

The At Your Service app enables Jefferson's leadership rounding program to collect feedback, route issues for resolution and rapidly enhance the environment of care while our patients and their families are with us. Since inception, a measurable increase in HCAHPS scores has been attributed to this program.

Within 6 months:

125  
leaders



1,194  
employees

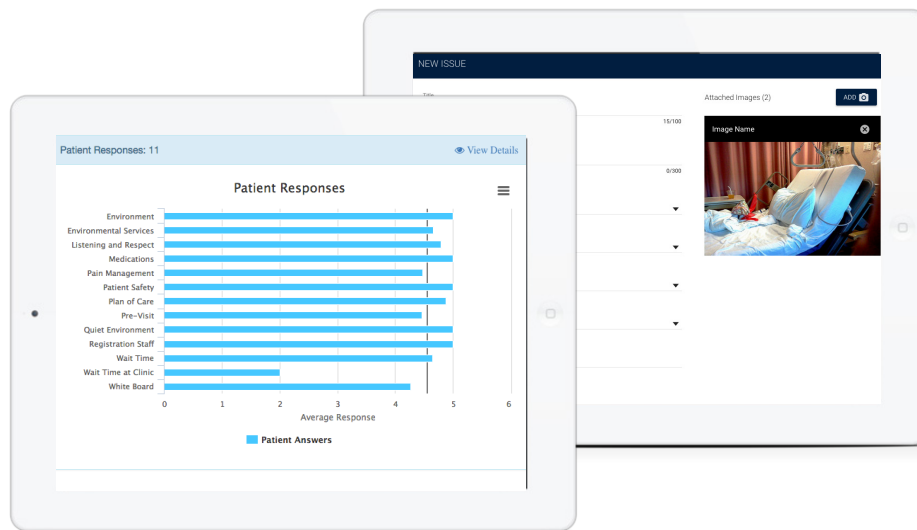


resulted in a rating increase by  
Centers for Medicare & Medicaid Services



## AYS at Methodist

Methodist Hospital initiated AYs in April 2016 and believes this program has had a positive impact on employee engagement and patient satisfaction scores. The most recent HCAPHS scores show Methodist at 77.8, a very positive trend.



“The rounds went really well and the iPad app absolutely helped the process. It is pretty cool that we have the skills to develop these applications on demand!”

Richard J. Webster, MSN, RN  
President, Thomas Jefferson University Hospitals

# Integrative Medicine at Jefferson

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IS&T designed and implemented online strategies to help the institute enhance their digital footprint and patient outreach. Key initiatives included patient testimonials and a new online eCommerce platform for nutraceutical sales.

[jefferson.edu/brindmarcus](http://jefferson.edu/brindmarcus)

"IS&T made enormous contributions to Integrated Medicine initiatives. They created a superb eCommerce platform for our retail offerings and a series of highly impactful patient testimonial videos for our website and internal

monitors. Their creative energies and technical expertise have been invaluable to our initiatives..."

Daniel A. Monti, M.D., MBA  
Executive and Medical Director



## PROJECT

### Patient Testimonials

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To create more awareness about integrative medicine we reached out to existing patients to share their story with the world. These stories are published on the institutes' website and on TV's in their clinics.

## PROJECT

# lifeIMAGE Referral Box

lifeIMAGE's Referral Box facilitates easy and streamlined image sharing between care teams.

Patients can securely and easily upload imaging studies they've received from any imaging center or healthcare facility.

- 302,625 LILA images uploaded to date
- 11,208 cloud exams sent



## PROJECT

# McKesson Echocardiography System Activation

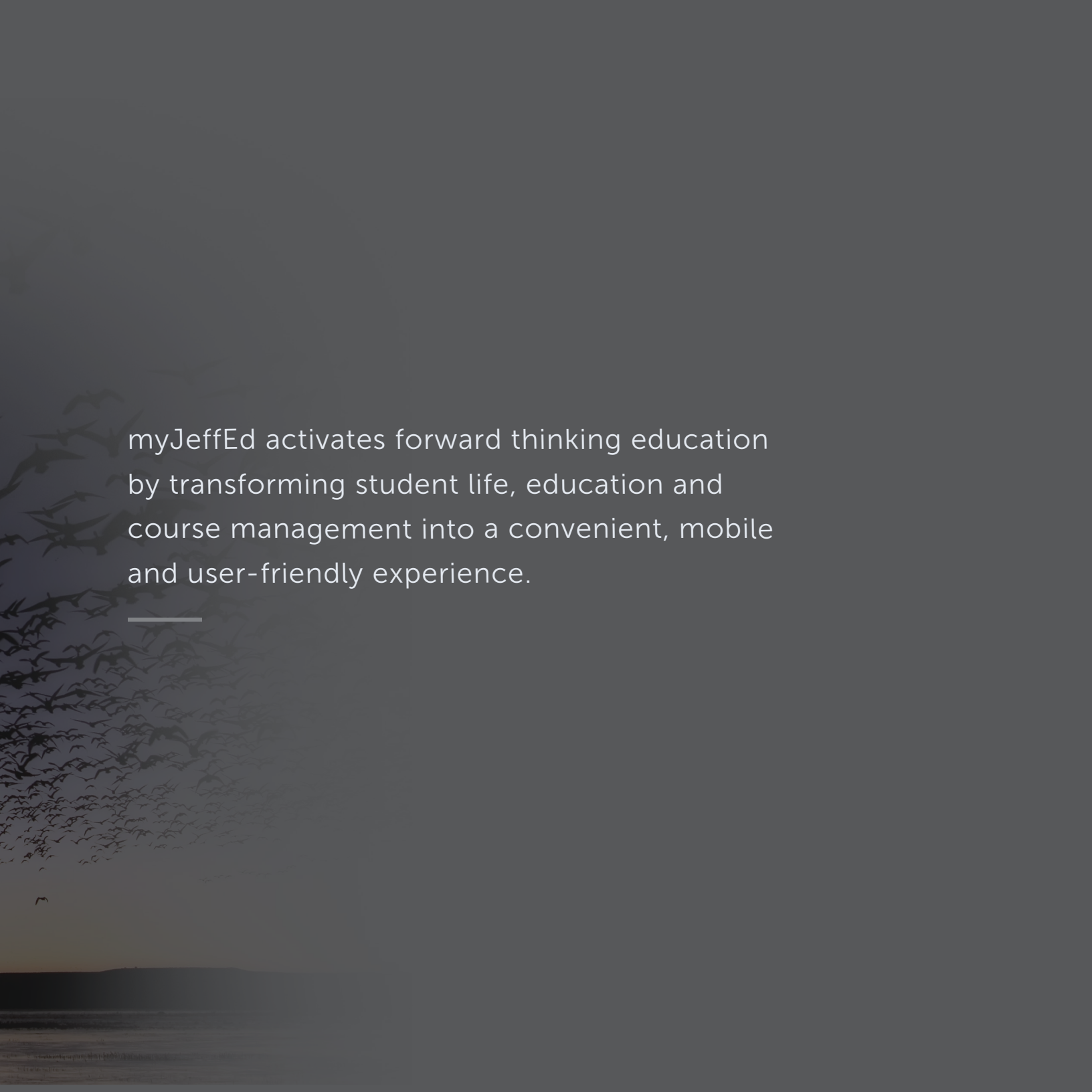
Activation of the McKesson Echocardiography product at Aria allowed significant operational savings to be realized.

The McKesson Echo reporting solution will save an average of \$182K per year and \$912K in operating costs during a five-year period.



myJeffEd

FORWARD THINKING EDUCATION



myJeffEd activates forward thinking education  
by transforming student life, education and  
course management into a convenient, mobile  
and user-friendly experience.

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The background of the page features a blue gradient at the top, transitioning into a white rectangular area containing text. Below the white area is a dark blue section with silhouettes of graduates in caps and gowns. Several graduation caps are shown in the air, as if being tossed. The overall theme is academic achievement and graduation.

## PROJECT

# Degree Works

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Degree Works helps Academic Services (Registrar's Staff) identify all students whose program completion rates fall within the range for graduation.

In 2016, more than 2,150 students accessed Degree Works to track or project their academic progress toward degree completion.

Students are able to complete "what if" scenarios to test various curriculum paths.

Students have seen increased transparency in their degree requirements.

PROJECT

## Cayuse SharePoint System

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The Cayuse SharePoint system offers a centralized, enterprise-class application for tracking our entire research portfolio. Role-based dashboards drive efficiency and greater productivity.

The system manages:

**7,062**

proposals

**2,363**

accounts

**4,453**

active users

**3,858**

funded awards

**713**

subcontracts

**1,611**

active sponsors

PROJECT

## StarRez

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StarRez allows students to easily connect to real-time housing requests and roommate matching.

- Same-day service
- Selection of roommate via a private online community
- Short-term housing options for staff and visitors
- Real-time administrative data
- Complete integration with student systems





## PROJECT

# Blackboard Collaborate

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Blackboard Collaborate delivers a seamless and intuitive synchronous virtual classroom experience so students can focus on learning – anytime, anywhere.

- Promotes access to relevant information, tools and services
- Increases productivity, collaboration and engagement
- Serves as the online nexus for all academic consumers
- Promotes related digital experiences
- Enhances student, faculty and staff satisfaction



## Systems Modernization

### PROJECT

#### Innovation Fusion

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Innovation Fusion is an automated fitness center and recreation management tool. Benefits include:

- Online registration, class reservations and memberships
- 100% cashless transactions
- Enhanced customer service and user security

### PROJECT

#### eTranscript

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eTranscript is our online system to request and deliver transcripts for current and past students

- 36% labor efficiency in the first month

## PROJECT

# Training Portal

IS&T's Training Portal ([training.jefferson.edu](http://training.jefferson.edu)) provides staff with an easy and intuitive way to access and view the calendar of technical training courses. The portal is offered through an upgraded Learning Management System (LMS), with new services such as Atomic Learning and NBC Learn.

- Promotes easy access to training information, applications and services
- Enhances productivity and helps develop new skills
- Enhances staff engagement and satisfaction
- Promotes related digital experiences, solutions and services

**3,351**  
eLearning  
completions for  
EHR training

savings of  
**\$515,897**

**70% ↓**  
reduction in  
Instructor-led  
Training hours



PROJECT

## Grants Management Dashboard

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Process Improvement  
and Data Management

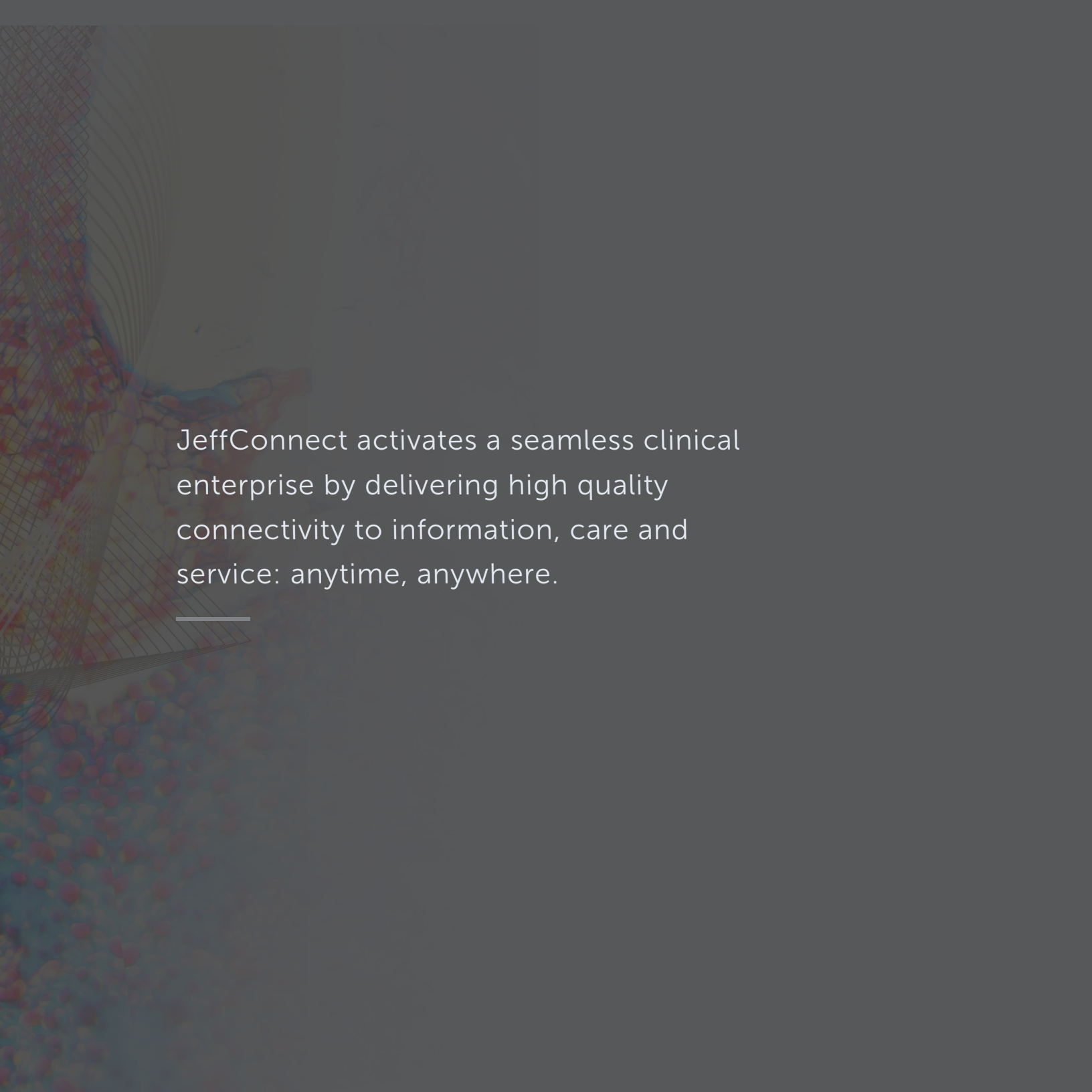
The Research Administration Center of Excellence (RACE) and the Office of Research Administration (ORA) have worked closely with IS&T to deliver an enhanced Grants Management Dashboard for greater transparency into sponsored research activities. The new dashboard is a web-based, self-service data visualization and interactive data discovery tool that will track metrics, allow smarter decision making, provide researchers and administrators more time for research, and facilitate future growth.

- Simplify process to track and administer budgets
- Enhance research productivity, enabling research growth
- Improve annual budgeting and planning processes



JeffConnect

SEAMLESS CLINICAL EXPERIENCE



JeffConnect activates a seamless clinical enterprise by delivering high quality connectivity to information, care and service: anytime, anywhere.

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Epic@Jeff is Jefferson's new electronic health record for the Center City campus, providing integrated, secure data sharing between care teams and creating a continuum of high quality, safe care for our patients.





During the second year of implementation, our focus shifted from building the system to preparing and readying the organization for change.

Wave 1 operational readiness programs for 90+ JUP locations were implemented months ahead of schedule including technical, educational, training and engagement programs for users.



After decades waiting for one integrated clinical and financial electronic health record and two years of thoughtful preparation, Epic@Jeff successfully went “live” throughout Jefferson’s ambulatory locations on November 26. Throughout the four-week Go-Live period, thousands of providers, caregivers and office staff, including 750 physicians, were supported by Jefferson IS&T training and support teams, at-the-elbow support staff and more than 800 Jefferson-based Super Users. Together, these teams resolved thousands of issues.

## Epic@Jeff Pre-Launch

A year-long focus on operational readiness and preparation

- Completed the ‘Intelligent Transformation’ program to help clinicians adopt new Epic@Jeff workflows
- Made 600+ scoping decisions
- Engaged 1,000+ subject matter experts
- Trained 800 Super Users/100 Specialty Provider Trainers
- Trained 4,900 clinicians and staff
- Deployed 5,000+ new devices in 90 days across 94 locations
  - Completed 82 enterprise “derivative” projects in advance of Go-Live
- Provided a roadmap to formally retire 40+ legacy applications and systems

## Epic@Jeff Post-Launch

Significant support for employees during Go-Live

- 159,000+** views of more than 50 Epic@Jeff Updates and Daily Recap emails
- 32,350+** hits to the Epic documentation space with easy access to training resources
- 13,000+** calls answered by IS&T Solution Center and Physician Support Desk, an increase of nearly 300%
- 7,600+** tickets logged for issues and support via phone and online, an increase of nearly 425%
- 6,150+** hits to the Epic@Jeff destination site, a 165% increase over typical visits
- 75** iPads were used by Super Users and at-the-elbow support staff for easy and efficient issue reporting



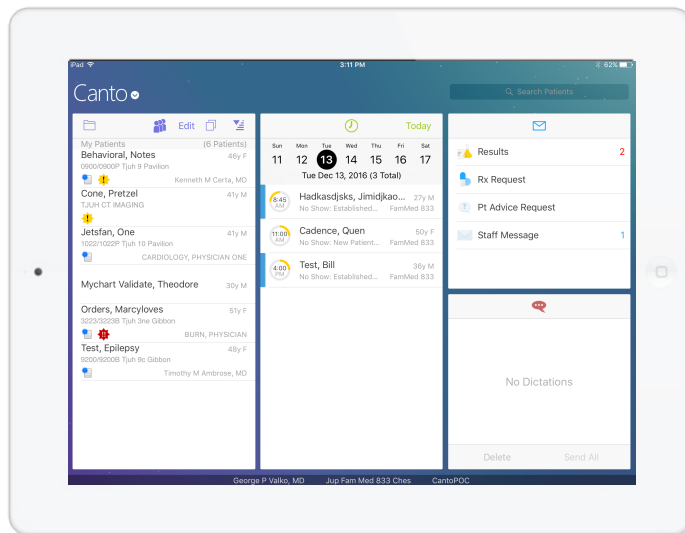
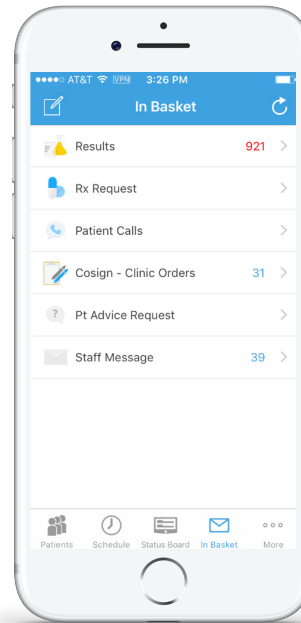
Looking ahead, the team will help manage rolling upgrades to the system and continue to enhance full functionality and integrated benefits that will be realized once all applications are implemented and integrated. Planned optimizations, including the customization of templates, creation of new order sets and modification of workflows and system processes will continue to improve user satisfaction and promote efficiencies throughout the Jefferson enterprise. On April 1, 2017, the Center City hospital locations will participate in the second wave of Go-Live.



# Epic Mobile Apps

## Haiku

Haiku, for use with smartphones, gives physicians secure and portable access to patient charts both in and outside of their care location. Physicians can perform chart review, see patient lists, schedule, search, message, e-prescribe, dictate and capture clinical images with Haiku.



## Canto

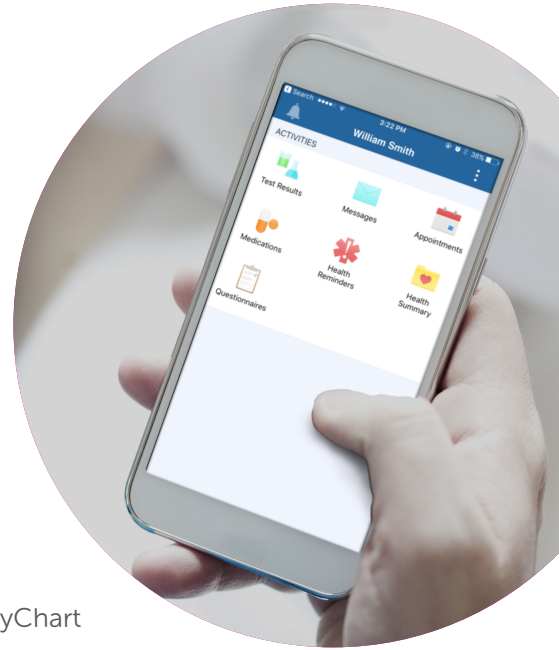
Canto, for use with iPads, helps providers access patient charts, check schedules, respond to messages, dictate notes and review lab results from anywhere.

## EPIC MOBILE APP

# MyChart

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The MyChart patient portal is a powerful tool for clinicians to communicate with patients and connect them to their care. The app allows patients to schedule appointments, renew prescriptions and conduct medical advice messaging which allows patients to complete initial data entry to save staff time.



**7,800+** patients signed up for MyChart in the first month.

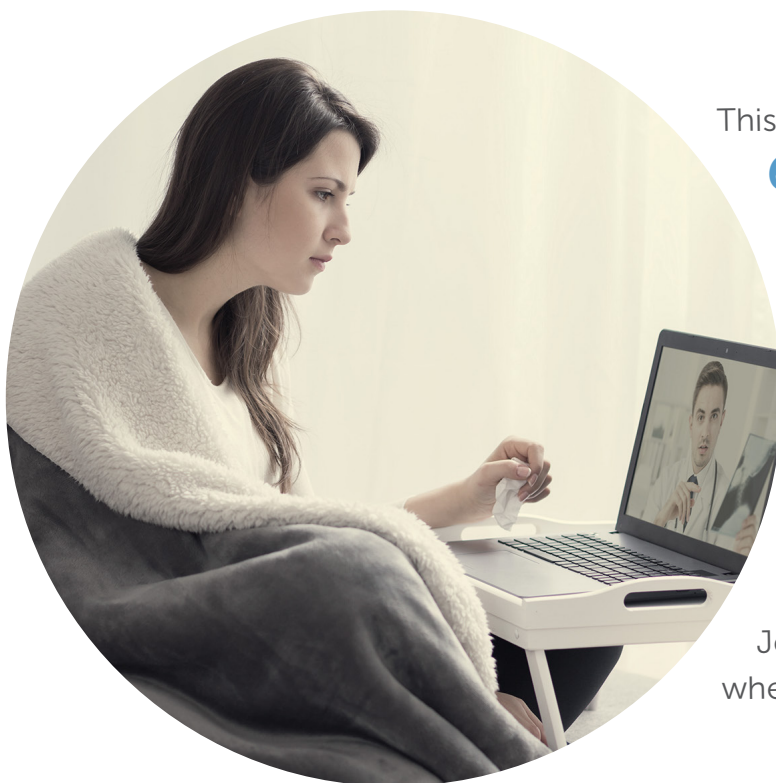


## TELEHEALTH APP

# JeffConnect

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Through the use of video technology, virtual care options, including urgent care on-demand, ambulatory, pre-procedural and post-procedural visits, bedside rounds with family and remote second medical opinion consultations. These “telehealth” services were launched to offer a variety of



This year,

**641 patients**

responded to a survey and

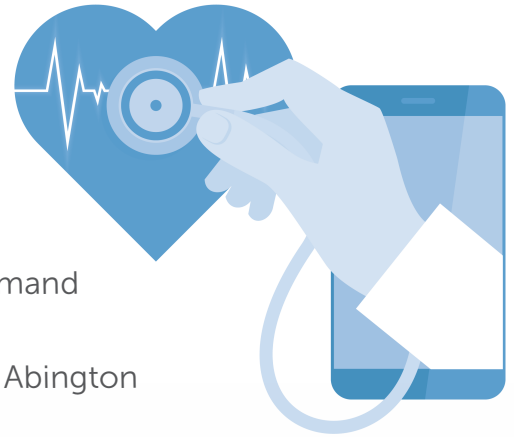
**95%** were  
satisfied

with their telehealth visit.

**96%** of patients using  
telehealth

to access urgent care felt that  
JeffConnect provided them with care  
where and when they needed it.

- 14K JeffConnect app downloads
- 17K JeffConnect enrollments
- 500+ Jefferson physicians trained
- 5K+ video visits
- Implemented Epic Ambulatory for telehealth on-demand physicians to use when documenting visits
- Implemented a telederm consult program between Abington Hospital and Jefferson Dermatology
- Rolling out to Abington and Aria



"The JeffConnect Team has leveraged the IS&T to help with evaluating and testing telehealth technology platforms. This partnership has helped keep our patients and families at the forefront of our need requirements, product development and assessments and our

communication to our patients. Collaboration between these two teams has been incredibly valuable in supporting our strategic initiatives and external partnerships."

**Judd E. Hollander, MD**

Professor, Associate Dean for Strategic Health Initiatives



CLINICAL  
Dashboards

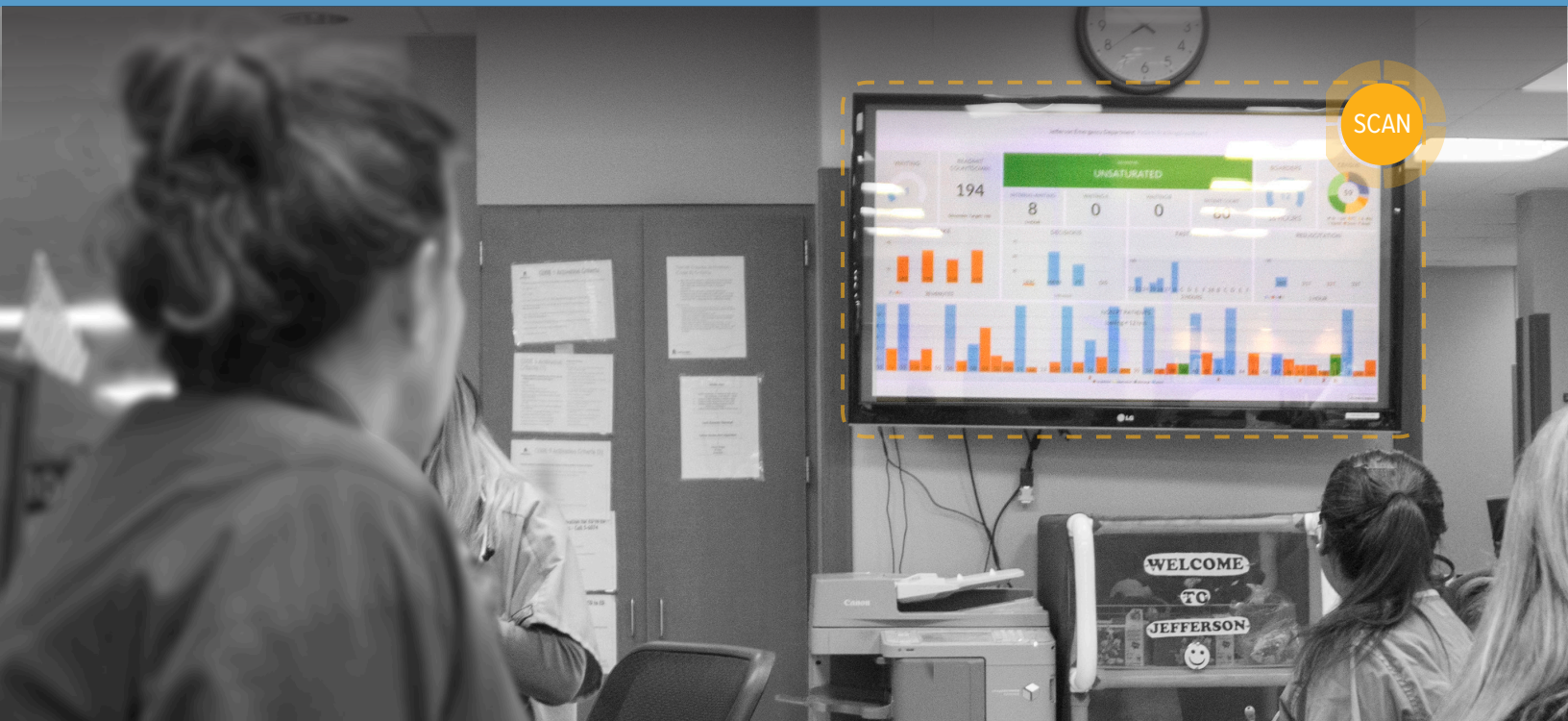


“Displaying actionable real-time data to the entire ED team enables them to adjust quickly and provide the most timely care for improved patient experiences and outcomes.”

Carol Haines

VP, Clinical Transformation

Office of the Chief Medical Officer



## CLINICAL DASHBOARD

# Emergency Dept. Dashboard, Center City, Philadelphia

This dashboard presents data in a visually intuitive way, enabling data-driven decisions to improve patient care.



Average wait time  
to visit physician  
**reduced** by  
**24 minutes**

- Reduced LWBS (left-without-being-seen) rate from 4.6% to 1.2% in the first month of installation.

## PROJECT Enhancing Our Continuum of Care

Jefferson Enterprise participates in the HealthShare Exchange (HSX) Encounter Notification Service (ENS), which sends PCPs notifications about ED or Inpatient encounters when any of their defined patients present in an HSX member institution.

"The HSX ENS enables medical offices to promptly contact patients that have been identified as having uncontrolled chronic illnesses in order to schedule a timely office visit as well as to get the home care

team involved. This allows us to improve management of chronic conditions through coordination of care, medication adherence and patient self-efficacy."

Dr. Dominick Commodaro  
Jefferson-Aria Health

## CLINICAL DASHBOARD

### Abington Emergency Trauma Center eGrid

A real-time dashboard that allows for appropriate triage of patients based on patient volume, patient acuity and staff availability.

"The eGrid allows the charge nurse to maintain complete understanding of the department at a glance and adjust resources accordingly. Prior to eGrid implementation, the ability to see a complete picture of the department was not feasible."

Steven F. Fisher, MD  
Chair, Abington Hospital Dept. of Emergency Medicine

Projected savings of  
**\$230,000** per year





JeffDiscovery  
HIGH IMPACT SCIENCE



# Strength Through Insight

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## Secure Patient Experience; Meaningful Insights; Better Care

Strength Through Insight, one of only 14 Apple ResearchKit apps world-wide, was developed by IS&T to enable intuitive, engaging and interactive longitudinal patient research and digital data collection via smart phones.

The capability was also developed on a platform that enables rapid development of similar apps for other research studies.

“... Advances in the sensing technologies that are embedded in wearables have enabled a growing array of available data endpoints, making wearables an increasingly valuable tool in improving the lives of cancer patients...”

Dr. Adam Dicker MD, PhD  
Professor  
Chair, Radiation Oncology



PROJECT

## BMT Cancer Informatics

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### Leveraging History to Guide the Future

A comprehensive Bone Marrow Transplant (BMT) informatics program was launched to streamline clinical workflow, reduce costs, improve patient safety and enable effective research.

- 1,200 transplants were recovered from an external registry since program inception (1996)
- Data will guide clinical decisions and improve patient safety for years to come

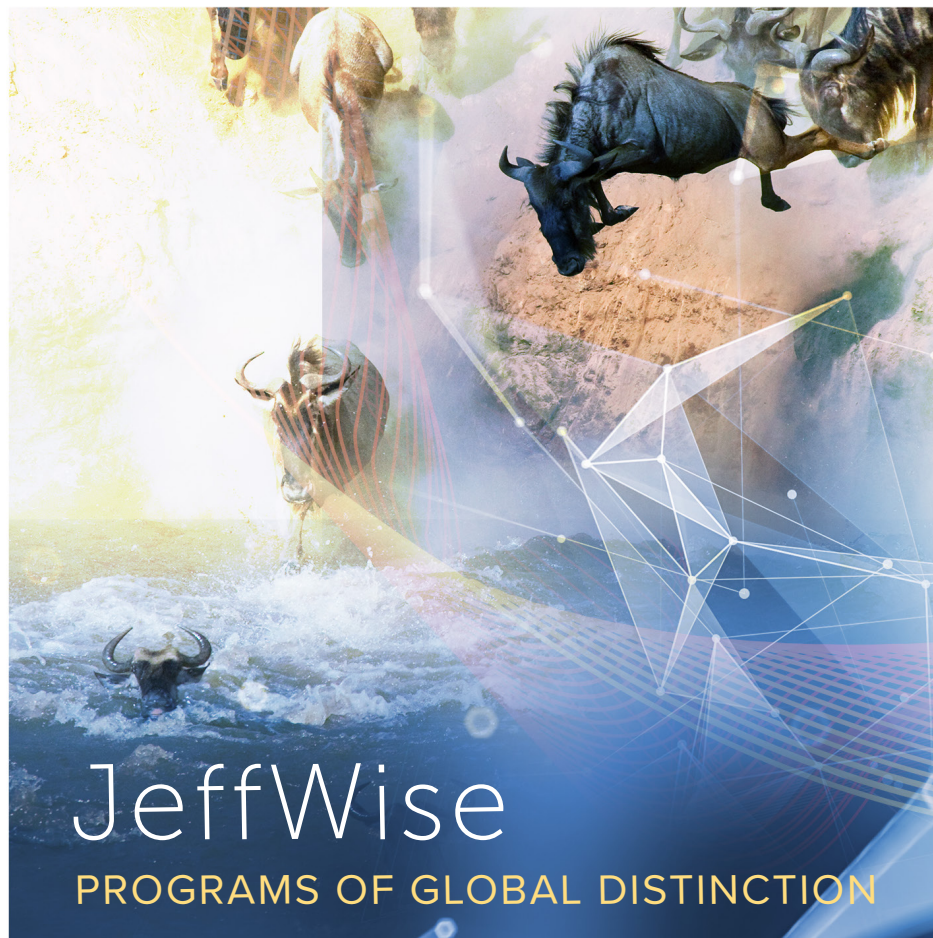
PROJECT

## Partners in Innovative Education Research (PIER)

PIER is a new research consortium that Jefferson is helping to launch in partnership with Atlantic Health, Doctors Hospital Renaissance, Einstein, Main Line Health and Temple University.

IS&T helped develop the research informatics implementation plan and launched a Research Informatics working group with founding members of PIER.





JeffWise

PROGRAMS OF GLOBAL DISTINCTION





## PROJECT

# Care Notification

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In an effort to increase Centers for Medicare and Medicaid Services (CMS) notification compliance, we developed a method to capture primary care physician data in the Allscripts EHR at the point of inpatient registration.

- Implemented a new post-discharge notification process that required data from both JeffChart and Allscripts
- Within four weeks, compliance increased from 35% to 81%



## PROJECT

# Center for Healthcare Entrepreneurship & Scientific Solutions (CHESS)

Reducing Congestive Heart Failure (CHF) Readmissions, Associated Mortality and Financial Penalties

We're supporting the CHESS CHF readmissions model. This year, IS&T data scientists recovered data for approximately 3,600 CHF patients from Abington and Center City campuses. This data is being used to develop a 30-day readmissions risk model, and we are working with the heart failure team at Abington to develop a pilot in 2017.



SCAN



PROJECT

## OR Dashboard

---

Through use of the new Perioperative Performance dashboard, Jefferson now has standard definitions for key performance indicators that management can use to compare performance across all campuses.

Saved

**\$300,000** per year  
on third party solution

## PROJECT

# Sickle Cell Disease (SCD) Patient Management

In the spirit of patient experience, IS&T partnered with Clinical Operations and Sickle Cell care teams to develop a novel Population Health solution that presents actionable insights and drives clinical efficiency, positively impacts patient safety, and improves quality of care.

**In December, Jefferson was awarded IDG's Digital Edge 50 award for this innovative solution.**

During the first three months of use:

- Inpatient visits have declined year-over-year by 23.4%
- Emergency room visits have declined by 7.9% compared to the same time last year.

# 58% ↓

Average length of patients' hospital stay has declined from **23.9 hours** to **10.0 hours** per visit.



JeffDigital

ONE JEFFERSON



# JEFFDIGITAL

## IN NUMBERS



105

consolidated  
projects

Built  
**90 VDI hosts**  
between 2 data centers  
to support

**7,200**  
concurrent users



Enabled web  
content delivery  
to mobile apps

**162,000,000**  
cyber threats  
**Blocked**

Deployed  
**4,200**  
computers



optimized the current  
Real Time Locator  
System, for equipment  
management



**65 remote  
locations**  
supported by IS&T

Replaced  
**1,259**  
IV pumps



Maintained  
**98%**  
Jefferson network  
availability  
while implementing  
**397+ upgrades**



PROJECT

## Governance and Demand Management

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Managing Demand;  
Maintaining Quality  
and Driving Success

The Program Management Office was created at Center City by hiring the initial complement of project management staff and implementing a new enterprise tool, "Planview@Jeff."

An operational oversight team was established with leadership from each pillar to institute and prioritize processes for all IS&T enterprise-wide projects.

During 2016, 609 projects were presented for consideration, of which 237 are awaiting review, 132 are in active implementation,

118 have been completed, 80 were denied, canceled or deferred, and 42 are "on deck" to be launched as resources become available.

The Northern Division will be fully implemented to maintain continuity across all campuses.

PROJECT

## Interface Integration

IS&T built a total of 188 new interfaces in support of the Epic project, compared to an average of 10 new interfaces per year for the last 8 years.

The team accomplished this in addition to continuing their workload maintaining:

- **283** existing production interfaces
- **811,500** transactions each day

PROJECT

## Cyber Security

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Global Threats,  
Increased Protection

Initiated Jefferson's Information Security Roadmap, a robust five-year, 105-project plan.

- Finalized an enterprise baseline security assessment
- Discontinued auto-forwarding of emails
- Implemented a vulnerability management scanning system



## PROJECT

# iDonate

Philanthropy at  
Your Fingertips

IS&T played a key role in enabling iDonate, a comprehensive solution for managing online and mobile donations to Jefferson, which is also integrated with our single Web Content Management System (CMS).

Reduced costs by integrating web management systems and also provided the Office of Institutional Advancement with enhanced flexibility for tracking and targeting donors and managing comprehensive campaigns.

3.5x

over the industry  
average gift size

3.25x

the national average of the  
conversion rate for "11th  
Hour" campaign

## PROJECT

# Enterprise Integration

Better, Stronger and  
More Integrated  
Together

Migrated

6,000



email & user credentials

to Jefferson from Abington

Continuous integration of people, systems and processes for a more effective and streamlined organization.

- Established an organizational structure with integrated work teams
- Created a redundant network connection between campuses
- Consolidated contracts for synergistic savings
- Integrated security risk assessment and remediation policies and procedures
- Provided foundational support to integration 2.0 cost-saving initiatives
- Expanded Identity Management to 100% of Abington users

## Infrastructure Modernization

---

IS&T completed several projects to upgrade technology infrastructure to industry standards. This will enable us to grow efficiently.

- Added 15 new Jefferson remote locations to the network equaling a total of 65 remote locations
- Renovated seven larger locations including Jefferson's Pharmacy and ICU areas

PROJECT

## Single Sign On (SSO)



Rolled out 1,200+  
card readers.



Estimated to save  
**6,000**  
clinician hours per year



Provides easy login to  
multiple applications  
with a single "tap."



8,000 clinicians  
benefited to date.

## New Computers & Mobile Devices



Installed & deployed

**4,200**  
computers

**20%** ↑

compared to 2015



Deployed

**5,117**  
new mobile devices  
across  
Jefferson campuses

PROJECT

## Virtual Desktop Infrastructure Roll Out

The new virtual environment is scalable and allows for faster and easier upgrade paths for operating system and application upgrades through a single platform.

VDI supports a rich, adaptive and consistent user experience

- Time for package and deploy upgrades impacting users reduced from six hours to 15 minutes
- Built 90 VDI hosts between two data centers
- Supported 5,000 concurrent users with capacity to expand 10,000

PROJECT

## Wireless Network

All remote locations and Jefferson Center City campuses now have wireless access.

More than **a million** clients connected in 2016.



remote access  
points



buildings in  
Center City



enterprise  
access points

## PROJECT

# Equipment Modernization: Biomed Telemetry

The Clinical Engineering teams focused on improving stability, reliability, functionality and overall patient safety and clinician satisfaction at our enterprise campuses.

### Biomedical Devices:

#### At Abington

- Completed upgrade of equipment:
  - 87 pieces of equipment for our Telemetry Systems
  - 125 pieces of equipment for our Patient Monitoring System

#### At Methodist, Thomas Jefferson University

#### Hospital, Jefferson Hospital for Neuroscience:

- Completed real-time location system upgrade to help clinicians locate more than 6,200 mobile devices

## PROJECT

# Identity Management

We enhanced our automated process for identifying all employees and matching them to appropriate enterprise systems and applications required to perform their jobs.

Identity Management seamlessly and transparently provides secure and tailored experiences for employees. With the incorporation of new partners, we are now managing 26,000 employee accounts.



PROJECT

# Citrix Infrastructure

Citrix is a central managed environment, which helps ensure integrity, efficiency and maintenance for approximately 30 applications to create a seamless user experience.

- Built 36 Citrix hosts and 200 Citrix servers across two data centers
- Supported 4,500 concurrent users



## PROJECT

# OneCMS

Easier, Cost  
Effective Access  
to Web Content

The OneCMS project, proposed and implemented by IS&T in collaboration with Marketing, has consolidated five Web Content Management Systems at Jefferson into one with the industry-leading Adobe Experience Manager platform.

- Delivers cost savings exceeding \$1M per year
- Integrates the web experiences of new partners to deliver a cohesive and unified user experience
- Enables user tracking and content targeting
- Presents enhanced analytics
- Enables web content delivery to mobile apps



## Communications

*Jefferson named among world's **Top 100** organizations for excellence in IT* - PhillyVoice

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As a strategic partner moving from a cost center to a value center, IS&T's message in 2016 emphasized a commitment to future-focused change through the use of emerging digital technology, agile processes and reimagined thinking.

In IS&T's third year of the Innovation-Driven Ecosystem, **I Love Jeff** was created – a program consisting of six technology-driven platforms for Jefferson patients and their families; faculty and students; and employees and staff to develop a personal, convenient and user-friendly connection to Jefferson.

Through this platform, the narrative of Information Services & Technology has forever changed.

## External Communications

The story of Jefferson's evolution in technology earned the organization industry-agnostic recognition, extensive media coverage and new partnerships with world-renowned companies. Jefferson and IS&T were featured in more than 40 media articles covering our people, services and products.

IS&T also won several global awards for excellence in technology including:

For the ED Dashboard solution,  
improving patient throughput

**CIO 100**



**Leadership  
Award**



For our work and collaboration  
on Sickle Cell Patient  
Management tool

**Digital  
Edge 50**



For IT excellence at Abington

**Most Wired**



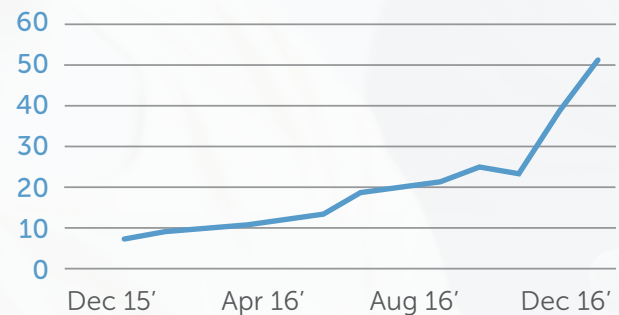
## Internal Communications

Through integrated communications strategies, IS&T informed, educated and inspired thousands of Jefferson caregivers, employees and students by sharing the exciting and industry-grade benefits of new technologies and processes.

These communications and change management strategies also supported one of the largest initiatives in Jefferson's history, Epic@Jeff.

Effectiveness of Epic@Jeff electronic communications increased significantly in 2016.

Epic@Jeff Web Site Visits  
(Thousands)



Website traffic increased by 450%

Email readership grew from:

**29% - 67%** among Managers

**90% - 95%** among Super Users

**90% - 95%** among Clinical Chairs

## National Conferences

IS&T participated in national conferences and in thought leadership discussions, industry roundtables and new partnerships.

Presented at IBM's World of Watson conference about our joint Jefferson/IBM/Harman Kardon "Smart Room" technology

Featured for our transformational role in evolving the education landscape through technology in Education Technology Insights

Served as a thought leader at HealthLeaders Media executive roundtable on data's impact on value-based care

Participated in Health Data Management executive roundtable on cyber security threats and emerging security trends in health care

Presented about the state of cyber security at the Healthcare Data Security & Privacy Symposium at Drexel University

## A LOOK AHEAD

**In 2017, we will continue cultivating our Innovation-Driven Ecosystem. Our next steps on this journey include:**

- Using data and analytics to make smarter financial and clinical decisions.
- Building a digital enterprise where we use a mobile-first mindset to change the way we provide safe and quality patient care; securely perform research studies; and provide convenient experiences for our faculty and students.
- Implementing the second wave of Epic@Jeff for our Center City hospital, truly realizing the benefits of a fully integrated electronic health record.
- Enhancing our integration synergies across the Northern Division and with our new partners.
- Maturing our IT security roadmap to strengthen how we store, exchange and manage data

**We are excited to bring the best technology, processes and people to Jefferson in 2017.**

## CONNECT WITH US

**Stay in the loop!** Read the latest and greatest about Jefferson's impact on patients, students, employees and our community. Visit [jefferson.edu](http://jefferson.edu)

**Follow us** [@TJUHospital](https://facebook.com/jeffersonhospital)

**Want to work with us?** Visit the IS&T homepage to see what IS&T has been up to at [IST.jefferson.edu](http://IST.jefferson.edu)

**Have a new idea?** Have an idea, feedback or collaborative project? Visit [solutions.jefferson.edu](http://solutions.jefferson.edu)

**Donate here!** [jefferson.edu/giving](http://jefferson.edu/giving)  
Like what you see? Donate to Jefferson's cause.

**Sign up for our new Patient Portal** [mychart.jefferson.edu](http://mychart.jefferson.edu)  
Stay connected to your health.  
MyChart is our new patient portal now live for our Outpatient practices.



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