

Client Profile	
Beds:	• 180
Admissions:	• 6720 per year
Staff:	• 800
Exams:	• 60,000 per year • 116,076 patients in database
Interfaces:	• McKesson inbound for orders, admissions, discharges, and patient demographics.
Add-Ons	• E-Fax for physician reports • Mammography



RISynergy[®] from an IT Perspective

Jared Lormand

VP of Information Technologies and CIO

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Jared Lormand, VP of Information Technologies and Chief Information Officer for the 180 bed Opelousas General Hospital in Opelousas, LA has been involved with hospital information systems for more than 15 years. Over the years he has seen significant changes in how hospitals manage technology and in their relationships with software vendors.

"In IT, we are unusual for a hospital our size – we have a staff of 14 IT professionals and support 60 software products and platforms, including databases and interfaces, as well as customized programming, implementations, and development."

As Lormand reflects on some of the changes he has seen in IT, "Once upon a time, all software companies included support as an integral part of their product and price. Then, when outsourcing development became popular, software companies promised support as a sort of 'loss leader' to get the development business. Unfortunately, many of the products promised were delivered late, or are still in the queue to be developed. Now, there is a move to hire programmers back to hospitals – and it's a buyers market.

"Today, many of those companies that hospitals outsourced to have since unbundled their product support. They now sell their products 'bare', with support sold as a separate, distinct



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service. That has raised our costs of implementation, and, to add insult to injury, those companies typically do a poor job of delivering that support. The industry is now 'high acquisition price' and 'high implementation cost.' We estimate that our total cost of software implementation is three times the software purchase price.

"Because I am a member of both CHIME (College of Healthcare Information Management Executives) and HIMSS (Health Information Management Systems Society), of which I am the Louisiana Chapter Technology Chair, I have a very good feel for what's going on in the Healthcare Technology field. I see that, as an industry, we've come to expect less from our vendors and to assume that we'll have to do more implementation, on our own and in pieces.

"That's one of the things about Swearingen Software that continues to surprise me," comments Lormand, contrasting Swearingen to other software vendors. "They have an excellent support staff, they return phone calls, and provide assistance for upgrades and change orders. They come on-site to make upgrades. Basically, they do what they say they are going to do. And, in today's IT world, that has become remarkable.

"In the 90's we RFP'd for the 'Best of Breed' products, typically by specialty. But we found that those 'Best of Breed' companies typically didn't offer the support we needed. Swearingen is the exception. I hold them to a very high standard, and they consistently meet or exceed it."

As Lormand concludes, "We spend a considerable amount of money every year upgrading and improving our technology. I've had numerous opportunities to replace Swearingen's RISynergy product - but I haven't and I don't plan to."

About Us

Swearingen is focused on radiology, and especially the radiology software user. With RISynergy, we offer a state of the art radiology information system (RIS) that provides a dramatically more satisfying experience for those who use it.

Unlike many PACS and RIS/PACS providers, Swearingen is not a multi-product company seeking to leverage its existing platform into radiology. It was instead built from the ground up *for* radiology, in order to better meet the unique needs of radiology software users. Through the industry-standard HL7 interface, RISynergy easily links to virtually every HIS and PACS.

For more information, contact Swearingen Software, Inc. at: 1-800-992-1767 or visit our Web site at:
www.swearingensoftware.com

