Allscripts Uses MindView & Online Conferencing to Collaborate Everywhere.

**Background**
With the largest connected community of clients in healthcare, Allscripts delivers an integrated platform of solutions to facilitate enhanced collaboration and exchange of critical patient information. Allscripts is committed to delivering One Network, One Platform, One Patient.

Allscripts partnered with another to deliver a solution to the market that would be owned and maintained by a joint implementation and support structure. Allscripts needed to collaborate with both companies as well as some of their customers to develop processes across both organizations to ensure customer satisfaction, process efficiency, scalability, and quality as well as exceed our revenue goals.

**Challenge**
My colleague and I, both Lean Six Sigma Black Belts, were asked to facilitate the team. In traditional work sessions, we require all participants to be in the room together because there is a great deal of work done with sticky notes, butcher paper, flip charts, and whiteboards. This is the traditional way we facilitate a planning session. The challenge with this team was the speed at which we needed to work with a team of folks spread out across multiple states. The solution was to use an online conferencing service with MindView.

**Solution**
Instead of writing on sticky notes and posting to butcher paper, we used MindView for all of the collaborative work from brainstorming to knowledge sharing to housing “parking lot” items to information organization. The ability to type instead of write our ideas down and to be able to easily move them around in MindView was a huge efficiency gain. We didn’t have to stay after the meeting and transcribe everything into Word! Or Excel or PowerPoint for that matter because of the export function in Mindview. When running meetings now, we take notes in Mindview because the export to Word function means we can distribute meeting notes in a highly organized and professional looking format before even leaving the room.

“We take notes in Mindview because the export to Word function means we can distribute meeting notes in a highly organized and professional looking format before even leaving the room.”

- IT Project Manager, Allscripts

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**Company**
Allscripts

**Industry**
Healthcare IT

**Location**
222 Merchandise Mart Plaza
Suite 2024
Chicago, IL 60654

**Product**
MindView Business

**At-A-Glance**
Allscripts provides innovative solutions that empower all stakeholders across the healthcare continuum to deliver world-class outcomes. The company’s clinical, financial, connectivity and information solutions for hospitals, physician practices and post-acute organizations are the essential technologies that enable a Connected Community of Health.
The efficiency and productivity gains alone mean we will never go back to traditional work sessions."
Figure 3: Began building process design concepts