

**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.

“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

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 organ-

-ized and professional looking format before even leaving the room. For our LSS project, what normally takes five days of work sessions took only three days with the use of Mindview. To quantify that, we gained about 90 man hours. The efficiency and productivity gains alone mean we will never go back to traditional work sessions.

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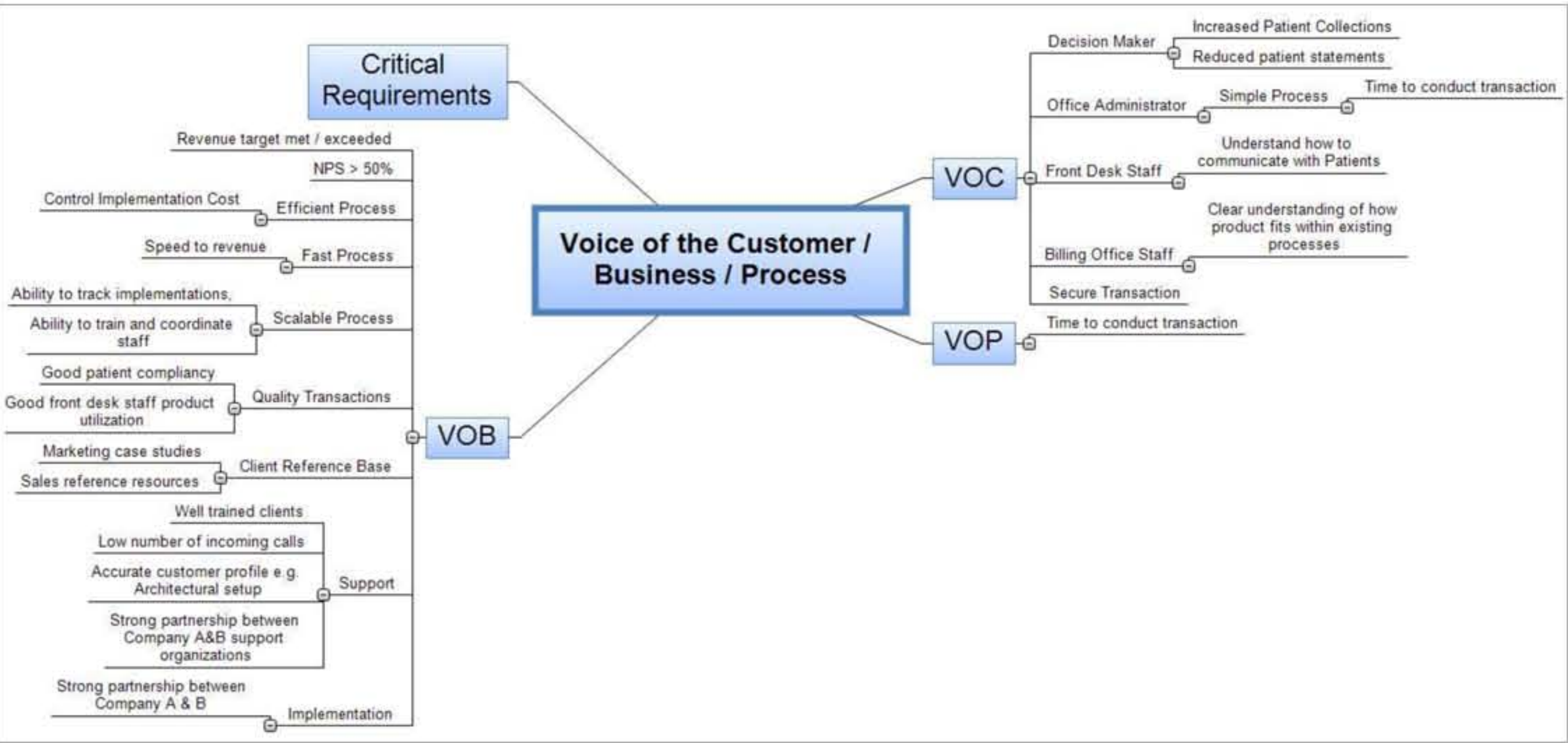


Figure 1: We brainstormed on the Critical Requirements for the Voices of the Customer, Business, and Process

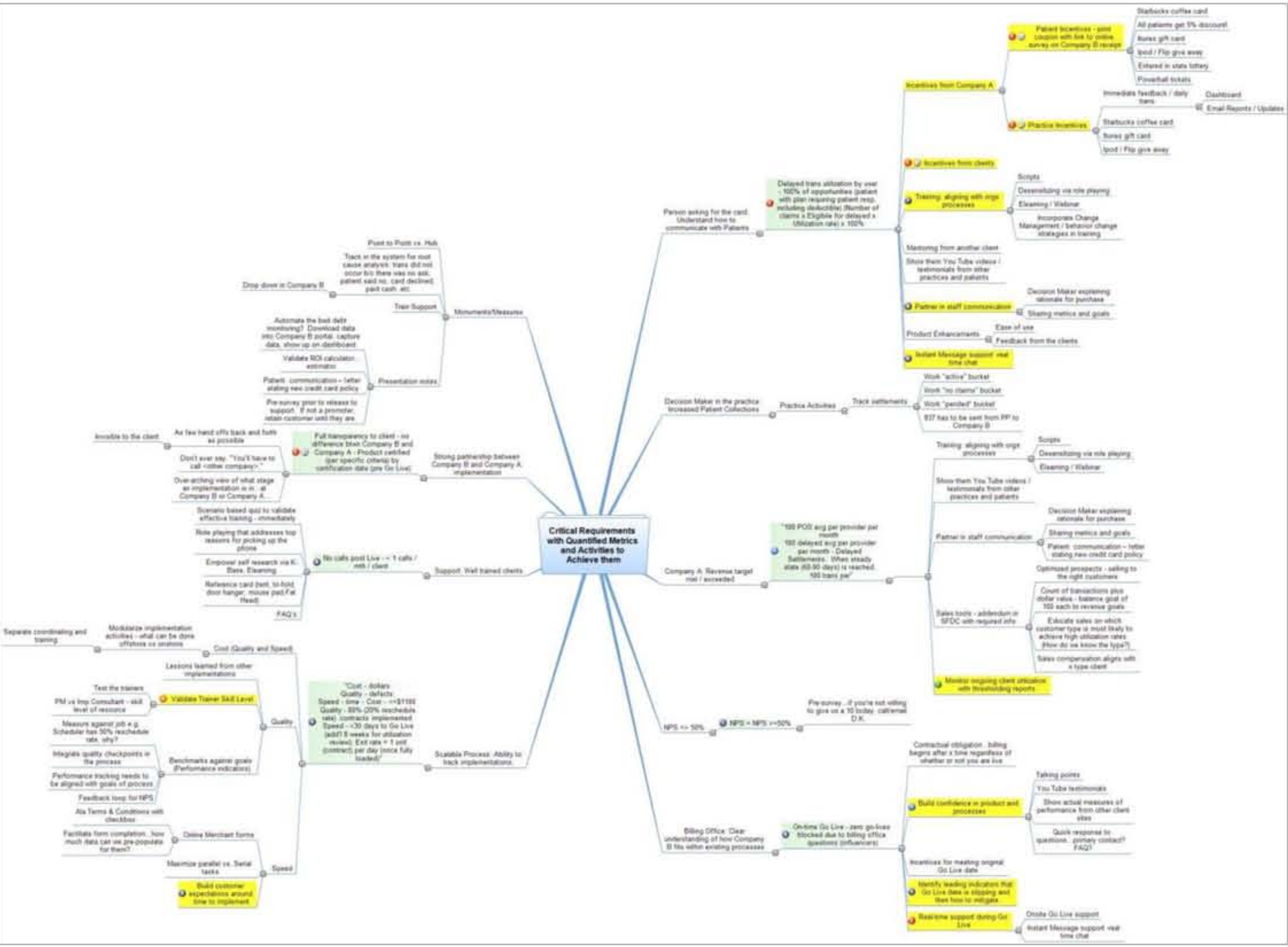
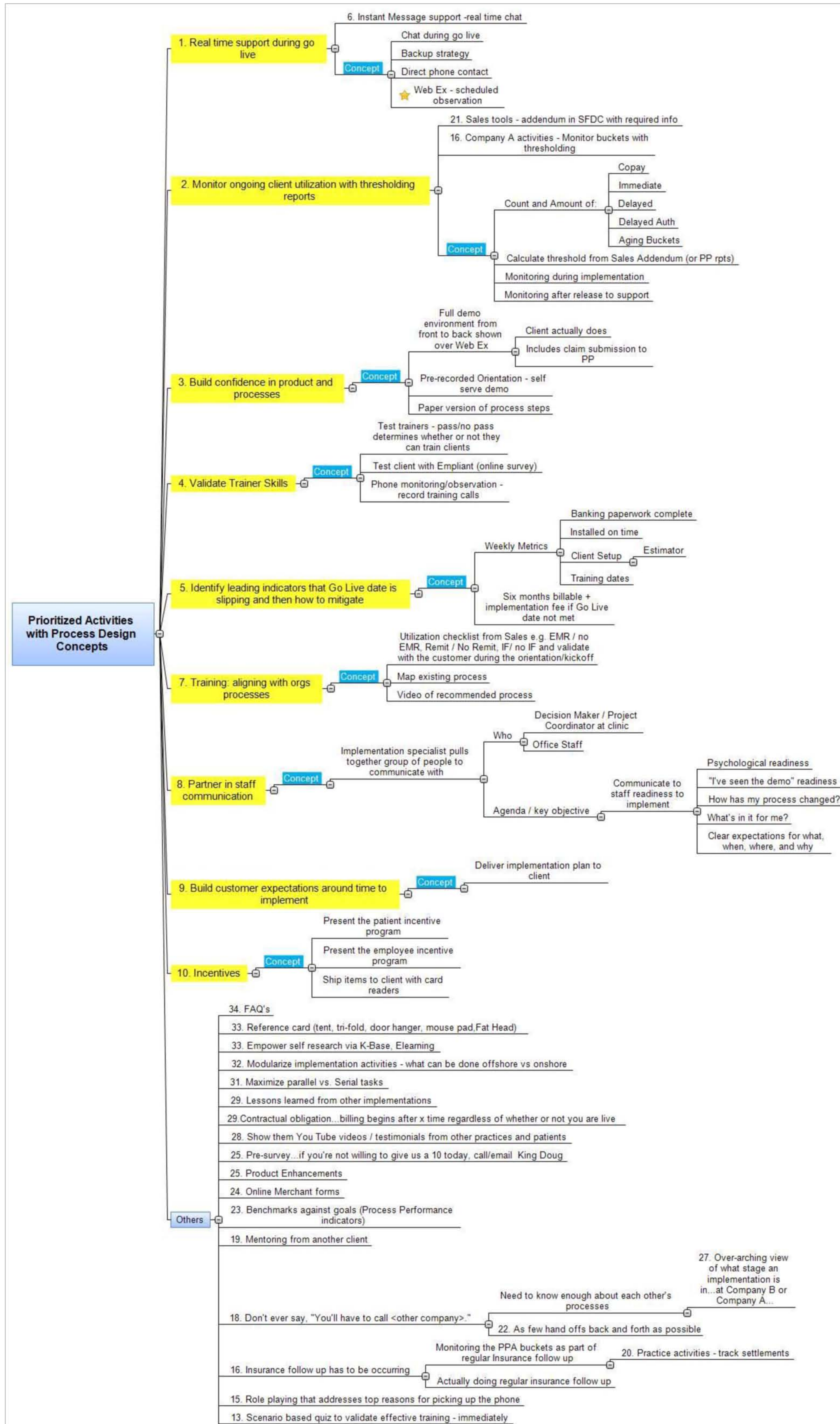


Figure 2: We determined what activities needed to be done to achieve the critical requirements



● **Figure 3:** Began building process design concepts