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DOCTORS HOSPITAL OF AUGUSTA AUTOMATES PRODUCT ALERT MANAGEMENT

*RASMAS Recall Management Service Enhances Patient Safety
by Reducing Recall Resolution Time*

FALLS CHURCH, VA — August 7, 2008 — Doctors Hospital of Augusta has selected RASMAS, developed by Noblis, to manage product alerts and recalls. Renowned for its Joseph M. Still Burn Center, Doctors Hospital of Augusta also offers a full range of other services in its 350-bed facility, which is located in Augusta, Georgia.

RASMAS is a web-based service that automates the distribution, receipt, and tracking of product alerts and recalls. It provides automated routing for alerts spanning all products used in the healthcare environment to enable staff to react quickly. Detailed documentation and tracking of alert activities ensures managers can readily oversee the status of each alert, and obtain summary statistics regarding close-out time. RASMAS users can further improve alert management activities through shared dialogue and tools offered through the RASMAS Community.

Prior to the deployment of RASMAS, Doctors Hospital of Augusta tasked a coordinator to send alerts via e-mail. The alerts came in from many different sources and were time-consuming to compile. In addition, when the appropriate staff member could not be definitively identified, e-mails were sent to multiple recipients. Tracking the progress of alerts was difficult, and documentation required for regulatory audits was not readily available.

Doctors Hospital deployed RASMAS in May 2008, and the process went smoothly. First, the implementation team assigned clinical domains to responders who would deal with the alerts on a regular basis. Two hours of training provided staff with the background they needed to begin using RASMAS. A total of 25 people were trained, including backup staff. "The web-based interface is user-friendly and easy to access," commented Teresa Mills, RHIA, CPHRM, Risk Manager at Doctors Hospital. "Our staff was quickly able to apply what they had learned in the training program."

RASMAS has been in use for only a short time, but improvements are already noticeable. "We could see the impact immediately in the number of alerts," Mills observed. "Many more came through RASMAS than we had been seeing in the past." Several of the alerts during the first few weeks that RASMAS was up and running dealt with products being used at Doctors Hospital. "We are glad to have the extra measure of protection that RASMAS provides," added Mills, "along with the documentation that not only shows each case being resolved, but also will let us respond to audits in a more efficient and timely fashion."

In most U.S. hospitals, recall management is still conducted manually. "RASMAS streamlines how hospitals review and respond to the thousands of product alerts and safety notices that are sent to them each year," said Ann Mage, RN BSN, a founding member of the RASMAS service at Noblis. "The RASMAS subscription service provides improved, easy-to-use alert information, delivered to the right person, at the right place, at the right time. We are pleased to have Doctors



Hospital of Augusta join the hundreds of hospitals in the United States and Canada that understand that recall management is an important component of patient safety.”

About Doctors Hospital of Augusta

Founded over 35 years ago, Doctors Hospital of Augusta is a private, full service, acute care medical/surgical facility located in the heart of Augusta's fastest growing area. Its commitment to quality healthcare services, advanced diagnostic/treatment technologies, and wellness resources is supported by a team of over 370 physicians and 1,300 medical and administrative employees. Specialties include Burn Care, providing acute care to over 3,000 patients per year nationwide; Cancer (featuring area's first Trilogy Radio-surgery System and the da Vinci surgical system); Women's Services (newly remodeled facilities housing Family-Centered Maternity Care program); and Orthopedics, centering on excellence in Total Joint Replacement, Spine Care, Inpatient and Outpatient Rehabilitation, and Sports Medicine.

For more information about Doctors Hospital, please visit www.doctors-hospital.net

About Noblis

RASMAS was developed by Noblis, a nonprofit science, technology, and strategy organization that helps clients solve complex scientific, systems, process and infrastructure problems in ways that benefit the public. Noblis brings the best of scientific thought, management and engineering know-how to find solutions that are practical, efficient, and effective. Noblis projects cover many fields, including national security; transportation; health care; citizen services; energy and the environment; and oceans, atmosphere and space.

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