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LEGACY HEALTH SYSTEM AUTOMATES PRODUCT ALERT MANAGEMENT

*RASMAS Recall Management Service Enhances Patient Safety
by Providing Efficient, Timely Response to Product Alerts*

FALLS CHURCH, VA — October 1, 2008 — Legacy Health System in Portland, Oregon, has selected RASMAS, developed by Noblis, Inc., to manage product alerts and recalls. Among the facilities in Legacy Health System are Legacy Emanuel Children's Hospital, the largest children's hospital in the Pacific Northwest, and Legacy Salmon Creek Hospital, the newest and one of the most technologically advanced hospitals in the region. Legacy also provides the only burn unit between Seattle and Sacramento, and a Level 1 trauma center.

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.

Legacy Health System utilized a centralized but manual method for managing alerts and recalls that included both electronic and paper records. It was labor-intensive, and time-consuming to maintain. In addition it was believed that Legacy was receiving only a small portion of the recall notices that pertained to the significant variety of supplies and equipment in use throughout the system. In order to expedite this process and ensure employee and patient safety, David Sealey, Legacy's Manager of Supply Chain Quality Assurance, decided to look into automated alternatives.

One of the features of RASMAS that made it attractive to Legacy Health System was its comprehensive nature. "RASMAS handles not just medical products but also food, children's toys, and general equipment used in the facilities," said Denyce Campo, Director of Supply Chain Management at Legacy. "For example, we received a recall alert on a very common and inexpensive wall plug AC adapter that displayed a counterfeit UL label. Since these are commercially available to the consuming public, it is quite possible we would have never known directly about the recall without RASMAS. It is reassuring to know that so many products are covered."

The use of RASMAS has allowed Legacy Health System to decentralize the process of responding to alerts, while maintaining centralized control and tracking. "We can distribute the responsibility directly to those who have an immediate knowledge of whether or not we have the product in question," commented Campo. When notification was handled manually, only a very small group of employees had responsibility for responding to all the alerts. Unless they had specific knowledge of the users and where the product was located it could take quite some time to respond. "Setting up the appropriate routing for alerts in each RASMAS domain took some time," noted Sealey, "but it paid off." Now, the workload is distributed across 200 people, each of



whom responds to specific alerts that are distributed automatically to individuals responsible for each product domain.

Although RASMAS is providing many more alerts than were previously received, Legacy Health System is able to respond more quickly. "We can close out the vast majority of alerts in just a few days," remarked Campo. "This is a significant reduction over what we were able to achieve in the past. We believe RASMAS is a much more effective way to keep our patients and our employees safe."

"Manual processes for alert management, along with their related inefficiencies, are common to most hospitals," 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 designated staff members who are in the best position to take quick action." RASMAS helps to focus efforts on removing a wide range of potentially harmful products from the healthcare delivery system. Noblis is pleased to have Legacy join us in this important patient safety mission.

About Legacy Health System

Legacy Health System is an Oregon-based nonprofit, tax-exempt corporation and, with more than 8,500 full- and part-time employees, is one of the largest private sector employers in the four-county Portland metropolitan area. Legacy Health System was formed in 1989 by the merger of Good Samaritan Hospital and Medical Center and HealthLink. The Legacy system provides an integrated network of healthcare services, including acute and critical care, inpatient and outpatient treatment, community health education and a variety of specialty services. Facilities within Legacy include two tertiary hospitals (Legacy Good Samaritan Hospital and Medical Center, and Legacy Emanuel Hospital and Health Center); three community hospitals (Legacy Meridian Park Hospital, Legacy Mount Hood Medical Center, and Legacy Salmon Creek Hospital); Legacy Emanuel Children's Hospital; Legacy Hospice; and Legacy Clinical Research & Technology Center, a full-service research facility.

About Noblis

RASMAS was developed by Noblis, Inc., 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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