



WINONA STATE HEALTH SERVICES- ACCESSIBILITY



PIVOTING TO PATIENT NEEDS AND HEIGHTENED ACCESSIBILITY

Retention

Accessibility

Quest Lab

PyraMED Electronic Medical Records

SEVERAL FORMS OF ACCESSIBILITY

Physically/location

Services

Insurance literacy

Financially

Health & Wellness
education

Knowledge &
understanding of
young adult/student
population

Knowledge of
campus
environment and
situations/events

Public health
outreach by
collaborating across
campus/community

Safe, confidential,
open environment



FINANCIALLY

- Lowest prices locally and elsewhere
- Same Day/urgent care services at a fraction of the cost
- Assistance in navigating insurance
- All students automatically eligible for financial assistance (collaboration with WSU Foundation)
- Health services' contracts and service costs must constantly be evaluated and adjusted for the benefit and accessibility of our students/patients.



QUEST DIAGNOSTICS

- To lower lab cost for students and abide by new regulations we must change from Winona Health to an in-network reference laboratory provider. (Significant cost savings for students.)
- World's leading provider of diagnostic information services.
- Annually serves 1 in 3 adult Americans and half the physicians and hospitals in the United States.
- Nationally Recognized by insurance providers as a preferred laboratory – **students will be in network when sending labs out for testing from WSU to Quest which offers more financial coverage to the student.**



DATA GOVERNANCE QUESTIONS/CONCERNS

Awaiting WSU's signature on the NDA so that Data Governance can obtain and review Quests HECVAT report

Concern is that the NDA will not allow system-wide discussion but only WSU discussion

Potential Solution - our preliminary review of the NDA does not seem to specifically restrict discussion system-wide and if it does then we could ask Quest for a broader NDA amendments.

Awaiting Legal and Data Governance review of NDA and requesting changes if needed or signing.

Concern was raised regarding the request of a Quest provided label printer to be used on the network - information be transferred wirelessly for workflow purposes.

Resolved - Quest will provide a second printer so that information can be printed by direct connection at a near by location for both the clinic and the lab.



PYRAMED INVESTMENT

- Background – prior to COVID
 - High usage
 - Strong budget & Healthy Reserve
 - Lost reserve and operational funds totaling over a million dollars
- Slow recovery – patient usage increasing
- Needing to adapt to students' technical preference, streamline clinic workflow and to changing regulations within the healthcare system.
- Adjusting to potential new demands by Winona Health – they have mentioned increasing charges.

COMPARISON OF PYRAMED AND CERNER

	PYRAMED	CERNER
CHARTING	X	X
ONLINE SCHEDULING	X	
AUTOMATED REMINDERS WITH OUTLOOK	X	
AUTO REGISTRATION WITH ALL ENROLLED STUDENTS	X	
CHECKS ENROLLMENT	X	
AUTO LATE FEE CHARGE	X	
INTERFACES WITH QUEST PROGRAM	X	
INTERFACES WITH COMPUMED	X	
ONLINE MEDICAL FORMS	X	
MEDICATION/PHARMACY ADDRESS EASE	X	
DOCUMENT UPLOAD (LESS MANUAL SCANNING)	X	
LESS I.T. DEPENDENT	X	
INTERFACES WITH COLLEGE HEALTH	X	
CAN SEE TX FOR PATIENTS AT WINONA HEALTH		X
SHARED RECORDS	THIS CAN BE FIXED BY USING MED LINK WEBSITE	X
OFFERS ELECTRONIC ORDERING FOR LABS	X	
REDUCES CLERICAL ERROR	x	
RESULTS INTERPHASE WITH PYRAMED IN REAL TIME	x	
REPORTS FOR TRACKING A VARIETY OF STATISTICS	x	



PYRAMED

(ELECTRONIC HEALTH RECORD SYSTEM)

Cerner can not be upgraded for current needs including online scheduling, online portal access for results, etc.

Specific to the college market

- Capable of accommodating health, counseling, athletic training and accommodation services

22+ years of cloud deployment experience

- Pacing, tone, and emphasis

PyraMED owns and maintains the server-side software licensing

- Minimizes need for specialized IT infrastructure
- Ready access to product and technology experts dedicated to available products

TimelyCARE

- Integrated solution securely sending remote telehealth care records

PYRAMED'S RETURN ON INVESTMENT - HEALTHCARE IN THE PALM OF YOUR HAND

Impact factor	Measurement	Target	Achieved
Automate charge & information capture	Identifying charge during documentation	100%	
Improve coding for billing purposes/reduce denied claims	"short cuts" provided to allow for further documentation and proper coding/billing	Increase proper coding of 10% Decrease of denied claims by 10%	
Increased time with patients/more patients	Average time saved in documenting a client visit is 5 minutes	Allowing time for additional patients daily	
Easier accessibility for students with online portal for results and online appointment scheduling	Online easier access for students with an aversion to calling	Additional students making appointments and quick access to results	



ADDITIONAL BENEFITS & RAVE REVIEWS

PyraMED help desk

Integration with Quest and Compumed (WSU's third-party biller)

Telehealth capabilities

Enrollment monitoring

All students automatically registered

Options for other departments should there be a need

Across the nation! In MN - Bemedji is in final stages, Bethel and Gustaveson have very positive reviews after 12 years

WSU IT SUPPORT & PROTECTED STUDENT DATA

- **Campus IT Support / Resources**
 - Campus IT Support Services are minimal. Once the items below are completed, PyraMED will take over everything from then on.
 - Interface to campus registration system – Student Demographics
 - Single Sign On – For staff to login into PyraMED and SSO for students to log into the Patient Web Portal
 - Data Conversion – TBD
- **Confidentiality & Privacy of Student Information**
 - PyraMED is both HIPAA and FERPA compliant. Additionally, PyraMED supports industry standards for securing student records. For example, 2MFA (DUO) and SSO for user access, Citrix, and SSO for student access to the web portal.

PyraMED • PyraMED CLOUD / Hosting Services

Cloud

Hosting

Services &

Security

- **Hardware**

- The current user machines are supported. No additional or secondary machines are necessary.

- **Backup & Recovery**

- All databases are configured with point-in-time recovery. In addition, critical configuration and log files are multiplexed across separate devices. Image-based backups are run nightly on all servers/VMs, with daily incremental and full weekly backups being taken. All backups are stored in encrypted at-rest storage, utilize AES 256-bit encryption, and are immutable. Backups are replicated to our secondary data center facility daily utilizing a secure layer 2-gigabit point-to-point ethernet connection. Image-based backups are run nightly on all servers/VMs, with daily incremental and full weekly backups being taken. Proactive security monitoring and threat detection. The PyraMED network is protected using a Cisco virtual ASA firewall that is locked down on all necessary ports. The entire stack is built on redundancy. There is no single point of failure

- **Security**

- **Application Security Levels**

- The levels of security are as follows: Institution, Division, Role, User, Machine, Machine User.

- **Audits**

- The System audits and patient audits are very thorough. Every change or modification a user makes is audited. Every change, modification or access to a patient record is audited and reportable.

- **Data Storage** - Stored in US.



PYRAMED 5 YEAR SUPPORT PLAN (3% INCREASE ANNUALLY)

Year 1 (inc. first year)	\$15,081.25
Year 2	\$12,540.00
Year 3	\$12,916.55
Year 4	\$13,304.04
Year 5	\$13,703.17

PYRAMED INVESTMENT – REQUEST INCREASE IN STUDENT FEES FROM SFMC

	FY25 Amount (Annual, Full-Time Student)	FY26 Amount (Annual Full Time Student - ESTIMATED)	MNSCU Maximum for Fees	Estimated % Change, Annual	Estimated \$ Change, Annual
Health Service Fee	\$163.68	\$180.00	\$180 annual	10.0%	\$16.32



POTENTIAL SFMC APPROVAL

Equates to an additional \$77,000.00 annually *(approximately \$8-9,000 per percentage increase) which would more than cover the investment in PyraMED (average 13,000/year)

(additional amount beyond that would help offset the counselor salary that is on health services' budget)

(additional amount for Sysmex analyzer in the lab approximately \$30,000.00) and other unforeseen needs until reserve is replenished.

Then would help cover additional services/programs.

An abstract geometric design on the left side of the slide. It features a dark blue background with various geometric shapes and patterns. A white circle is positioned near the top left. Below it, a light blue semi-circle is visible. To the right of the semi-circle, there is a pink triangle with diagonal lines. Further down, there is a pink square with a pattern of concentric lines. At the bottom, there is a pink triangle with a pattern of concentric lines. The overall design is modern and minimalist.

THANK YOU