



Contacts:

John Colbert  
BPM Partners  
(203) 359-5639  
[jcolbert@bpmpartners.com](mailto:jcolbert@bpmpartners.com)

Roberta Carlton  
SparkSource, Inc.  
(781) 274-6061 x 210  
[rcarlton@sparksources.com](mailto:rcarlton@sparksources.com)

**BPM PARTNERS: PERFORMANCE MANAGEMENT TOOLS HELP IMPROVE  
FINANCIAL AND OPERATIONAL MEASURES FOR HEALTHCARE  
ORGANIZATIONS**

-- Independent Authority on Performance Management to Share Leading Strategies and Metrics at Healthcare Summit

**STAMFORD, CT—September 27, 2004**—BPM Partners, the leading independent authority on business performance management (BPM) solutions, will present at the ASMI Hospital Performance Management Summit, September 27 – 29, 2004 at the Hyatt Regency in Cambridge, Massachusetts. The company will discuss the strategies and techniques of performance management, and demonstrate how leading healthcare organizations are integrating financial and operational measures in order to improve efficiency, profitability and patient care.

By distributing integrated performance information to line managers, performance management solutions can help directly impact and drive key initiatives. "People are still confused about performance management; they don't understand that it addresses more than just financial metrics," said Craig Schiff, president and CEO of BPM Partners. "Whether it is monitoring patient satisfaction rates or complying with federal and state regulations, most healthcare organizations are in vital need of performance management solutions distributed to key staff throughout the institution."

BPM Partners will also demonstrate its Healthcare IndEx (Industry Expert) Pack, a delivery vehicle for the top performance metrics in use in healthcare settings. The BPM Partners' Industry Expert (IndEx) Packs provide industry-specific, Web-based, packaged dashboards pre-populated with best practice metrics and measures. The dashboards work with a wide variety of industry standard BPM applications.

The Healthcare IndEx Pack allows users to easily combine raw data from multiple sources such as data warehouses, legacy systems and other performance management applications. The BPM Partners Healthcare IndEx Pack includes pre-built charts, graphs and gauges as well as predefined metrics, both cross-industry and industry-specific. In addition, the IndEx pack allows for the addition of specific metrics unique to an organization. Healthcare industry measures can range from business-specific information to clinical data. Examples include:

- Total admissions

Six Landmark Square, Stamford, Connecticut 06901 Voice: 203.359.5677 Fax: 203.359.5877  
Email: [services@bpmpartners.com](mailto:services@bpmpartners.com), Web: [www.bpmpartners.com](http://www.bpmpartners.com)

- Patient satisfaction
- Average number of hours of nursing overtime per week
- Mortality rate
- Unplanned returns to surgery

For more information on ASMI's Hospital Performance Management Summit 2004, visit: [www.bmpartners.com/events.shtml](http://www.bmpartners.com/events.shtml).

Private demonstrations of BPM Partners' Healthcare IndEx Pack are available at the event. If unable to attend the event, a web demo can be arranged at [www.bmpartners.com/indexpack.shtml](http://www.bmpartners.com/indexpack.shtml).

BPM is a combination of business processes, select measures (metrics, key performance indicators) and systems that enable an organization to understand, act on and influence its business performance. Budgeting, planning, consolidation, scorecards, dashboards, business intelligence (BI) and analytic applications all fall under the BPM umbrella. In addition, regulatory issues such as Sarbanes-Oxley, Basel II, and IFRS compliance are often business drivers for today's BPM applications.

#### **About BPM Partners**

BPM Partners is the leading independent authority on business performance management (BPM) solutions and a founding member of the BPM Standards Group. BPM Partners' vendor-neutral consultants guide companies through their BPM initiatives from start to finish, helping companies attain the maximum value from their business performance management initiatives. This is done through hands-on services that provide insight on how to collect and analyze the right information to address specific business goals. BPM Partners leads clients through vendor selection, evaluation and implementation of departmental or enterprise-wide BPM systems.

By analyzing and then matching the client's requirements with the appropriate vendor, BPM Partners helps companies narrow the selection of vendors from a lengthy industry list that includes Applix (Nasdaq: APLX), Cartesis, Cognos (Nasdaq: COGN; TSX:CSN), Geac (Nasdaq: GEAC; TSX:GAC), FRx Software, Hyperion (Nasdaq: HYSL), Longview Solutions, Oracle (Nasdaq: ORCL), OutlookSoft, PeopleSoft (Nasdaq: PSFT), SAP (NYSE: SAP), SAS, Satori Group, SRC Software and others. For further details, go to [www.bmpartners.com](http://www.bmpartners.com).

###