



**FOR IMMEDIATE RELEASE**

**Experienced Consultancy Comes Full Circle with Florida Hospital**  
*Quammen Group provides full applications support for  
a system it helped implement*

**Winter Park, Fla. – November 1, 2004** – The Quammen Group, a full-service healthcare information systems consultancy, announced it has signed an outsourcing contract to totally support the suite of third party clinical applications for the entire hospital information system (HIS) of Florida Hospital. This marks Quammen’s first comprehensive HIS outsourcing engagement and is a good indicator of healthcare’s growing challenge to support legacy applications from within the organization.

The industry trend to downsize IT staff combined with the shrinking pool of skilled legacy application specialists is driving healthcare to look externally for cost-effective application support. “Under this arrangement Florida Hospital can benefit from the diverse skills and talent of multiple resources without having to hire, train and maintain a full staff,” says Becky Quammen, president of five-year-old Quammen Group.

Quammen Group has the experience, qualifications and clinical knowledge that make it the ideal outsourcing choice. Its consultants are vendor-certified on the advanced clinical applications from Siemens Medical Solutions Health Services Corporation that Florida Hospital uses. Additionally, in 2003 Quammen Group directed the hospital’s successful initiative to design and implement a single, interdisciplinary patient documentation system across its seven-hospital community health system.

“We’re geared to manage their software and also serve the computing needs of the thousands of hospital users,” says Quammen. “We provide second and third tier support for all Siemens application issues experienced by the clinical end users, as well as address any desired advancement of the system into new areas.”

In addition to responding to user problems, Quammen works closely with the hospital’s systems and server technology staff and is responsible for upgrading application software, applying service packs, and incorporating any new functionality. Florida Hospital will continue to host its applications in its existing ICO environment.

#### **About Florida Hospital**

Florida Hospital, a multi-campus acute care hospital system, provides comprehensive healthcare services to the people of Central Florida. It handles over 1 million patient visits a year at its seven hospitals and more than 11 Centra Care walk-in urgent care centers. The main campus is in Orlando, with other full-service facilities located in Altamonte, Apopka, East Orlando, Kissimmee, Volusia County and Sebring, Florida. Founded in 1908, Florida Hospital is the oldest and largest healthcare system in central Florida.

#### **About Quammen Group**

Focused solely on healthcare, The Quammen Group is a full-service consultancy, specializing in business planning and management, information systems design and deployment, and outsource IT support. Based in Orlando, Florida, the Quammen Group provides a wide range of strategic, advisory and management services to healthcare providers and technology suppliers nationwide. Led by Rebecca Quammen, the team of highly experienced professionals blends with client organizations, enriching industry knowledge, performance and value to achieve client objectives. For more information, visit [www.quammengroup.com](http://www.quammengroup.com) or call 407-539-2015 x224.

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