

# The University of Miami Miller School of Medicine, the City of Miami, Microsoft and Resolute Solutions Seek to Improve Care of Diabetic Populations Using Collaborative Technology

Organizations team pilot chronic care management tools in a historic African-American community.

**MIAMI — June 10, 2009** — Microsoft Corp., in collaboration with the University of Miami Miller School of Medicine's Department of Family Medicine and Community Health, the city of Miami, and Resolute Solutions Corp., today announced a joint study in Miami's Overtown neighborhood aimed at changing the way primary care is delivered and how patients interact with their physicians using collaborative technologies.

The initial focus of the study, "Overtown Health Education and Access Through an Information Technology Utilization Project," will be diabetes management. Overtown, a predominantly African-American neighborhood in the city of Miami, is located near the Miami Health District, which includes the University of Miami/Jackson Memorial Medical Center. The study is funded by the Department of Family Medicine and Community Health at the University of Miami with support from the United Health Foundation.

"We are always looking to new technologies to increase the reach of services to our constituents as well as improve their health outcomes, especially for our neediest residents. The Overtown Health Project is another step forward for Elevate Miami, our public/private partnership to offer affordable technology packages that ensure residents and businesses are digitally enabled," said Manny Diaz, mayor, city of Miami.

A key facet of the Overtown Health Project is the creation of a feedback loop that allows patients to stay in touch with their primary care physicians. Each interaction between doctor and patient will be recorded to populate a database of compliance measures that, in turn, will be used to promote greater awareness and increased patient responsibility for chronic condition management.

"It is our hope that this pilot will be able to fundamentally change the way that family practice is implemented — moving from a low-tech, high-touch model to a high-tech, high-touch model," said Robert Schwartz, M.D., professor and chairman of Family Medicine and Community Health at the Miller School of Medicine.

The study will use several integrated Microsoft technologies, including Office SharePoint Server, Microsoft Dynamics CRM, HealthVault and Office Communications Server, coupled with Resolute Solutions' technology development and e-learning services, and personal computers and bandwidth donated by the city of Miami, to maximize quality outcomes for patients and providers.

"Considering that diabetes is one of the leading illnesses in the United States, the ability for patients to more accurately track and manage their condition can have a meaningful impact on their personal health as well as the cost containment for our customers," said Jack Hersey, general manager for the U.S. Public Sector Health at Microsoft. "These types of solutions can be replicated and implemented in any hospital or clinic in the country."

"In our experience implementing Microsoft technologies targeted to healthcare space solutions, we have seen positive results for the provider and the consumer. We are very excited about the possibilities with this project that should deliver a system where patients are actively engaged with the system to influence the quality of their health and well-being," said Hedy Foreman, co-CEO of Resolute Solutions.

**About The University of Miami Leonard M. Miller School of Medicine**

The University of Miami Leonard M. Miller School of Medicine, founded in 1952, was the first medical school in the state of Florida. The Miller School of Medicine is located on the 100-acre University of Miami/Jackson Memorial Medical Center complex in Miami. The medical center includes three University-owned hospitals that make up the University of Miami Health System (UHealth): University of Miami Hospital, Sylvester Comprehensive Cancer Center and Bascom Palmer Eye Institute. Our three primary affiliated hospitals on the campus include Jackson Memorial Hospital, Holtz Children's Hospital and the Miami VA Medical Center. Miller School faculty members conduct more than 1,700 research projects in basic science and clinical care in facilities totaling more than 500,000 square feet of research space.

#### **About Resolute Solutions**

Resolute is a leading technology integrator specializing in the Microsoft platform. As a Microsoft Gold Certified Partner, we help healthcare organizations maximize their investment in Microsoft technologies by developing solutions to engage consumers in their health. Our solutions include personal health records, consumer portals, chronic condition management solutions, outcomes tracking and learning solutions to educate consumers and healthcare organizations. Learn more at: <http://www.resolute.com>.

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