



## CASE STUDY

### FLORIDA STATE UNIVERSITY - AN EXAMINATION OF FSU'S SELECTION AND IMPLEMENTATION OF PRESAGIA SPORTS

The Florida State Seminoles have a long and distinguished athletics history supported by an extensive list of National and Conference Titles. Now seventeen teams strong, they are a NCAA Division 1 university competing in the highly competitive Atlantic Coast Conference. As such, they know that the difference between a win and a loss can be as simple as an athlete's performance being hindered by an old injury, and have created a world-class sports medicine program to address this.

Florida State promotes peak athletic performance through proper health management, injury care and injury prevention by supporting the Seminoles with a staff of 10 full-time certified athletic trainers, 6 graduate assistant athletic trainers, fifty-plus undergraduate students and 6 athletic training facilities. The newest of these is the 15,000 square foot Don Fauls Athletic Training Room, a state-of-the-art facility where athletic trainers have access to an in-house pharmacy, extensive aquatic therapy resources, physical examination rooms, an x-ray machine, 24 treatment tables, an array of the latest therapy modalities and Biodex isokinetic testing equipment. All of the activities in this training room, satellite facilities and elsewhere are carefully recorded via a web-based computer system that captures complete athlete health histories and billing and insurance information to facilitate efficient treatment processes and back-office management.

Nick Pappas, the Sports Medicine Insurance and Risk Coordinator, played a pivotal role in the process Florida State underwent to reach this digitally driven athletic training state. When Nick arrived at Florida State he was quickly tasked with evaluating the sports medicine department's existing computer software to determine whether it should to be replaced. He brought to this project 39 years of athletic training experience, a strong knowledge of computers and an understanding of the athlete health, insurance and billing information Florida State needed to manage.



#### FSU SEMINOLES' STATISTICS:

- NCAA Division 1, ACC
- 8 Men's sports club sports
- 9 Women's sports
- 10 Full-time certified athletic trainers
- 6 Graduate assistant ATs
- 50+ Undergrad AT students
- 6 Athletic training facilities





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### EVALUATING THE STATUS QUO

The first step in the process was to evaluate the current Microsoft Access-based system. This system had been created by the athletic department's IT staff at Florida State and did a good job of capturing injury details, injury scenarios, equipment inventory, insurance, billing and other information. As well, the athletic trainers had grown comfortable with this system and were willing to sacrifice functionality available in newer systems to maintain the status quo. However, Nick and others realized that although the system was performing well, it was based on old technology that could lead to unexpected system outages and loss of data at crucial moments; as well, the system had reached the point where it was difficult to support.

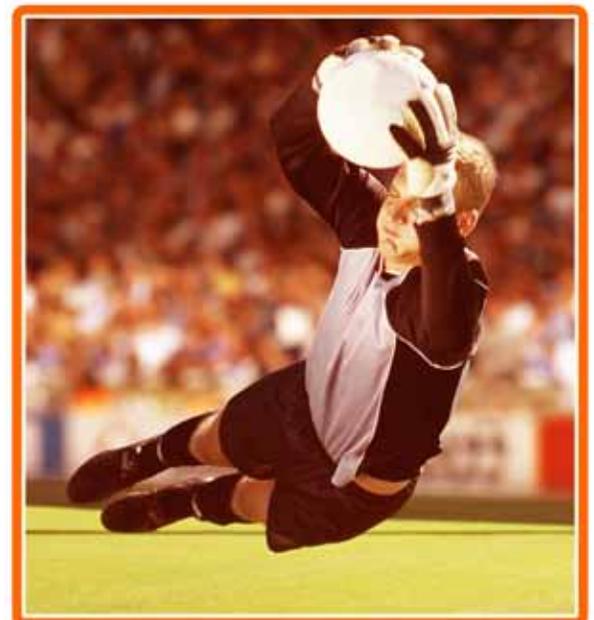
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- Nick Pappas, ATC, LAT, Sports Medicine Insurance and Risk Coordinator, FSU

### SHOPPING FOR A NEW SYSTEM

Once the decision had been made to change systems, Nick's initial step to find a successor system was to look in-house to see if the University's IT Department could custom-build a solution utilizing new technology. He did this largely because he had a good understanding of the information his team needed to capture in the system, recognized that Florida State had its own very specific set of needs that would be difficult to address with a commercial system, and felt that the previous system had led to a positive experience. While the sports medicine department was willing to fund such a project and have the University IT staff develop the new system, the timing was not right. Due to a confluence of factors, including the recession, the IT department placed this project low on its list of priorities. As a result, the sports medicine department would not be able to have a new system up and running within the desired six month timeframe and the decision was made to go shopping.

Going shopping involved testing a number of systems that have a standard configuration, making them ready for use 'out-of-the-box'. While many of these systems functioned satisfactorily, they did not capture the breadth of information required by Florida State and could not be easily configured to do so. At this point, Nick realized that adaptability would be the most important deciding factor for the new system. Adaptability meant the capacity for the system to be configured to reflect Florida State's specific data management needs. Florida State also required that the system be provided at a reasonable price. These factors led Nick to Presagia Sports.





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## THE IMPORTANCE OF ADAPTABILITY

Presagia Sports is a web-based athlete health management system with functionality that includes an athlete health record, injury management and treatment workflow tools, communication tools and reporting. It is built on Java technology to make it secure and highly configurable and is provided on a "Software-as-a-Service" (SaaS) basis. Under the SaaS model, Presagia does the heavy lifting of system ownership for Florida State. It hosts, maintains and updates the system and Florida State's sports medicine team accesses the system and its full functionality via a web-browser, anywhere they have an Internet connection.

When first looking at Presagia Sports, Nick found that it was easy to use and offered the majority of the functionality needed: "We needed a system that would be powerful enough to meet our established functional requirements and dummy-proof at the same time, to make the transfer to the new system easy." While Presagia Sports functionality was close to Florida State's needs, some of Florida State's functional requirements did not exist in Presagia Sports. This was when Nick learned about the importance of system configurability and the ability to use this to adapt the system to Florida State's needs with minimal effort and cost.

Presagia Sports offers two ways to make system configurations: there are tools available for customers to use such as field and page layout editors, and there are more advanced tools for Presagia's professional services team to use such as the custom page builder. This latter piece of technology enables Presagia to create fully functional pages according to a client's specifications to 'extend' the system. In the case of Florida State this involved creating two new pages; one to capture billing and insurance information that was critical for Nick to perform his role as the Insurance and Risk Coordinator as well as another for physician's clinical exam documentation that the staff had utilized in their previous software. In the end, the biggest selling point for Presagia Sports in Nick's eyes was the ability to use these configuration tools to cost-effectively fill in the missing pieces, or as Nick states, "make the system do what we want and to provide the data we need to retain for excellent medical record keeping."





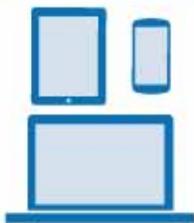
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## ADDRESSING SECURITY AND ACCESS RIGHTS

Another area of importance for a new system was the capacity to configure system access in such a way that Florida State would be securely managing athlete health information in accordance with privacy regulations like HIPAA. To this end, Nick used Presagia's user configuration tools to set up user accounts that provide users with varying levels of read and edit access rights, and that ensure users only see information which they are authorized to see. For example, full-time athletic trainers can read and edit most information, but may be restricted to athletes in a specific sport. On the other hand graduate athletic training students share a common account and are restricted to capturing information related to physician visits, but can do so for all athletes. With this new ability, Nick has the flexibility to make adjustments over time, but more importantly, can ensure that the University is respecting its athletes' right to privacy by providing the right people access to the right information.

### How Presagia Sports Keeps Athlete Data Secure

Securely **Access** using your unique user ID and password via:



Each user has a **Role** which determines the data they can see.



... and users are assigned groups. **Group Security** determines which athletes users are authorized to see.



All access and actions are logged in **Audit Trails**.





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### REDUCING DEPENDENCE ON INTERNAL IT AND LOWERING THE COST OF OWNERSHIP

Building a new system in-house would have required Florida State to spend a significant amount of resources on IT over its lifetime and would have made them reliant on the University's IT department for support. The latter was something the athletic training department wanted to avoid due to past experience. They had found that problems in the old system often resulted in lengthy downtimes until IT personnel could fix them. This meant that an athletic trainer could be frozen out of the system in an emergency situation and that all data capturing would be at a standstill. As well, anytime the athletic department needed to make a change or enhancement to the system, they again had to wait for IT. According to Pappas, "the reality for us is that if we had to allocate budget to our internal IT team to manage the system, we would have been competing with all of the other University departments for IT's time."

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In comparison, Florida State now pays an annual license fee to 'lease' Presagia Sports and with this receives support, maintenance, hosting and product updates. Under this arrangement, Florida State still owns its information, but Presagia does most of the work that used to be associated with purchasing a system and installing it locally. This simplifies software ownership for Florida State and provides a positive Return on Investment as the costs associated with the man hours required to manage an in-house system would be far more significant than Presagia's licensing fees.

### FASTER SUPPORT AND AN OPEN LINE FOR COMMUNICATION

As well, Florida State has found that 'outsourcing' support has resulted in issues being resolved quickly and with minimal impact on operations. This goes beyond regular support, as Florida State has discovered that a positive working relationship with a software vendor has a hugely positive impact. Nick explains, "Having an open line of communication has been a huge benefit. I can get on the phone to learn how a specific feature was designed to work and in doing so use the system better, and I can actually make system suggestions when I think something should work differently. Sometimes I have even teamed up with other Presagia customers to suggest new functionality."

This open line of communication is not only important for Nick and other customers, but also for Presagia, as it provides Presagia direct input from system users in the field so that it can know where system enhancements should be made. One suggestion Florida State saw come to fruition involved the way an athlete's 'injury status' was recorded in the system. Prior to the enhancement, users would set an athlete's current injury status (e.g. full-go, off-receiving treatment, etc.) within the system in real-time, however when the athlete's injury status was changed again, the record of

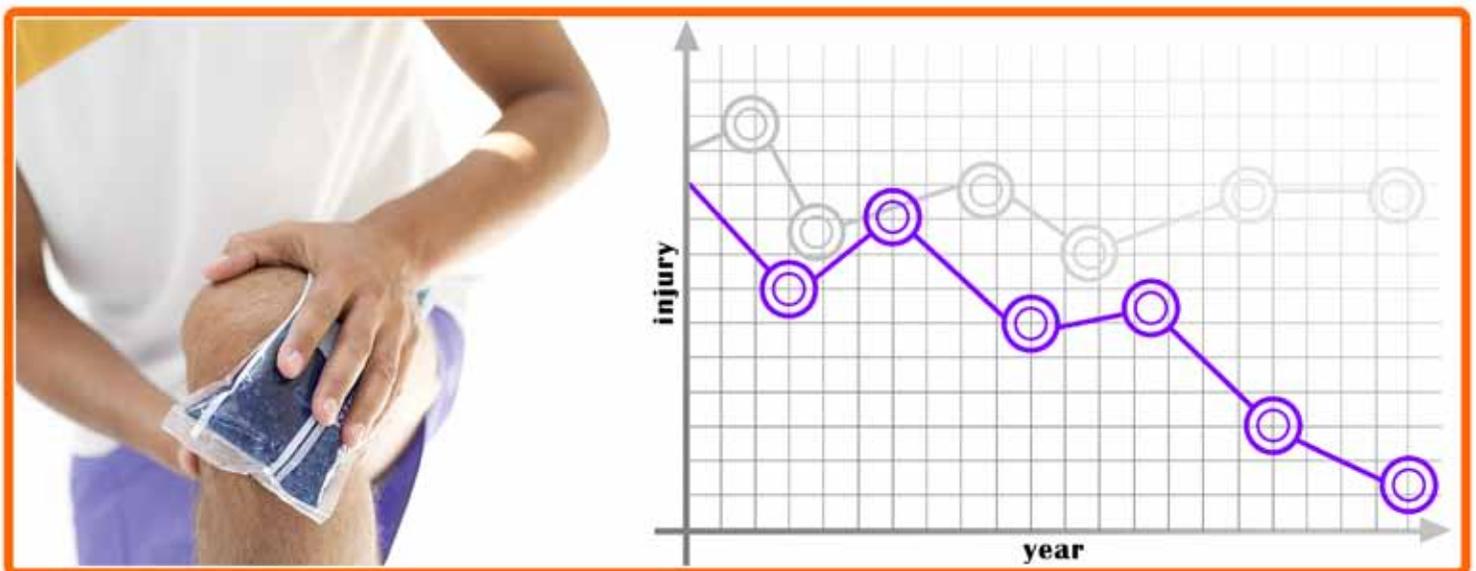


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them being off would be gone. Nick explained that this information would be valuable for historical purposes and trend reports. As a result Presagia adjusted the system so that injury status changes would be recorded with the related time periods in the athlete's record. Through this experience and others, Nick has found that maintaining an open line of communication with Presagia has been an important factor in the system's success at Florida State.

### REPORTING ON TRENDS AND COSTS

Although it was initially difficult to find a system that was reasonably priced and configurable to Florida State's unique needs, Presagia Sports possessed the right combination of attributes to satisfy Florida State. In fact, the move to Presagia Sports has yielded significant benefits and the entire sports medicine team is now linked together through a common web-based system in which they can securely access athlete health information and communicate with one another anywhere, anytime. As well, Nick and his team can easily report on information in the system through standard system reports and reports that they have configured using the reporting tool. Using the Presagia reporting tool, users can configure reports for one-time use, save them and save and share them with others. As such, Nick and the staff have configured reports tailored for specific coaches and staff members, reports that display physician notes on an athlete, medical history reports for insurance purposes, medical second opinions, and more. In addition, Nick has also created reports on the billing and insurance information he captures on their custom pages in the system. These insurance and financial reports have allowed him to gain insight into costs in order to determine the cost-effectiveness of treatments, develop best-practices, and strengthen his negotiations at budget time.





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### CONCLUDING THOUGHTS

Implementing a web-based athlete health management system has allowed Florida State to support their top-notch sports medicine facilities and athletic training processes with a world-class software system and in so doing to enable healthy Seminoles to compete at their peak performance levels. The choice to implement a new system has yielded significant benefits, but required a careful examination and articulation of Florida State's needs prior to the hunt. It then necessitated a systematic approach to the evaluation of potential systems to determine which could fulfill its requirements. The experience described in this case study is unique to Florida State, however provides valuable insight for other universities ready to make the leap to digital athlete health management.



### ABOUT PRESAGIA

Presagia provides secure web-based health management software solutions used by athletics organizations worldwide. Our multi-sport athlete EHR and injury management system centralizes information needed by athletic trainers, physicians, coaches and physiotherapists, streamlines data entry to speed up the capture of treatment records, and includes real-time reporting and collaboration tools.

[www.presagiasports.com](http://www.presagiasports.com)