IHTSDO Products and Services Catalogue

May 2016

For more information about this guide, please contact the Customer Relations Management Team at info@ihtsdo.org

International Health Terminology Standards Development Organisation

ihtsdo.org

Table of Contents

What is IHTSDO?

Owned and governed by international Member countries (http://www.ihtsdo.org/members) we are a not-for-profit organization that works on behalf of the healthcare system and provides full support to our global Members and licensees, ensuring that our combined resources achieve significant shared benefits that resonate around the world.

We own, administer and develop SNOMED CT, a commercial product that enables us to establish semantically accurate clinical terminologies for consistent use across all health systems, services and products in the world.

Vision

By 2020 clinical terminologies will be used globally, which will result in better health, supported by one language of health.

Mission

IHTSDO produces and enhances the vocabulary that enables the clear exchange of health information for all.
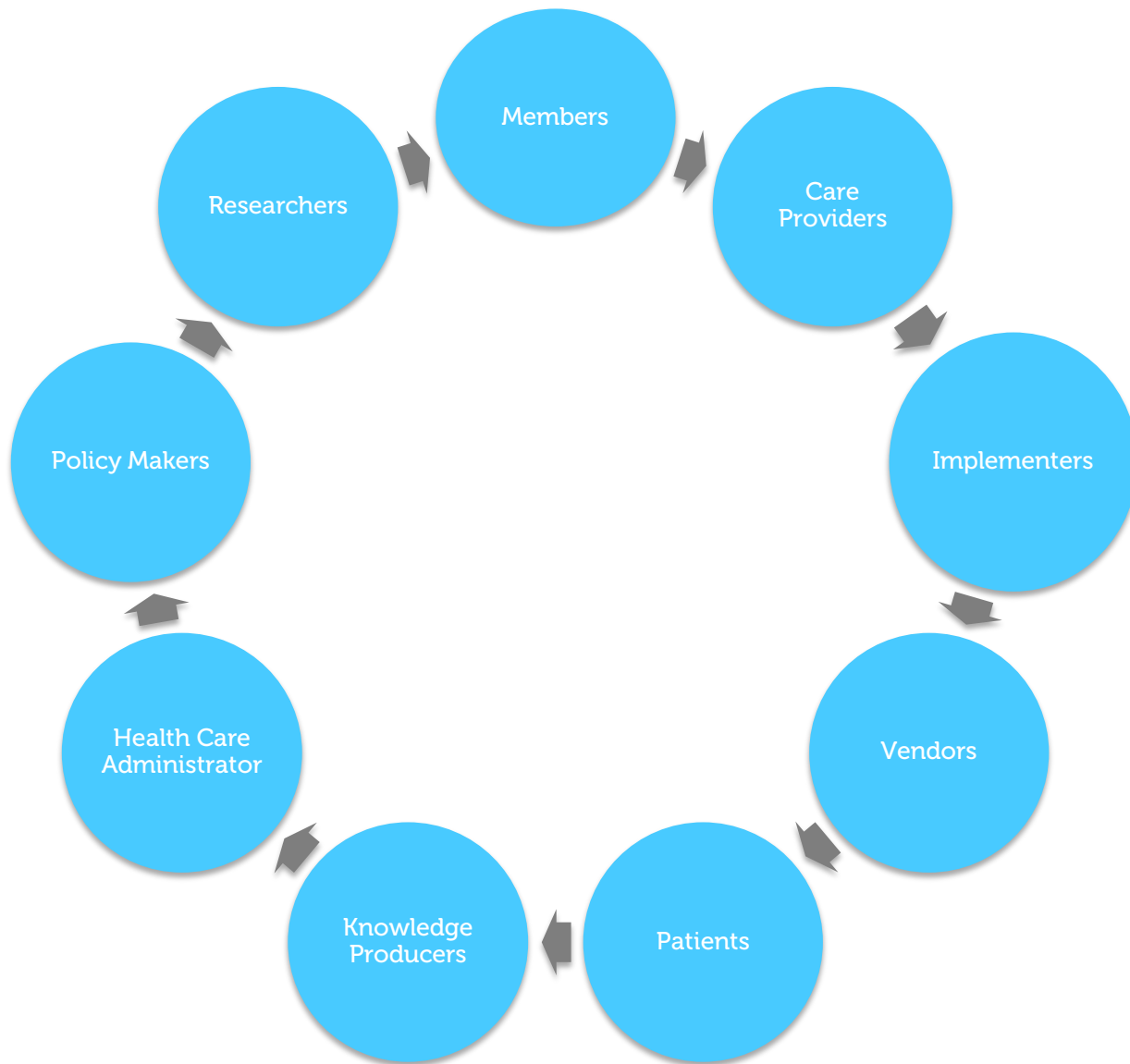
Purpose

The development of a global language for health, uniting health systems from around the world and enabling them to communicate with and understand one another, should not be the job of one or two organizations or companies. It should be an international endeavor, utilizing the skills and efforts of experts from around the world.

IHTSDO was founded on that principle. In 2007, nine charter nations established IHTSDO for the purposes of building and strengthening SNOMED CT, other health terminologies and related terminology products, and developing, maintaining, promoting and enabling the uptake and correct use of its terminology products in health systems, services and products around the world.

It is a strong and proud membership organization, serving and responding to the needs of its Member countries.

Who Are Our Customers and Stakeholders?

The customers and stakeholders of IHTSDO are numerous, and they benefit in different ways from the use of SNOMED CT. Our customers and stakeholders access IHTSDO's products and services depending on their need and role they play within the health care industry.

How Does SNOMED CT Benefit Our Customers and Stakeholders?

Members

SNOMED CT enables broad use of information, including in health system management, clinical program management, public health and research.

Richness of the information allows for proactive management of resources in the delivery of health care.

Terminology use benefits the entire health system – savings of approximately 5% of total health care costs.

Care Providers

SNOMED CT makes it easier for data to be portable from one system to another.

Designed by clinicians for clinicians, it enables a unique partnership with technologies.

Clinicians have the flexibility to record information in the language and level of detail they prefer.

Vendors

SNOMED CT enables robust clinical decision support functionality, leading to market differentiation.

It can be implemented once and marketed on a global scale.

Vendors can access the most up to date version of a continuously maintained product.

Health Care Administrators

SNOMED CT enables accurate and targeted access to relevant information, reducing costly duplications and errors.

It enhances audits of care delivery by enabling detailed analysis of clinical records.

Implementers

SNOMED CT provides a structured data ontology for effective management of clinical data.

It is updated in a timely manner to meet the needs of the users.

It is the largest and most comprehensive clinical terminology in the world product.

Policy Makers

SNOMED CT enables links between clinical records and existing clinical guidelines or protocols.

It supports the development of adequate evidence for use in the development of clinical guidelines.

Patients

SNOMED CT decreases the need to repeat health history.

It plays an important part in medication reconciliation.

Patients can be more proactive in managing their own health.

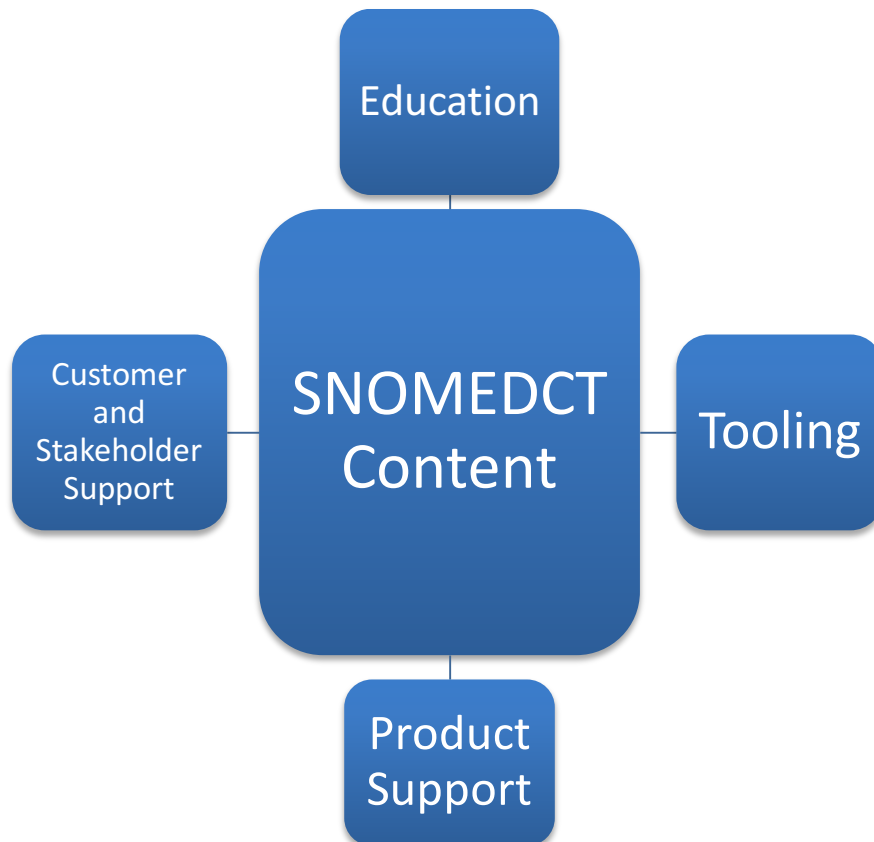## Knowledge Producers

SNOMED CT allows knowledge producers to effectively develop and maintain knowledge products by providing a standard way to encode and connect clinical information contained within patient charts, decision support tools and knowledge resources.

It provides a standard way to encode clinical criteria for reuse across a range of clinical, knowledge management and monitoring tools.

What Are IHTSDO's Products and Services?

IHTSDO's core product is SNOMED CT content, however there are many other supporting products and services that are required in order to ensure the successful adoption of the SNOMED CT which are provided by IHTSDO as secondary services.

How can IHTSDO help me?

I represent a Member that is developing a National Release Center.

Product or Service	Information
NRC Starter Guide (Product Support Document Library)	Page 14
MLDS Licensing system	Page 16
IHTSDO Collaborative Environment	Page 17
Complete Tooling Environment	Page 16-20
E-Learning Courses	Page 21-23
Regional Customer Support Management	Page 24
Help Desk	Page 24
Content Development and Editing	Page 12
SNOMED CT International Release	Page 11

I represent a Member that wants to translate SNOMED CT.

Product or Service	Information
Translation Guideline	Page 14
Regional Customer Support Management	Page 24
Refset Management & Translation Tool	Page 19
Help Desk	Page 24

I represent a Member that wants to develop an extension and manage content.

Product or Service	Information
Authoring Tool	Page 18
Mapping Tool	Page 17
Terminology Server	Page 19

Refset Management & Translation Tool	Page 19
SNOMED International Request Submission System (SIRS)	Page 18
SNOMED CT Browser	Page 16
E-Learning – Content Development Theory	Page 22
Product Support Document Library	Page 14
Subset Development	Page 13
Help Desk	Page 24
Content Development and Editing	Page 12

I am a vendor who wants to learn more about SNOMED CT Implementation.

Product or Service	Information
Vendor Portal	Page 26
Vendor Liaison Forum	Page 27
Vendor Engagement	Page 25
Technical Implementation Guide (Document Library)	Page 14
SNOMED CT Browser	Page 16
Annual Expo	Page 23
Help Desk	Page 24
E-learning Courses	Page 21-23

I want to learn more about SNOMED CT Implementation.

Product or Service	Information
Starter guide (Document Library)	Page 14
SNOMED in Action	Page 15
Annual Expo	Page 23

Regional Customer Support Management	Page 24
IHTSDO Collaborative Environment	Page 17
SNOMED CT Browser	Page 16
Subset Development	Page 13
Help Desk	Page 24
E-learning Courses	Page 21-23

I want to learn how SNOMED CT and other standards work together.

Product or Service	Information
Collaboration Support	Page 25
Collaboration Linkages	Page 13
IHTSDO Collaborative Environment	Page 17
Annual Expo	Page 23
Map Development	Page 12
Subset Development	Page 13
Help Desk	Page 24

I am an implementer of SNOMED CT in a Member country.

Product or Service	Information
Regional Customer Support Management	Page 24
Annual Expo	Page 23
Product Support Document Library	Page 14
SNOMED CT Browser	Page 16
SNOMED in Action	Page 15
Help Desk	Page 24

Refset Management and Translation Tool	Page 19
E-learning Courses	Page 21-23
Mapping Development	Page 12
Subset Development	Page 13
SNOMED International Request Submission System (SIRS)	Page 18
Authoring Tool	Page 18
Mapping Tool	Page 17
Member Country National Release Centre	http://www.ihtsdo.org/members/

I am an implementer in a non-Member country who wants to learn more about SNOMED CT and gain access to the terminology.

Product or Service	**Information**
MLDS Licensing System	Page 16
Annual Expo	Page 23
SNOMED CT Browser	Page 16
SNOMED in Action	Page 15
Help Desk	Page 24
E-learning Courses	Page 21-23
Product Support Document Library	Page 14
Mapping Development	Page 12
Subset Development	Page 13

Content Offerings

IHTSDO provides content development and editing services for the International Release of SNOMED CT in both English and Spanish. In addition, the content services include the maintenance of key mappings with other standards, such as ICD -10.

Biannual SNOMED CT International Release (English)

Description	Benefits	Potential Customer	Status
An international, comprehensive clinical health care terminology	Allows for consistent use and analysis of data internationally	Members Vendors Care Providers Administrators Researchers Policy Makers Knowledge Producers	Live
Access			
http://www.ihtsdo.org/snomed-ct/get-snomed-ct			

Biannual SNOMED CT International Release (Spanish)

Description	Benefits	Potential Customer	Status
An international, comprehensive clinical health care terminology (Spanish)	Allows for consistent use and analysis of data internationally	Members Vendors Care Providers Administrators Researchers Policy Makers Knowledge Producers	Live
Access			
http://www.ihtsdo.org/snomed-ct/get-snomed-ct			

Map Development

Description	Benefits	Potential Customer	Status

Mappings from SNOMED CT to external classifications and terminologies: ICD-10, ICPC2,ICD-0 , As well as Loinc mapped to SNOMED CT observables	Allows for interoperability between various terminologies and standards	Members Vendors Care Providers Administrators Researchers Policy Makers Knowledge Producers	Live

Access

http://www.ihtsdo.org/snomed-ct/get-snomed-ct

Content Development and Editing Service

Description	Benefits	Potential Customer	Status
Authors and editors who are able to produce and amend content for users of SNOMED CT	Allows for the terminology to evolve as health care and clinical practice evolve in a timely and efficient manner	Members Vendors Care Providers Knowledge Producers	Live

Access

http://www.ihtsdo.org/snomed-ct/get-snomed-ct

Collaboration Linkages

Description	Benefits	Potential Customer	Status
Linkages with external classifications and terminologies, e.g. GMDN, ICNP, Orphanet	Allows for interoperability between various terminologies and standards	Members Vendors Administrators Researchers Policy Makers Knowledge Producers Care Providers	Live

Access

http://www.ihtsdo.org/snomed-ct/get-snomed-ct

Subset Development

Description	Benefits	Potential Customer	Status
Development of subsets of SNOMED CT based on use cases	Allows easier implementation for stakeholders Allows easier implementation of Clinical specialty focused content Supports easier standards interoperability.	Members Vendors Administrators Researchers Policy Makers Knowledge Producers Care Providers	Live

Access

http://www.ihtsdo.org/snomed-ct/get-snomed-ct

Product Support Service Offerings

IHTSDO provides product support guides and documents for its customers. These services continue to evolve as implementation of the terminology increases.

Product Support Document Library

Description	Benefits	Potential Customer	Status
The following Product Support guides and documents are developed and maintained by IHTSDO: Starter presentations for SNOMED CT Technical Implementation Guide Editorial Guide Glossary Starter Guide NRC Guide Vendor Introduction Search and Data Entry Analytics Diagramming Guideline URI Standard Compositional Grammar Specification Expression Constraint Specification Translation Guidelines	Assists with implementation and use of SNOMED CT Provides editorial guidance to help ensure interoperability	Members Vendors Researchers Knowledge Producers Care Providers	Live

Access

http://snomed.org/doc

SNOMED in Action

Description	Benefits	Potential Customer	Status
A website which allows users of SNOMED CT to post information about implementations of the terminology and allows the implementers to connect and leverage experience	Shares experiences amongst users of SNOMED CT Allows visibility into SNOMED CT success stories	Members Vendors Care Providers Administrators Researchers Knowledge Producers Policy Makers	Live

Access
http://www.snomedinaction.org/

Tooling Services Offering

IHTSDO develops and operates tooling to support the various product and service offerings of IHTSDO. This tooling is developed in an open source environment, thereby allowing customers and stakeholders the ability to leverage the tools in their own environments.

MLDS Licensing Distribution Management

Description	Benefits	Potential Customer	Status
Tool that manages and distributes SNOMED CT editions and extensions	Allows Members to license users quickly upon joining Licenses for use in non-Member countries can be issued centrally	Members	Live

Access

https://mlds.ihtsdotools.org/

SNOMED CT Browser

Description	Benefits	Potential Customer	Status
Tool that allows browsing capabilities of releases and extensions	Allows customers or potential customers to browse the terminology easily. Stakeholders can leverage the open source code	Members Vendors Care Providers Researchers Knowledge Producers	Live

Access

http://browser.ihtsdotools.org/

Source Code

https://github.com/IHTSDO/sct-browser-frontend

IHTSDO Collaborative Environment

Description	Benefits	Potential Customer	Status
Tool that allows Members and other stakeholders to collaborate	Allows customers and stakeholders to collaborate in an effective manner Allows for the sharing of experiences amongst users of SNOMED CT	Members Vendors Researchers Knowledge Producers Care providers	Live
Access			
http://confluence.ihtsdotools.org			

Mapping Tool

Description	Benefits	Potential Customer	Status
A tool to support mappings from SNOMED CT to other code sets	Enables mappings from SNOMED CT to other code sets Anyone can leverage the open source code	Members Vendors Researchers Knowledge Producers Care providers	Live
Access			
https://mapping.ihtsdotools.org			
Source Code			
https://github.com/IHTSDO/OTF-Mapping-Service			

SNOMED® International Request Submission System (SIRS)

Description	Benefits	Potential Customer	Status
Tool that allows users of SNOMED CT to request content changes	Allows for the evolution of SNOMED CT based on users needs Users can request updates and changes to the terminology and get status updates in an automated and timely fashion	Members Vendors Researchers Knowledge Producers Care providers	Live

Access
https://sirs.nlm.nih.gov/

Authoring Tool

Description	Benefits	Potential Customer	Status
Tool developed in open source coding that allows Members and other stakeholders to author content	Allows customers and stakeholders to author content Stakeholders can leverage the open source code once available	Members Vendors	Live for Internal use only – External use – Q3/Q4 2016

Access
Email – info@ihtsdo.org

Refset Management & Translation Tool

Description	Benefits	Potential Customer	Status
A tool developed in open source code for searching for, creating, managing and translating SNOMED CT refsets	Users of SNOMED are able to create and access refsets Allows for translation of SNOMED CT into the Member countries' native languages to enable implementation activities Anyone can leverage the open source code	Members Vendors Researchers Knowledge Producers Care providers	Scheduled to go Live 1st quarter 2016

Access
Email – info@ihtsdo.org

Terminology Server

Description	Benefits	Potential Customer	Status
Manages and provides access to SNOMED CT through an application programming interface (API)	Enables user access and managers terminology in a number of settings Anyone can leverage the open source code	Members Vendors Researchers Knowledge Producers Care providers	Open Source Code available Q1 2016

Access
Email – info@ihtsdo.org

SNOMED CT Managed Service

Description	Benefits	Potential Customer	Status
A service which allows Members to manage and author SNOMED CT content including release management	Enables Members to operationalize their NRC in a quick and effective manner	Members (Limited currently)	Pilot is live Scheduled to go live on larger scale Q3/Q4 2016

Access
Email – info@ihtsdo.org

Release Management

Description	Benefits	Potential Customer	Status
Tool to enable creation of a SNOMED CT RF2 release	Enables Members to operationalize their NRC in quick effective manner Available to anyone in open source code	Members	Live

Access
Email – info@ihtsdo.org

Education Offerings

IHTSDO provides online courses, including presentations, online assessments and other materials that are designed to enable users to learn more about SNOMED CT. Access to these courses is open, but more advanced courses require prior completion of the Foundation Course. Additionally, we issue verifiable graded completion certificates to all those who have successfully completed our courses and met all course requirements, including having passed online assessments.

SNOMED CT Foundation Course

Description	Benefits	Potential Customer	Status
*Provides a basic level of SNOMED CT knowledge	Foundational SNOMED CT knowledge; Prerequisite for more advanced courses, including the Implementation and Content Development Theory Courses	Members Vendors Care Providers Administrators Researchers Knowledge Producers Policy Makers	Live Places available to all within 6 to 8 weeks of application

*SNOMED CT challenge-(informal online assessment)

Access

https://elearning.ihtsdotools.org/

Email: elearning@ihtsdo.org

SNOMED CT Implementation Course

Description	Benefits	Potential Customer	Status
Provides detailed knowledge for those involved in different aspects of SNOMED CT implementation	Detailed knowledge relevant to all stages of implementation from adoption, through planning, procurement and development to deployment and use	Members Vendors Care Providers Researchers Knowledge Producers	Live Entry requires completion of Foundation Course and places subject to demand and capacity

Access

https://elearning.ihtsdotools.org/

Email: elearning@ihtsdo.org

SNOMED CT Content Development Theory Course

Description	Benefits	Potential Customer	Status
Provides a fundamental understanding of the theory of content development	Knowledge of SNOMED CT editorial guidelines and related topics as a prerequisite to practical authoring of SNOMED CT content	Members Vendors Care Providers Researchers	Pilot entry early 2016 then live Entry requires completion of Foundation Course Places subject to demand and capacity

Access

https://elearning.ihtsdotools.org/

Email: elearning@ihtsdo.org

Consultant Terminologist Program

Description	Benefits	Potential Customer	Status
Provides an individual experience of addressing content design issues with a mentoring program that teaches about evaluating and proposing appropriate approaches to resolution	Knowledge and experience to undertake more advanced activities related to content development	Members Vendors and others engaged in terminology development	Live Future entry will require prior completion of Foundation and Content Development Theory course

Access
http://www.ihtsdo.org/participate/consultant-terminologist-program

Annual Expo

Description	Benefits	Potential Customer	Status
International Expo where the program includes implementation, academic/research and educational presentations about SNOMED CT	The community can leverage the experience of others with regards to the use of SNOMED CT	Members Vendors Care Providers Administrators Researchers Policy Makers Knowledge Producers	Live

Access
http://www.ihtsdo.org/participate/attend-ihtsdo-events/snomed-ct-expo

Customer and Stakeholder Support Offerings

IHTSDO provides customer and stakeholder support services to Members and Vendors as well as collaboration activities with external classification and terminology organizations.

Regional Customer Support Management

Description	Benefits	Potential Customer	Status
Dedicated Customer Relationship executives in each region who provide support based on customer and stakeholder needs	Direct contact available for customers and stakeholders to access support on a variety of issues with regards to SNOMED CT – e.g. implementation, licensing, access, contacts with other members	Members Vendors Care Providers Administrators Researchers Policy Makers Knowledge Producers	Live
Access			
Email – info@ihtsdo.org			

Help Desk (Freshdesk)

Description	Benefits	Potential Customer	Status
Online helpdesk for queries regarding SNOMED CT	Customers and stakeholders can get answers to questions electronically in a timely fashion	Members Vendors Care Providers Administrators Researchers Policy Makers Knowledge Producers	Live
Access			
Email – info@ihtsdo.org			

Collaboration Support

Description	Benefits	Potential Customer	Status
Dedicated liaison which works with other standards organizations, including the development of joint deliverables, maps and linkages.	Allows for the interoperability between the various terminologies or standards; Allows for SNOMED CT to grow and become more relevant to users	Members Vendors Care Providers Administrators Researchers Policy Makers Knowledge Producers	Live
Access			
Email – info@ihtsdo.org			

Vendor Engagement

Description	Benefits	Potential Customer	Status
Dedicated liaison and coordinated support activities with all vendors across the value chain	A single point of contact for vendors to communicate requirements and issues so that IHTSDO can ensure the needs of vendors are addressed to allow for increased adoption	Members Vendors	Live
Access			
Email – info@ihtsdo.org			

Vendor Portal

Description	Benefits	Potential Customer	Status
Dedicated Vendor Portal for access to tools, and information addressed specifically to vendors	Allows vendors to go to one place to access the tools and information necessary to implement SNOMED CT	Vendors	1st Phase live
Access			
Email – info@ihtsdo.org			

Clinical Engagement

Description	Benefits	Potential Customer	Status
Dedicated liaison to work with various clinical groups on development and implementation	A single point of contact for clinicians to access the tools and information necessary to implement SNOMED CT	Care Providers	Live
Access			
Email – info@ihtsdo.org			

How Can I Get Involved?

Join an Advisory Group

IHTSDO has seven Advisory Groups, which conduct specific activities that contribute to the fulfillment of the Management Team's responsibilities and the organization's mandate.

Provide input as a Vendor

IHTSDO values the input of vendors into the product development and planning process. Vendors are welcome to participate in the IHTSDO Vendor Liaison Forum (VLF), which advises the Management Board and Management Team.

Provide input as a Clinician

We value clinicians input at both are on our Special Interest Groups as well as we reach out to clinicians for specific content expertise many times through out the year.

Join a Special Interest Group

Special Interest Groups (SIGs) are open, transparent bodies that advise the Management Board and Management Team on specific topics relevant to IHTSDO and its Members. They are open to all interested individuals, including those from non-Member countries.

Attend an IHTSDO Event

IHTSDO arranges two public events per year: one in April (London) and one in October. The October event is a larger conference with a broader scope. It is held in a different IHTSDO Member country each year.

For more information on how to get involved with IHTSDO please go to:
http://www.ihtsdo.org/participate