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**Christensen/Roberts Solutions Honored with Performance Centered Design Award**  
*New Coding and Audit Process System Developed for Renowned Medical Institution  
Eliminates Physician Training and Downtime From Patient Care*

**WOODBIDGE, CT – November 30, 2006** --Christensen/Roberts Solutions (C/RS), innovative leaders in providing consulting expertise and workflow-based performance support solutions, today announced that it has been recognized as one of the 2006 Performance Centered Design Award recipients, an annual award presented by EPSScentral LLC, the worldwide provider of Electronic Performance Support Systems and Performance Centered Design (PCD).

C/RS was recognized for its development of a *Physician Coding Audit and Feedback System* for a renowned cancer diagnosis, treatment and research institution at the EPSScentral Training Solutions Conference and Expo on October 24, 2006, in Denver, CO. The award-winning solution effectively addressed two major obstacles the institution faced: previous internal training attempts had been unsuccessful, and traditional physician training would be costly in terms of time spent training that could potentially negatively affect patient care.

“Like many organizations, the client institution assumed that training users on a new system was the only option, even with all its negative implications,” said Lou Roberts, partner, Christensen/Roberts Solutions. “Our approach, which addresses the overall business problem, was to provide a “train without training” solution that enables physicians to use the system while on the job without taking time away from their critical duties.”

C/RS was selected by the cancer center’s Compliance Officer to study the coding selection process of the outpatient clinic with the goal of improving accuracy. As part of their clinical duties, physicians must choose billing codes for the Evaluation & Management services provided in their outpatient clinics. These codes are required by Medicare and other insurers

for services reimbursement. Physicians must follow strict Medicare regulations for choosing the correct code. Inaccurate code selection and submission can expose the institution and physician to government investigation, negative publicity, financial penalties, and distraction from patient care.

C/RS designed and created the *Physician Coding Audit and Feedback System* to assist physicians in this process. Officially launched in March 2006, the cancer center's Compliance Officer indicated that C/RS-designed system is a "powerful and easy-to-use application that elegantly reduces an unbearably complex process to something manageable and comprehensible."

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**About Christensen/Roberts Solutions:**

Founded in 1994, Christensen Roberts Solutions (C/RS) are innovative leaders in providing consulting expertise and work-flow based performance support solutions that ensure improved business results by enhancing employee productivity. C/RS provides point-of-performance software and support services that eliminate the need for traditional training for knowledge workers and other employees in human resources, sales and marketing, Customer Relationship Management (CRM), Enterprise Resource Planning (ERP), call center operations, and product development areas in a variety of industries, including financial services, healthcare, electronics and telecommunications. For more information, visit <http://www.crsol.com>.