

MEDITECH IMPLEMENTATION SERVICES

CASE STUDY



OUR CLIENT

Val Verde Regional Medical Center (VVRMC) is a community healthcare organization located in Del Rio, Texas, on the US/Mexico border. VVRMC employs 700+ staff and delivers care from a full-service hospital and eight clinics. Their physicians and clinicians serve the 49,000 citizens of Del Rio and greater Val Verde County.

THE BRIEF

In 2018, VVRMC was maintaining two separate Electronic Health Record (EHR) systems in the hospital and clinics. This arrangement caused inefficiencies due to decentralized patient data and manual intervention with Revenue Cycle, Finance and Supply Chain operations. VVRMC made the decision to move to one EHR to support both acute and ambulatory environments. To achieve this outcome, VVRMC implemented the MEDITECH Expanse EHR solution.

VVRMC selected the HCI Group as the consulting partner who would provide project resources to complement their own capacity in achieving their organizational objectives. This was due to our mature MEDITECH practice and our capability to provide full-lifecycle support for their MEDITECH Expanse implementation.

WHAT HCI PROVIDED

HCI initially provided strategic and advisory consultancy services to complete an EHR system selection process which included a return on investment (ROI) and cost analysis for the implementation project. We analyzed associated staffing, hardware, third party software costs, and operating post EHR Live. Following this successful engagement, HCI was engaged to facilitate contract negotiations with EHR vendors and subsequently partner with VVRMC to support the MEDITECH implementation.

HCI provided a proactive and responsive service to support the implementation of MEDITECH Expanse, including a detailed staff analysis and plan to source, screen, and introduce expert resources that aligned with VVRMC's needs. We provided project management and financial/clinical implementation leadership to support a comprehensive system Design and workflow Analysis, application build, data conversions, interface, testing and training, change management, along with integration and technical Delivery. We also provided project management assurance and advisory support through the twelve-month implementation.

During the activation period, HCI provided a team of trainers and a full complement of Go-Live support services for a two week period in February 2020. HCI team was composed of 22 experienced EHR support resources with a minimum two MEDITECH EHR implementations. The support team included expert trainers working alongside Providers, to ensure optimal system adoption, as well as several Team Leads to manage project workflows in high demand departments throughout the Go-Live period. HCI also provided round-the-clock executive oversight from the HCI executive team as a point of escalation for both VVRMC leadership and the HCI Go-LIVE team.

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THE OUTCOME

Our guidance, advice and support coupled with our delivery of specific deliverables and activities resulted in the following outcomes:

NEGOTIATED CONTRACTS

- ⌘ Estimated 10% savings of total project costs
- ⌘ Eliminated hidden costs, predictable IT Expenditures

STRATEGY & PLANNING

- ⌘ Partnership with C Suite to define and execute strategy
- ⌘ Established Governance and Project Structure
 - Facilitated hiring of IT Director
 - Managed IT Transition from 3rd Party service provider to VVRMC
 - Estimated \$500k reduction in IT OpEx per year
- ⌘ Participation in Board Recommendations
- ⌘ Development of a realistic and achievable implementation plan including detailed roadmap of technology and resource management

SUCCESSFUL MANAGEMENT OF EXPANSE IMPLEMENTATION

- ⌘ 2-month planning and 10-month implement (Build, Test and Train)
- ⌘ Configuration and implementation of a solution which supports VVRMC's acute and ambulatory goals
 - Comprehensive detail data conversions from Other Vendors Acute and Ambulatory Systems
 - Implementation of newest technology including Point of Care (POC) solutions
- ⌘ Smooth system Go-Live On time and under budget
- ⌘ Flexible staffing and use of resources
- ⌘ Transfer of skills to the VVRMC internal teams



FOR MORE INFORMATION EMAIL: INFO@THEHCIGROUP.COM

REFERENCES AVAILABLE