



Epic Complex Project Implementation

The Challenge

- Implement a **single integrated practice management, electronic medical record and billing system** across 50+ clinics, 6 hospitals and multiple owned and community provider groups
- Obtain a **standardized approach to the patient care model** across hospitals, decreasing variables while basing implementation of charge capture based on documentation of treatment
- **Include cardiology, radiology, trauma, oncology** and other specialties in the implementation
- **Train 2500 providers** unaccustomed to computerized provider order entry and medication reconciliation practices
- **Improve issue, resource, and control structure** for a department new to integrated system implementations and communication challenges under interim department leadership and a restructuring initiative

The Solution

- **Staff the project with senior analysts and project managers practiced in ProjectMAX**
- **Implement charge capture**, standard provider based billing in the clinics, **engage stakeholders** across hospitals in proposed changes, and **improve prioritization practices** to ensure the department sets expectations with operations
- **Assist project team with cutting edge implementation approaches** for newest vendor specialties application offerings
- **Integrate with the client PMO to rollout clinic, billing and acute care projects in parallel** while expanding affiliate engagement in a resource constrained environment
- **Overhaul training practices** with specialty and culture change driven curriculum, while improving authority and ownership of subject matter expert support

The Results

- **Increased** computerized physician **order entry rates** for providers to **84%**
- **Improved analyst resource tracking** by creating a leveling tool based in incoming tasked and requests
- **Implemented obstetrics, neonatology, pediatrics, cardiology, anesthesia, oncology treatment, and radiology** for owned and affiliate providers
- **Streamlined the coding process** for the organization by pulling information directly from charges upon documentation
- **Established workflows** that prepare the organization to meet phase I Meaningful Use criteria