PARALLON® | TECHNOLOGY SOLUTIONS

A Sweeping EHR Overhaul Leads to Meaningful Use Success

Regional hospital makes timely switch to MEDITECH, creating a comprehensive, integrated medical record and a new path to optimization.

Cass Regional Medical Center selected Parallon Technology Solutions (PTS) to replace its current EHR with MEDITECH 6.1. **Meaningful Use requirements were met in record time**, clinicians received a powerful medical record, and the critical access hospital was positioned to launch future IT programs

CLIENT

Cass Regional Medical Center

FACILITY TYPE

Acute-care hospital 25 beds

LOCATION

Harrisonville, Missouri

CHALLENGE

Cass Regional Medical Center was ready to make significant changes to its IT system. Faced with an EHR that did not meet current Meaningful Use Stage Two requirements, the medical center determined it was time to transition to MEDITECH 6.1, a system that would not only meet these requirements but also provide an integrated medical record and a better experience for clinicians. Cass Regional, however, had a compressed timeline in which to unveil the new system in order to meet Meaningful Use requirements. It also had complex needs that would needed to be addressed simultaneously. Cass Regional, which was a sophisticated user of its prior platform, had many applications that needed to be replaced or integrated across the entire enterprise, but not enough manpower to manage the build while maintaining legacy systems.

It was clear the medical center needed a true partner with the right MEDITECH expertise and experience to help it achieve its goals. Medical center leadership were adamant that this partner commit to working side-by-side during the project.

THE VALUE OF COLLABORATION

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HOW WE HELPED

Cass Regional Medical Center selected Parallon Technology Solutions to host and implement the full MEDITECH 6.1 application suite, support the hospital in meeting Meaningful Use Stage 2 requirements, and address other IT goals. The partnership involved five key elements for success.

1. Core Services: PTS provided a comprehensive initial assessment of the hospital's current environment, enabling it to create state of the art processes from the very beginning. PTS implemented MEDITECH 6.1 and provided hosting and application support services. PTS also provided MEDITECH remote build, data conversion, report writing, scripting and application support services, as well as Meaningful Use advisory services.

2. Rapid Deployment Methodologies: PTS leveraged an established and proven rapid deployment methodology for the project. It took an all-hands-on-deck approach to the project, quickly mobilizing resources in order to begin the same month the contract was finalized. PTS flexed up to as many as 30 IT experts during key phases of the project, such as go-live. The PTS team spent extra time on complex areas such as the pharmacy dictionary and lab interfaces, as well as in the ED insuring the new system worked well for clinicians.

3. Innovative Leadership and Project Management Approach: Cass Regional had a strong IT team and an engaged project manager who were instrumental to the success of the project. At the same time, multiple senior level PTS managers were present throughout to make sure the team was meeting project requirements and following the timeline. PTS provided expert project management, which included weekly calls, updates, and a dashboard that updated the entire team on progress.

4. Remote Building and Support: PTS used its remote capabilities to build multiple dictionaries, including CPOE supporting dictionaries and order sets. It also provided a blueprint for end users detailing how each part of the build corresponded to Meaningful Use requirements.

5. Impactful Customer Service. Physician and staff satisfaction was top of mind throughout the project. The PTS team worked closely with Cass Regional IT leaders and physicians to build new workflows and create solutions that better served clinicians' needs.

RESULTS

Cass Regional Medical Center successfully launched the MEDITECH system and a full suite of applications in eight months at full-scale. It also met its go-live deadline and all Meaningful Use Stage 2 requirements. Financial operations remained stable throughout the launch and the medical center was able to perform all collections and financial reporting during month 1. With the new system in place, Cass Regional Medical Center has established a strong foundation to begin future IT projects, including MEDITECH Web Ambulatory and Web Acute solutions.

Cass Regional Medical Center leaders were pleased with Parallon Technology Solutions' deep MEDITECH experience and the team's ability to manage a complex EHR project while delivering exceptional customer service. "We selected Parallon Technology Solutions because they brought the management expertise to the table, have done several similar projects and have been working with MEDITECH for a long time," says Brent Probasco, CFO. "They also brought a large amount of manpower, which we could not generate within our organization while still maintaining patient care. It was a true partnership."

KEY BENEFITS

- ☑ **Achieve Meaningful Use Stage 2 requirements**
- ☑ **Rapid deployment methodology to meet accelerated timeline**
- ☑ **Targeted MEDITECH clinical and technology expertise**
- ☑ **Comprehensive MEDITECH support for physicians and ancillary staff**
- ☑ **High customer satisfaction**
- ☑ **Future readiness for strategic and operational IT initiatives**

PARALLON TECHNOLOGY SOLUTIONS: ABOUT US

Parallon Technology Solutions, LLC (PTS) provides EHR implementations, application support, IT managed services, technical staffing and strategic IT consulting services to hospitals, outpatient facilities, accountable care organizations and large physician groups nationwide. With a team of over 400 clinical and technical professionals, PTS has implemented EHR systems in more than 300 facilities. PTS offers staffing and remote support services for all major EHR acute and ambulatory platforms as well as their ancillary applications.

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