PARALLON® | TECHNOLOGY SOLUTIONS

Streamlining the Path to Meaningful Use Stage 2 Attestation

Fast, comprehensive EHR optimization plan, along with targeted MEDITECH training, positions community hospital for future success.

Ohio Valley Hospital (OVH) leveraged Parallon Technology Solution's (PTS) extensive MEDITECH experience and rapid deployment capabilities to achieve Meaningful Use Stage 2 requirements within a tight six-month timeline. The results: OVH attested for the 90-day reporting period, and did not incur penalties.

CLIENT

Ohio Valley Hospital

FACILITY TYPE

Not-for-profit, acute-care community hospital 126 beds

LOCATION

McKees Rocks, PA

CHALLENGE

Ohio Valley Hospital had used the MEDITECH EHR platform for more than 20 years, but hadn't taken advantage of its full potential. The hospital was behind on system updates and training. On top of that, it faced looming Meaningful Use Stage 2 requirements. While the hospital had attempted to go-live with CPOE, like many community hospitals, it didn't have the resources to finish the project or the expertise to overcome adoption challenges. OVH completed a Meaningful Use assessment in fall 2014, which detailed outstanding requirements, but it had not yet defined a path forward to addressing technology and knowledge gaps. With a large portion of the work unfinished, and a go-live date of September 30, 2015, time was running out.

OVH needed a partner with deep MEDITECH MAGIC experience and a proven history of helping hospitals meet their Meaningful Use requirements under a tight deadline. This partner would not only need to optimize the technology and software, but also develop a training plan for both IT and the ancillary staff in order to meet Meaningful Use Stage 2 objectives and additional stages.

HOW WE HELPED

Parallon Technology Solutions partnered with Ohio Valley Hospital and dispatched a team of MEDITECH clinical and technology experts to develop and implement an accelerated action plan to meet Meaningful Use Stage 2 requirements. Parallon Technology Solutions used rapid build methodologies to implement required MEDITECH functionality, designed new workflows and offered specialized training support to hospital physicians and staff. The plan included four main components:

1. **Core Services:** PTS implemented computerized physician order entry (CPOE) for the inpatient setting. This included revising lab and radiology dictionaries; building an interfacing microbiology module and admission order sets; as well as working with pharmacy to streamline and clarify orderable drugs. PTS provided Point and Click technology in conjunction with CPOE deployment, and optimized processes, training plans and materials for key modules, including medication reconciliation

2. **Innovative Technology Solutions and Automated Methodologies:** PTS deployed Point and Click customization, an intuitive, user-friendly system designed to reduce and simplify the order entry process and allow physicians and clinicians the ability to "click" orders using the mouse. Point and Click was a critical component in helping OVH optimize order entry processes and improve physician and clinician satisfaction.

3. **Customized Workflows, Training and Support.** PTS collaborated with OVH to work with super users across the hospital to better understand and incorporate specific workflows as CPOE was being deployed. PTS also provided an on the ground, training program that focused on the different application suites within MEDITECH. Training was aimed at staff members from multiple areas of the organization, including clinical, patient accounting and HIM. Additionally, PTS brought in trainers with clinical backgrounds, including an ED specialist. During the go-live phase, PTS provided additional support to ensure success.

4. **Rapid Response Team for Emerging Challenges.** PTS' MEDITECH team quickly mobilized extra staff and resources throughout the project as unexpected issues occurred. For example, as OVH was nearing completion with its MEDITECH updates, it needed additional manpower to update pharmacy dictionaries and meet a fast approaching deadline. PTS pulled together a team of experts who worked 200 hours to complete the project.

RESULTS

Ohio Valley Hospital met all the criteria outlined by the Modified Meaningful Use Stage 2 requirements for the 90-day reporting period. This positioned the organization for a successful attestation and helped it avoid more than $1 million in potential penalties. With pertinent MEDITECH updates complete, the community hospital has paved the way to begin preparation for Meaningful Use Stage 3.

OVH leaders, pleased with the outcome, say collaborating with Parallon Technology Solutions enabled the hospital to meet critical, time sensitive IT goals. **"I couldn't have made it without Parallon Technology Solutions during my first year at Ohio Valley Hospital, given the challenges we were facing,"** says Eric Lawlor, executive vice president. **"PTS pulled together very competent resources at a moment's notice throughout the project. For example, as we were optimizing one of our modules in MEDITECH, we were completely lost. Within a month, however, PTS had us exactly where we needed to be."**

KEY BENEFITS

☑ **Achieve Meaningful Use Stage 2 requirements**

☑ **Rapid deployment methodology to meet accelerated timeline**

☑ **Targeted MEDITECH clinical and technology expertise**

☑ **Customized, innovative Point and Click technology**

☑ **Comprehensive MEDITECH training support for physicians and ancillary staff**

☑ **Cost saving staffing model with minimum implementation consultants**

☑ **Strong ROI**

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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