



Health System Moves to a Single Integrated Patient Record

Innovative partnership paves the way for successful MEDITECH 6.15 large scale implementation.

Thomas Health selected Parallon Technology Solutions (PTS) to implement a single MEDITECH 6.15 platform across their two hospitals. PTS' strategic and cost-effective service model resulted in a seamless transition to MEDITECH 6.15 for the Charleston, West Virginia-based integrated delivery system.

CLIENT

Thomas Health

FACILITY TYPE

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

LOCATION

Charleston, West Virginia

CHALLENGE

After 10 years of operating on two different platforms, Thomas Memorial Hospital (TMH) and its sister hospital, Saint Francis, determined it was time to transition to a single EHR, revenue cycle and financial system platform. Prior to their partnership with PTS, TMH was operating on the Siemens platform and Saint Francis was operating on MEDITECH MAGIC. Migrating Thomas Health to a single MEDITECH 6.15 platform was a large scale implementation that provided a single patient record across the two hospitals. Thomas Health had complex needs that required a hosted MEDITECH system, legacy support of the old platforms, as well as hosting and integration of various third party applications across both sites.

Thomas Health needed a partner highly proficient in consolidating a system, staff and resources with disparate applications and varying product lines. This project required a restructure of both hospitals' IT departments and as a result, a significant culture change across the organization. Moreover, it was important to Thomas Health that they act as an enterprise instead of two separate hospitals. It was clear that they needed the right MEDITECH leadership, expertise and experience to consolidate their systems to take advantage of economies of scale and better serve their community.

HOW WE HELPED

Parallon Technology Solutions was selected by Thomas Health to implement the MEDITECH 6.15 platform across both hospitals. Thomas Health tapped PTS' high-performing team to help consolidate their disparate systems to a single patient record. PTS provided hosting, delivery oversight, application management, project management and implementation resources across MEDITECH's suite of applications as well as physician training and go-live support. PTS also delivered technical expertise including integration and report writing.

The collaboration included four key components:

1. Innovative Leadership and Project Management. PTS provided consistent leadership which included weekly calls, updates and a dashboard that updated the entire team on the progress of the project. PTS maintained organized and clear communication throughout each phase of the project in order to effectively guide two separate hospitals to one system. Additionally, Thomas Health had a strong IT team and engaged project managers who were essential to the success of this implementation.

2. Standardized Approach. PTS aligned processes and standards to create more operational efficiency within the Thomas Health operations. PTS provided additional tools to help them manage quality initiatives, gain access to consolidated data for reporting and worked with users across the hospitals to better understand and incorporate customized workflows.

3. Strategic Managed Services. PTS offered a team of IT experts, who worked remotely and on-site, overseeing application support for specialty and primary care physicians. PTS also managed and hosted multiple third party applications that enabled Thomas Health to take advantage of voice recognition, evidence based clinical content and standardized nomenclature for reporting purposes.

4. Impactful Customer Service and Support. Physician and staff satisfaction was a priority throughout the project. PTS provided a cost-effective support model that provided 24-hour U.S. based support and access to experienced resources with clinical backgrounds.

RESULTS

Thomas Health successfully launched a complete implementation of the MEDITECH 6.15 platform and full suite of applications in just over a year. Not only did this streamline the two hospitals to a single patient record, but it also helped them improve workflows and enabled easy access to consolidated patient information, which led to increased physician and patient satisfaction.

PTS collaborated with Thomas Health to build a foundation for future initiatives and paved the way to begin preparation for meeting Meaningful Use Stage 3 requirements. Thomas Health has gained the business intelligence and resources to support a fully functioning MEDITECH environment and can focus on optimization and future IT projects including MEDITECH Web Ambulatory and Web Acute/ED solutions.

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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KEY BENEFITS

- ☑ **Single platform to improve workflows, physician satisfaction and visibility to patient information for both hospitals**
- ☑ **Targeted MEDITECH clinical and technology expertise**
- ☑ **Comprehensive MEDITECH support for physicians and ancillary staff**
- ☑ **Rapid deployment methodology to meet accelerated timeline**
- ☑ **Future readiness for strategic and operational IT initiatives**
- ☑ **High levels of employee satisfaction and adoption during and post-implementation**



“With the help of Parallon Technology Solutions, we were able to take two hospitals on different systems to a single patient record. The PTS team handled every aspect of this project with efficiency and expertise and we couldn't have done it without them.”

— Dan Lauffer, President & CEO of Thomas Health