

## CASE STUDY:

# Legacy EHR Support Enables Prisma Health's Epic Transition

### THE CLIENT:

Prisma Health is the largest private, not-for-profit healthcare system in South Carolina, and the state's second-largest private company. Prisma was formed in 2017 through the merger of Greenville Health System and Palmetto Health. Headquartered in Greenville, SC, it includes 18 acute care and specialty hospitals in a 21-county service area and treats 1.4 million unique patients across the network.

### THE PROBLEM:

To standardize medical records across its various facilities and practices, Prisma selected Epic as its primary EHR. However, Prisma hospitals in Columbia and Tuomey, South Carolina, were using Cerner and MEDITECH in addition to multiple ambulatory systems and third-party applications. Migrating to a new EHR would require the full commitment of Prisma's IT staff, so they needed a partner to help run the legacy systems in the interim.

*"As such a large health system, we have the ability to increase access to care and improve the overall health of the people of South Carolina. However, making sure the patient experience doesn't suffer as a result of our size is critical.*

*Bringing all of our facilities onto one EHR will have a huge impact on our ability to provide continuous, quality care, but we understood pretty quickly that it was going to be a long and intensive process. We needed to make sure that all of the patients and providers using our legacy systems were still receiving the best possible support before the transition was complete,"* said Rich Rogers of Prisma Health.

### OUR SOLUTION:

Prisma reached out to HCTec in June 2019 for assistance. We began working with the organization in January 2020, and within one month, we onboarded multiple Prisma employees, built the necessary reporting within their IT service management solution to assist with managing the engagement, performed a deep dive discovery to understand any coverage gaps, and implemented our standard approach for client management.

HCTec provided full application management on a 24x7x365 basis for the 85 legacy applications, which included the Cerner and MEDITECH EHRs. Because of the extent of the work required, we rebadged some of their employees to supplement our broader managed services team.

The COVID-19 pandemic began during the third month of our engagement, and our team was instrumental in ensuring the legacy systems supported both the treatment of COVID-19 patients and the scheduling and administration of vaccines.

Our teams were truly integrated as part of the overall Prisma team, putting patients first wherever possible. Many of them even volunteered after hours to help run mass vaccination clinics.

### RESULTS:

With HCTec's help, users continued to receive high-quality support for the legacy systems, while Prisma met its targeted go-live.

*"HCTec truly served as an extension of our team. They quickly learned the ropes and took the reins, allowing our IT team to focus on the Epic implementation. There was no question that our legacy users would be fully supported during this process. And when COVID hit, they were able to quickly adapt our systems to make sure they could accommodate changing patient needs. Without their expertise and flexibility, we never could have hit our Epic go-live and still kept everything else running smoothly."*

*- Rich Rogers, SVP/CIO, Prisma Health*