CASE STUDY

SUCCESSFULLY TRANSITIONING FROM LEGACY EHR SYSTEMS WITH THE RIGHT WORKFORCE PARTNER

The partnership with HCTec enabled the medical system to fully implement their EHR, while still maintaining support of and a smooth transition from their legacy systems.

Southeastern United States
3 Medical Facilities

400 Physicians

Overview

When a medical system pursues a full transition from their legacy electronic medical record (EHR) systems to Epic, they encounter the common challenges of how to transition from legacy systems and rapidly source and staff an experienced Epic build team.

HCTec partnered with a 500-bed healthcare system that, until a recent conversion to Epic, was still maintaining multiple legacy EHR systems.

HCTec was initially contracted by a third-party vendor to provide additional legacy support resources, since the vendor had limited Epic capabilities. The full-spectrum and diverse range of services HCTec offers was the biggest differentiator from the competition, and the healthcare system decided to contract with HCTec directly.

Challenge

While they were well-versed in their legacy software, the healthcare system's staff was unfamiliar with Epic. To ensure an effective Epic build, HCTec provided approximately 90% of the resources needed to support the Epic implementation. HCTec's team also integrated with the staff throughout the new build. Yet it wasn't until the healthcare system was preparing for Epic training toward the end of the implementation that the HCTec team realized there was no plan to conduct a technical dress rehearsal (TDR).

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Solution

During implementation, Epic runs diagnostic tests on their modules, but they do not test printers, scanners, medical equipment, and other technology devices. The HCTec project managers approached the healthcare system's leadership and outlined the process of a TDR, explaining that it is crucial to ensure that all equipment is functioning correctly with Epic prior to go-live.

HCTec credentialed trainers can facilitate and guide staff through the completion of the build and then the go-live.

The healthcare system requested that HCTec assemble a team of analysts to perform the TDR. The team spent the last months before Epic training moving from building to building throughout the medical system, running tests on every piece of equipment. Epic training began once the TDR was complete.

HCTEC BUILT A LARGE TEAM OF MORE THAN 200 SKILLED PROFESSIONALS:

Implementation Team

- 9 Legacy Support Analysts
- 17 Epic Application Coordinators
- 6 Epic Principal Trainers
- 2 Epic Report Writers

TDR and Training Team

- 35 Credentialed Trainers
- 6 Technical Dress Rehearsal (TDR) Analysts

Go-Live Team

- 160 Go-Live Support Personnel