CASE STUDY

FLEXIBLE MANAGED SERVICES MODEL RAPIDLY BRINGS NEWLY ACQUIRED FACILITIES ONTO NEW EMR PLATFORM

"HCTec had access to qualified resources that they could rapidly deploy based on our needs and get acclimated to our system much quicker than we could have done."

Christine Brutschea, Associate Chief Information Officer, SLUHN

Overview

When handling hospital acquisitions, healthcare networks often must concurrently support and maintain an existing electronic medical records (EMR) system at the acquired sites, while installing their own EMR. This extra responsibility can put pressure on internal teams, who continue to fulfill their primary roles while taking on additional concerns.

Background

Founded in 1872, **St. Luke's University Health Network (SLUHN)** is a fully integrated, regional nonprofit healthcare network with more than 14,000 employees that provides services at ten hospitals and more than 300 outpatient sites.

Dedicated to advancing medical education, SLUHN is the pre-eminent teaching hospital in central-eastern Pennsylvania and is the only healthcare system in the region to earn Medicare 's five-star rating for quality, efficiency, and patient satisfaction. As one of Pennsylvania's lowest-cost healthcare providers, it was named a Top Teaching Hospital by the Leapfrog group and was the only health system in their region to earn the prestigious 100 Top Major Hospital designation multiple times for multiple facilities from IBM Watson Health. The network is also a multiyear recipient of the *Most Wired* award from the College of Healthcare Management Executives (CHIME).

Challenge

SLUHN acquired three healthcare facilities, all of which had a legacy EMR software package. The leadership at SLUHN faced a common dilemma—hire consultants to complete the transition to the new EMR system (Epic) at the new facilities or use their internal IT team for the project.

HCTec Managed Services experts have the bandwidth and knowledge to hit the ground running.

Critical 24-hour Help Desk/ Tier I and Application Support/Tier II services delivered by certified highly-skilled specialists

Fully KLAS-Rated

CHIME Award-Winning Managed Services Provider

SLUHN's executives wanted a solution that would support not only their internal workforce but their bottom line as well. No one knew the network's Epic system better than those at SLUHN. Because of this, SLUHN turned to HCTec's application managed services solution, an option that could completely free up the internal implementation team for the new rollout across the three facilities.

Solution

Looking at the return on investment, SLUHN's selection committee found that partnering with HCTec's managed services team, as opposed to traditional on-site consultants, would mean substantial savings for the organization. It was determined by the executive team that **SLUHN would realize a 35 percent reduction in the projected EMR implementation spend** to bring the three new facilities onto Epic. This significant savings led SLUHN to determine this model was the best approach going forward.

HCTec Managed Services delivered a dedicated remote team of multi-certified Tier II analysts with an average of five-plus years of Epic implementation expertise. HCTec also offered redundant coverage across every application, meaning that HCTec had solutions experts trained in SLUHN's systems who could service unexpected needs on demand.

*"The experience HCTec sought to provide was more than just a service; **it was a long-term partnership."***

To gain perspective on the unique challenges facing SLUHN and to build a sense of the healthcare network's culture, HCTec's consultants participated in an on-site orientation at St. Luke's. An on-site client services manager ensured a seamless engagement and transition, while remote teams traveled to the healthcare network throughout the transition period. Once the transition was complete, the entire HCTec Epic team managed the engagement remotely from their two U.S.-based service centers.

Results

After making a sizeable investment in a new EMR system, it is critical that internal teams focus on advancing the system for the end users rather than spending the majority of their time simply supporting it. In taking on these support functions, HCTec freed SLUHN's internal team to handle the necessary implementation for the new facilities. HCTec was also able to maintain the high service standards SLUHN provided to end users.

Moving forward, SLUHN sees providing its teams with opportunities to advance their skillsets as an ongoing strategy that increases both employee and end-user satisfaction. When it comes to driving efficiency, **SLUHN understands that continually upgrading and optimizing its technology brings tremendous value to the organization.** To do so at a reasonable cost represents an enormous success.