

CASE STUDY

EHR PLANNING FOR A COMMUNITY HOSPITAL

Impact Advisors helps Sutter Health and the community hospital leadership to conduct a feasibility analysis for the implementation of its Community Connect Programs.

BUSINESS CHALLENGE:

Sutter Health (SH) is a large integrated healthcare delivery system in Northern California. As a family of not-for-profit hospitals and physician organizations that share resources and expertise, SH is able to advance healthcare quality in over 100 communities.

Sutter Health has been implementing the full suite of Inpatient and Ambulatory clinical and revenue cycle solutions from Epic across all of its hospitals and clinics.

Through regional relationships and discussions, SH and a community hospital evaluated the feasibility of using a shared instance of Epic's Connect Program. The goal was to achieve the benefits of a shared patient record through a reliable, secure, standardized EHR offering that minimized overhead and maximized efficiency for the community hospital.

Through the Connect offering to the community hospital, SH effectively took on the role of the vendor, with responsibility for marketing, sales, implementation, technical support and administrative activities related to the program. The community hospital sought a partner that was more than a vendor, in that the community hospital wanted its own internal resources to become certified Epic Analysts and work collaboratively with the SH teams.



*Location: Northern California
Employees: 50,000+ Associates*

Business Challenge:

- Develop SH Connect Guiding Principles for autonomy and engagement with the community hospital
- Define scope, timeline, resources and assumptions
- Align disparate interpretations of what a Connect Program would involve for both SH and the community hospital
- Develop a Cost Model, or a five-year forecast of all relevant costs to SH and the community hospital including Epic and third-party software, hardware, data center expansion, interfaces and data conversion, and implementation and training

Solution:

Impact Advisors' EHR Planning for Community Hospitals and Physicians Services

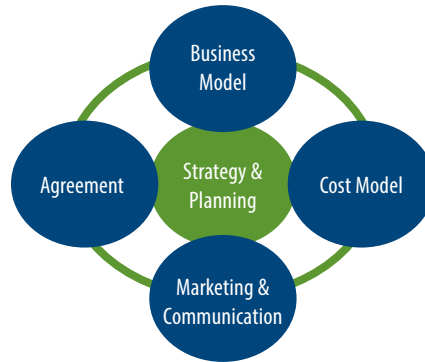
Business Results:

- A comprehensive strategic plan inclusive of all necessary elements for a successful Epic Connect implementation.
- An accurate Total Cost Model forecasting all relevant expenditures associated with a Connect program.

SOLUTION:

The Feasibility Analysis project was a subset of the broader services offered by Impact Advisors that provide comprehensive planning for Community Connect Programs. The planning program (depicted in the figure on the right) goes beyond the preliminary definition of scope, timelines and resources and creates a Business Model that becomes the guidebook for the implementation efforts to follow.

Collaborative efforts with the client also included the creation of Marketing and Legal Agreements necessary to execute the Business Model and planning.



BUSINESS RESULTS:

After three months of analysis, SH and the community hospital are informed partners as they contemplate the future of using a shared instance of Epic. SH has offered the community hospital a scope of software and services to create a single EHR record. The community hospital has simultaneously researched the prospect of installing Epic

independent of SH. The final decision and direction for the community hospital has not yet been made. SH now has the foundation of information that they will need for another potential hospital recipient in the future.

ABOUT IMPACT ADVISORS:

Impact Advisors works with leading healthcare organizations across the country, helping them plan, develop and roll out community hospital EHR programs. Using our mature, proven toolset and methodology, we work closely with our clients to rapidly develop a competitive community hospital EHR program that is tailored to the needs of the organization and the surrounding market.

For more information about Impact Advisors or our EHR Planning for Community Hospitals and Physicians Services, visit www.impact-advisors.com.

“We asked Impact Advisors to complete a Community Connect feasibility study for Sutter Health to provide connectivity with one of our community hospital partners. We needed their deep expertise to answer planning questions rapidly and with accuracy.

The cost model detail resulting from their analysis succinctly provides hardware, software, implementation and staffing details needed to activate an implementation project. In addition we received a complete scoping of applications and interfaces that Sutter Health would be responsible to support.

Impact Advisors' consultants engaged the right IS and non-IS business executives to obtain a full perspective of the potential impact to both organizations.

We are delighted with the results of our work together.”

Michael Reandean
CIO, Sutter Health PCR