

# CLIENT SUCCESS

## Thomas Health

### *Innovative Partnership Paves The Way For Successful MEDITECH 6.15 Large Scale Implementation*



#### The Client

Thomas Health



#### The Facility

- + 403 Licensed Beds
- + Not-for-profit, acute-care community hospital



#### Results

- + Accomplished a single platform to improve workflows, physician satisfaction and visibility to patient information for both hospitals
- + Targeted MEDITECH clinical and technology expertise
- + Adopted comprehensive MEDITECH support for physicians and ancillary staff
- + Rapidly deployed methodology to meet accelerated timeline
- + Gained future readiness for strategic and operational IT initiatives
- + Achieved high levels of employee satisfaction and adoption during and post implementation

#### THE 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 CereCore, 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 <

CereCore was selected by Thomas Health to implement the MEDITECH 6.15 platform across both hospitals. Thomas Health tapped CereCore's high performing team to help consolidate their disparate systems to a single patient record. CereCore 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. CereCore also delivered technical expertise including integration and report writing.

The collaboration included four key components:

- + **Innovative Leadership and Project Management.** CereCore provided consistent leadership which included weekly calls, updates and a dashboard that updated the entire team on the progress of the project. CereCore 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.
- + **Standardized Approach.** CereCore aligned processes and standards to create more operational efficiency within the Thomas Health operations. CereCore 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.
- + **Strategic Managed Services.** CereCore offered a team of IT experts, who worked remotely and on-site, overseeing application support for specialty and primary care physicians. CereCore 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.
- + **Impactful Customer Service and Support.** Physician and staff satisfaction was a priority throughout the project. CereCore provided a cost-effective support model that provided 24-hour U.S. based support and access to experienced resources with clinical backgrounds.

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

**DAN LAUFFER**  
President & CEO  
Thomas Health

## > THE 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.

CereCore 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.



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## ABOUT US

CereCore® provides EHR implementations, IT and application support, managed services, technical staffing, and CIO advisory services to hospitals and health systems nationwide. Our heritage is in the hallways of some of America's top-performing hospitals as leaders in technology, operations, data security, and clinicians. We bring our unique perspective as hospital operators to every client engagement because we know firsthand the power that aligned technology can provide in delivering care.