



CASE STUDY: SISTERS OF CHARITY MEDITECH CPOM IMPLEMENTATION

Presented by: Alego Health

Company Information

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Solution Group	Training & End-User Support
Solution Offering	Provide clinical consultants to facilitate End-User Training & Go-Live Support
Project Title	Sisters of Charity CPOM Implementation

Customer Profile

Customer Name	Sisters of Charity Health System
Division	Information Technology & Clinical Systems Office
Address	2475 East 22nd St.
City, State, ZIP	Cleveland, OH 44115
Phone Number	216-696-5560
Web Site	sistersofcharityhealth.org
Industry	Healthcare
Number of Employees	40,000
Annual Revenue	100 Million +



BUSINESS SITUATION

Alego Health was engaged by Sisters of Charity to provide support for the implementation of CPOM within their MEDITECH MAGIC environment at their three regional northeast Ohio hospitals. The implementation project involved multiple go-lives with overlapping schedules. With one month for pre-go-live planning, Alego Health dedicated its principal MEDITECH trainer to the project, to design and deliver a custom training curriculum to the support staff. This enabled Alego Health to provide tailored support to each facility. Within four months, the three-hospital implementation was completed with high levels of physician satisfaction and adoption. Alego Health will provide training and support for two planned implementations at the South Carolina regional hospitals in 2014, as well as RXM and PDOC module rollouts at the regional northeast Ohio hospitals.

COMPANY PROFILE

The Sisters of Charity Health System is comprised of five acute-care, Catholic hospitals with a mission to continue a faith-based legacy of high-quality, compassionate care. The system solely owns St. Vincent Charity Medical Center in Cleveland, Ohio; Mercy Medical Center in Canton, Ohio; and Providence Hospital and Providence Northeast in Columbia, South Carolina. St. John Medical Center in Westlake, Ohio, is also co-owned in a 50/50 joint venture with University Hospitals of Cleveland. As of the publish date for this case study, Sisters of Charity has 1,700 inpatient beds system-wide. In 2012, this hospital system provided services with over 2,200 credentialed physicians, and achieved high inpatient and outpatient satisfaction.

TECHNICAL SITUATION

The first hospital to go-live with CPOM was St. Vincent Charity Hospital, a 480-bed facility in Cleveland, with a staff of over 300 physicians encompassing primary care specialists and surgeons. Within the next two months, overlapping implementations began at Mercy Medical Center and St. John Medical Center. Mercy Medical Center is a 523-bed facility, with 620 medical staff members, and St. John Medical Center is a 248-bed facility with nearly 500 medical staff members. Over the course of three months, approximately 1,400 physicians received 24-hour elbow-to-elbow support through the go-lives. Additionally, during the first implementation at St. Vincent, it was discovered that the nursing staff, which had been previously trained on the new module, had further questions about the system and required additional unanticipated support.



“ **Alego’s support of our CPOE Go Live exceeded all expectations. The staff was clearly very well prepared and had excellent supervisors. They integrated almost seamlessly with our own support staff. Our implementation went so well that we are now a model for the other hospitals in the system and Alego was a vital part of that success.** ”

-Dr. Srinivas Merugu, CMIO St. Vincent Charity Hospital

About Alego Health

Alego Health is a Healthcare IT Company specializing in consulting and support for large hospital systems, community acute care facilities, and other healthcare organizations. We partner with our clients on a wide range of initiatives— including EMR implementation planning and project management, system building and testing, workforce training, technical consulting, and staff augmentation for activation support. Our solutions help administrators ensure seamless implementation, and help facilities achieve Meaningful Use in conjunction with the highest standards of quality in clinical care & patient safety.

Our staff and trusted network of clinical consultants are experts in healthcare information systems and the clinicians who use them. Our proven record of success working with hospital administrators is well documented and our customized solutions help key decision makers and the clinicians they assist manage change and achieve consistently high results.



SOLUTION

In order to meet the complex large-scale demand for resources, Alego Health assessed the scope of each phase of the project, and took into account the overlapping schedules to create a customized implementation training and support staffing plan. Based on Alego Health’s extensive experience in calibrating effective staffing levels, it was determined that a total of 130 activation support specialists would be necessary to provide the right level of coverage across all phases of the project.

In accordance with Alego Health’s standard training model, specialized training was provided to each member of the support team on each hospital’s unique system configuration. To make this possible, Alego Health’s principal trainer worked with each hospital to create training materials specific to their configuration. He also developed the training curriculum and schedule for Alego Health’s activation support specialists. When the need for additional nursing support was discovered, the principal trainer simultaneously adapted the training materials to include nursing modules.

It is critical that clinical support staff understand the clinical environment, and Alego Health has built an implementation team which combines clinical experience with EMR expertise. From a core group of trained staff with clinical credentials, Alego Health was able to quickly assemble and train the 130 person implementation team for this project.

RESULTS

Sisters of Charity completed the ambitious go-live project plan on schedule, with high levels of physician adoption. Alego Health has been engaged to assist in future Sisters of Charity MEDITECH implementations.

The graph below illustrates the decrease in the number of support resources needed over the course of each go-live, as Sisters of Charity end-users’ proficiency with the MEDITECH system increased.

