Laying the Groundwork for EHR Success
An open role leads to multi-phase engagement at Guthrie Healthcare

Case Study

In 2010 Guthrie Healthcare needed assistance backfilling an open position. Beacon Partners filled the role successfully, and that simple engagement grew into a critical, multi-phase project – one that helped ensure a solid foundation for future EHR success for the healthcare system.

**Phase 1 Challenge:**
Guthrie needed to fill an open Epic Program Director position.

**Solution:**
Beacon Partners consultants filled the role and worked with Guthrie to:
- Develop a clear system optimization roadmap
- Focus the team on achieving Meaningful Use reporting objectives
- Add structure to the staff and develop a training program

**Phase 2 Challenge:**
After this initial success, other areas for improvement were targeted. Guthrie wanted to accelerate the beginning phase of EHR implementation at two of their facilities: Troy Community Hospital and Corning Hospital, starting with the pharmacy at Corning Hospital.

**Solution:**
After assessing the at-risk project, Beacon Partners helped Guthrie:
- Develop and execute an effective testing strategy
- Create realistic timelines and test scripts
- Demonstrate quality metrics

As a result, Guthrie was able to gain the stakeholder support necessary to move the project forward. Furthermore, by establishing pharmacy functionality, they created a foundation for implementing broader, system-wide EHR functionality.

**Phase 3 Challenge:**
Guthrie engaged Beacon Partners to assist their EHR implementation team in other areas, including: project management, EpicCare inpatient system analysis, change management and physician champion mentoring.
Solution:
With Beacon Partners’ help, the team was able to develop and refine: a project management methodology, schedules, expectations, roles and responsibilities, integrated workflows, change management and communication plans. They also implemented:

- Nursing, respiratory therapy and ancillary department documentation
- Bar-coded medication administration
- Computerized provider order entry (CPOE)
- Provider progress note documentation
- Laboratory and vitals monitoring interfacing
- OpTime status boards

These efforts significantly accelerated the EHR implementations. The Corning facility engagement was successfully completed in seven months, and the Troy facility followed two months later.

Success Highlights:
Working with Beacon Partners over a 12-month period, Guthrie was able to reach several important milestones. These “building blocks” helped create a solid EHR foundation across the entire organization and better positioned the Epic team for success. Overall, Guthrie was able to achieve:

- System-wide adoption of the EHR
- Optimized care delivery across its facilities
- Additional Meaningful Use incentive dollars
- Increased community recognition for more effective management of system optimizations by the Epic team