



HealthCare
Solutions®

MEDITECH On- and Off-site Consulting Services

CTGHS improves speed and quality while controlling project costs

The Business Issue

Healthcare organizations have made significant investments in implementing and maintaining their MEDITECH information systems. As providers strive to address evolving healthcare demands and their own organizational needs, those systems require frequent modification to maintain optimal performance. Customized reports and system updates are needed to maintain the flow of critical information and efficiently manage ongoing services, audits, and processes.

While achieving those goals requires focused MEDITECH expertise, financial constraints and the ongoing emphasis on cost containment make healthcare organizations hesitant to invest in specialized IT skills. The issue is compounded by the need not only to provide effective support or application management for the current MEDITECH system, but to enhance the MEDITECH skills of internal information technology (IT) staff in order to promote self-sufficiency and morale.

The CTGHS Answer

With over twelve years of experience in enabling healthcare institutions to achieve their financial and clinical objectives and in-depth know-how in MEDITECH products, CTG HealthCare Solutions (CTGHS) is uniquely qualified to help you ensure your MEDITECH system achieves peak performance. Our consulting expertise in the technical details of MEDITECH products encompasses system optimization, process

redesign, and decision reporting tools. Our specialists have supported a wide range of client organizations in significantly improving operational efficiency and realizing the greatest possible return on their IT investment through services that include customized programming, report writing, staff mentoring, and application management—at a cost savings of up to 42% percent over traditional “traveling consultant” methods.

CTGHS’ innovative approach—one that is now the foundation of CTG’s Cymphony³ Solutions—leverages a combination of on- and off-site consulting, replicable processes, an elastic resource pool, and optimal skillset alignment. Our application management services ensure a consistent, uninterrupted level of user support for MEDITECH applications. CTGHS’ proprietary MEDITECH Custom Report Library and Exemplar[®] methodology ensure that MEDITECH’s NPR and rules requirements are thoroughly documented in compliance with formalized CTGHS definition tool guidelines.

CTGHS specialists achieve knowledge transfer and training goals by selecting assignments designed to build the confidence and skills of the organization’s staff. Assignments completed during the on-site component provide a solid foundation of knowledge that is further enhanced by off-site mentoring and support throughout engagements.

Project costs can be predicted and fixed through deliverables-based pricing and



service level agreements that ensure strict adherence to the delivery model.

For some engagements, after scope and key requirement definition phases take place on-site, utility services can be completed off-site at a significant cost savings. Other projects can be carried out completely off-site. For all engagements, communication and status reports demonstrate time to value, quality, and cost containment.

MEDITECH Delivery Projects

CTGHS' blended on-site off-site approach, which we've named Cymphony³ Solutions, has achieved an average customer satisfaction rating of 4.8 (of a possible 5) in projects that include:

- MEDITECH application management
- MEDITECH system review and readiness preparation for a MEDITECH conversion
- MEDITECH materials management master data extraction
- NPR report development and report modifications
- EXT daily/weekly payroll reports development, modification, and automation to support day-to-day operations
- Functional and technical implementation support for MEDITECH payroll/ human resources for open enrollment and fidelity changes
- NPR report development related to cost accounting
- Proration rules development
- LSS billing solution development assistance
- MEDITECH reimbursement management rule modification, including development, testing, and implementation, based on contract

changes for inpatient, outpatient, surgery, and emergency room rate changes

- MEDITECH BAR system and technical support
- MEDITECH payroll and human resources application support
- MEDITECH Reimbursement Management System enhancement and redeployment, including system review, proration tables, and development/modification of defined screens/queries
- Data warehouse repository development and implementation
- Debugging of reimbursement management proration rules, development of new rules, documentation, and knowledge transfer

Benefits

The many benefits delivered by CTGHS' unique Cymphony³ approach include:

- Improved IT efficiency
- Optimal use of both internal staff and consulting expertise
- Alignment of assignments with the right level of expertise
- Utilization of best practices methodology
- Defined metrics and reporting mechanisms for controlling quality and costs
- Formal knowledge transfer processes
- Optimal use of funding and minimal consultant travel expenses
- Reduced costs associated with on-site consultant management, coordination, and office space



CTG Cymphony³ Solutions,

powered by our

Exemplar[®] methodologies,

improve speed and quality

while lowering costs.

Our 'blended model'

approach combines the

best of on-site consulting

and off-site services to

deliver greater value for

your IT consulting dollar

than ever before.



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a **Cymphony³Solutions**

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