



HealthCare Solutions®

Leveraging Off-Site Expertise for Implementation

CTGHS helps major healthcare system achieve speed, quality, and cost control

The Business Background

For over fifty years, a South Florida healthcare system has been a leader in providing high-quality healthcare services to its community, earning many prestigious awards. The flagship facility of the healthcare system is one of the largest hospitals in Florida.

In support of its commitment to providing high-quality healthcare to the South Florida community, the hospital decided to implement an enterprise clinical information system. Following a two-year search, it settled on IDX Carecast, citing its advanced patient safety features, clinician-friendly screens and workflow, ease of implementation, and reliability. In 2003, the organization initiated the first phase of the implementation with components that included a new clinical repository, a pharmacy system, advanced patient identification and medication administration systems, Emergency Department management and patient tracking, and a new patient scheduling program.

The Business Objective

In 2004, with the IDX Carecast Pharmacy implementation deadline rapidly approaching, the hospital faced multiple open issues and implementation tasks that needed to be addressed before the new system's 'go-live' date. The health system realized that it needed specialized assistance capable of

executing to requirements and producing deliverables efficiently to meet project specifications. CTG HealthCare Solutions (CTGHS) was already providing skilled support to the hospital—Cloverleaf integration services in support of the projected Carecast implementation—and now the organization asked us for additional help in addressing its outstanding issues.

The CTGHS Solution

CTGHS drew on our extensive know-how and experience with implementation strategies and IDX Carecast products to provide a solution that leveraged a 'blended model' strategy. This approach combined on- and off-site consulting expertise and replicable processes to achieve the hospital's implementation objectives and perform several post-implementation modifications.

The CTGHS approach—now the cornerstone of CTG Cymphony³ suite of services—mobilized the onsite savvy of an experienced IDX Carecast project coordinator backed by an offsite team of technical specialists. The project coordinator, in collaboration with key hospital staff, defined project scope, prioritized requirements, and fostered effective planning and communication.

The coordinator applied best practices and leveraged experience gained in CTGHS IDX Carecast engagements across the country, managed the CTGHS team's day-to-day



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activities, assigned tasks, reviewed deliverables, and provided consolidated status reports to our client.

Meanwhile, most CTGHS work on the multiple projects was performed off-site by an elastic resource pool with the focused design, programming, testing, documentation, and knowledge transfer skills needed to perform the specific tasks required for the success of the impending implementation. The CTGHS team's services directly impacted the patient safety, medication administration, and the documentation functionality of the Carecast Pharmacy and Medication Administration systems implementation.

This blended on- and-off site approach was so successful that the hospital engaged CTGHS to perform additional post-implementation modifications, report development, and customized programming to optimize the application in support of the new environment. Post-implementation modifications included customized programming, testing, development of advisory rules and reports, and troubleshooting.

The CTGHS team used EntrudeR, Enform, NAI, Tandem utilities, Blaze Rules and other testing and database query tools to perform extensive MAR enhancements. They also developed Blaze Advisory Rules that provided solutions to complex problems, saved staff hours, and helped guard against medication errors.

A full programming lifecycle was enacted that included unit and acceptance testing, and installation and documentation support. The CTGHS team also developed

productivity, exception, patient profile, and charging custom reports and modified the federal 340B Drug Pricing program.

Business Benefits

The CTGHS 'blended model' approach enabled our client to achieve its targeted go-live date and helped it realize a wide range of patient safety benefits through a successful pharmacy implementation.

CTGHS' quick response to the hospital's dynamic implementation needs resulted in high-quality deliverables while controlling costs and reducing its management, space, and equipment requirements. The many benefits delivered by CTGHS' unique approach included:

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

CTGHS drew on our extensive know-how and experience with implementation strategies and the IDX Carecast products to provide a solution that leveraged a 'blended model' strategy. This approach combined on- and off-site consulting expertise and replicable processes to achieve all our client's implementation objectives and perform several post-implementation modifications.

CTGHS helps healthcare institutions and related organizations maximize the potential of their information systems to achieve their financial and clinical objectives. Our consulting, clinical, financial, advanced technology, and IT management solutions resolve high-priority IT issues and provide significant return on investment for our clients. CTGHS is recognized for our ability to mobilize healthcare and IT expertise, to deploy our proven Exemplar® methodologies, and to draw upon our corporate knowledge base in a client-responsive and cost-effective manner.



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