



HealthCare Solutions®

On- and Off-site Consulting Unite to Deliver Real Value

CTGHS improves speed and quality while controlling project costs for a regional healthcare IDS

Business Background

Serving the heartland for over 120 years as a regionally recognized leader in the delivery of excellence in healthcare, this integrated delivery system (IDS) is anchored by a 400+ bed acute care medical facility, a 250+ bed regional health center, and a multi-specialty physician group.

In preparation for an upcoming conversion from IDX, the healthcare IDS decided it needed assistance in managing its Cerner Millennium Command Language (CCL) reporting and practice management (PM) registration conversation rules backlog. Furthermore, a new programmer had recently joined its staff who needed additional skills to meet internal customer service and outstanding project needs.

Business Objective

The healthcare system wanted to find the most efficient and cost-effective approach to achieving its implementation and Cerner support goals, while ensuring a quality deliverable. An additional objective was enhancing the department's internal skills to promote greater self-sufficiency.

Recognizing CTG HealthCare Solutions' (CTGHS) long experience in enabling our clients to achieve their clinical and financial goals as well as our specialized vendor ex-

pertise, the healthcare IDS engaged CTGHS to provide Cerner Millennium CCL custom programming and report writing services. We were also asked to facilitate knowledge transfer to the new CCL programmer.

The CTGHS Solution

CTGHS applied our extensive know-how in customized programming, report writing, and staff mentoring to client's requirements—at a cost savings of more than 40 percent over the traditional 'traveling consultant' approach. Our approach—one that is now the cornerstone of CTG's Cymphony³ Solutions suite of services—leveraged a combination of on- and off-site consulting, replicable processes, an elastic resource pool, and optimal skillset alignment to achieve the healthcare IDS' objectives.

CTGHS' proprietary Cerner Custom Report Library and Exemplar® methodology ensured that the CCL and rules requirements were thoroughly documented following formalized CTGHS Definition Tool Guidelines. Knowledge transfer and training goals were achieved by selecting assignments designed to build the confidence and skills of the organization's CCL programmer. Assignments completed during the on-site component provided a solid foundation of knowledge that was further enhanced by offsite mentoring and support throughout the engagement.



Now a **Cymphony³ Solution**

Business Benefits

Following on-site scope and key requirements definition phases, the majority of the engagement was completed off-site, at a significant cost savings over traditional on-site consulting. Communication and status reports demonstrated time to value, quality, and cost containment.

During a three-month period, CTGHS specialists developed fifteen new CCL reports, a new Genview for a Nursing Summary tab in Cerner Powerchart, and Rules changes for three PM Registration Conversations. CTGHS also assisted our client with other outstanding projects, including the creation of new Powerchart screens and the addition of a facesheet to the Medical Records Publishing—all at considerably reduced travel costs.

Following completion of the engagement, the newly-trained CCL programmer is already providing other team members of the healthcare IDS with training and mentoring in the development of CCL reports.

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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.



HealthCare
Solutions[®]

