



HealthCare Solutions®

MEDITECH Services

Our MEDITECH expertise helps organizations realize greater value from their IT investments

The Business Issue

Healthcare organizations seeking higher quality care and performance are turning to MEDITECH for integrated, cost-effective information technology solutions. Maximizing value from your MEDITECH investment demands the highest level of preparation and execution. Four areas in particular must be addressed to realize the system's full potential and ensure a successful installation that achieves the anticipated benefits:

1. Develop accurate, outcomes-driven metrics for measuring success
2. Design IT systems that support optimal end-user workflows
3. Encourage full end-user adoption and acceptance
4. Establish ongoing transformation, optimization, and process improvement practices even after system implementation is complete

Additional challenges to a successful implementation involve providing effective support for current systems, securing staff participation and ownership, and addressing operational constraints by tightly managing resources while maximizing outcomes.

The CTGHS Answer

CTGHS has over 20 years of experience in empowering healthcare institutions to realize their financial and clinical objectives through IT solutions. Our MEDITECH experts' in-depth operational experience and detailed technical expertise in the MEDITECH environment facilitates successful system optimization and process redesign. The result is significantly improved operational efficiency and the greatest possible value for your IT investment. Our innovative approaches reduce your total cost

of ownership, and our partnerships with vendors and suppliers add up to effective, flexible project financing and a comprehensive, high-value solution.

MEDITECH Services

In addition to IT strategic planning and management consulting, CTGHS offers specific services tailored for MEDITECH clients:

Implementation and Upgrade Assistance

Our implementation and upgrade services address all aspects of the MEDITECH software implementation process, including pre-planning, project management, business and clinical process design, dictionary build, technical architecture management, change management, training, comprehensive testing and validation (unit, DTS, parallel, and integration testing) and post-live support. Our MEDITECH resources come from healthcare operations backgrounds and are MEDITECH experts in every sense of the word, providing unique insight and unparalleled ability to maximize the potential of the MEDITECH suite. Our experience covers virtually all of the MEDITECH applications, platforms, and configurations, including 5.6 and 6.0. After the initial system implementation, we support the full life cycle of upgrade assistance, system optimization, application support and maintenance, and add-on functionality implementation.

MEDITECH Readiness Assessment

CTGHS' Exemplar® methodology for Implementation Readiness guides engagements in helping clients assess their institution's readiness to begin strategic IT initiatives such as CPOE and Meaningful Use compliance. Exemplar methodologies are highly modular allowing discrete components to be used even midway through a project.



Six tiered focus areas are addressed: Shared Governance, Accountability, Tools and Skills, Enablers, Reinforced Behavior, and Measures. A comprehensive assessment of each focus area, including culture, technology, resources, and sponsorship helps prepare the organization for implementation, mitigates risk, and significantly increases the level of success.

MEDITECH Process Analysis and Design

CTGHS' Exemplar® methodology for Business Process Redesign provides the framework to define redesign opportunities by translating redesign specifics into clearly understood implementation specifications. Process redesign prior to implementing MEDITECH's Physician Care Manager (PCM) establishes a solid foundation for understanding the current state, gaps, and improvement opportunities to be addressed by implementation activities that drive adoption and achieve CPOE goals and benefits. CTGHS' redesign processes and methods, supported by a proven, practice-based modeling process, identify the changes required to improve outcomes based on specific organizational goals.

Implementation and Upgrade

Our services address all aspects of the software implementation process, including business and clinical process design, technical architecture management, change management, training, comprehensive testing and validation (Unit, DTS, Parallel and Integration testing) and post-live support. After the initial system implementation, we support the full life cycle of upgrades, system optimization, routine support and maintenance, and implementation of add-on functionalities.

Project Management

The CTGHS approach to project management supplements your staff's strengths by leveraging our experience in managing successful acute care and ambulatory engagements with our organizational, communication, risk management, proactive problem-solving, and leadership capabilities. With a focus on

PMP and Six Sigma certification, our project managers are grounded in CTGHS' Exemplar® project management methodology based upon PMI standards which drive our shared success.

System Optimization

CTGHS' review of daily, weekly, and monthly processes and workflow analysis provide recommendations for optimal functionality use and efficient workflow. Customized reports can provide critical information required to manage operations or integrate and automate data exchange to maximize efficiencies and meet compliance reporting requirements.

Lower Total Cost of Ownership

CTGHS' innovative approach—the foundation of CTG's Cymphony³ Solutions—leverages a combination of on- and off-site consulting, replicable processes, an elastic resource pool, and diverse skill sets that demonstrate speed-to-value, improve quality, and drive lower costs. Our Exemplar® methodologies deliver excellence through clearly defined processes and procedures, a tight focus on the management of activities, and rigorous adherence to formal quality standards and service level agreements. With predictable project costs through deliverables-based pricing and service level agreements, strict adherence to quality standards are ensured. Our unique model leveraging 24/7 support from our National Solution Centers yields up to 42 percent savings for Cymphony³ solutions including:

- **Implementation and integration**
- **Legacy application support**
- **MEDITECH Custom Report Writing**

About CTGHS

CTG HealthCare Solutions® is a leading information technology consulting firm dedicated solely to helping healthcare institutions, physician practices, and related organizations achieve clinical and financial goals through effective technology and business solutions.



Our Commitment to Quality

CTGHS ensures consistent delivery of the highest quality services by equipping exceptional, experienced consultants with proven, repeatable methodologies, best practices, and toolsets honed over 20 years—all monitored by our independent Quality Management Office.

The ultimate measure of quality is awarded by our clients. In the KLAS "Maximizing Your Consulting Investment: A Report on Healthcare IT Consulting Services," February, 2009, CTGHS shared the highest Overall Firm Score of Full-Service Firms. Of the 83 professional service firms that participated in KLAS "Top 20 Best in KLAS" Awards, December 2009, CTGHS ranked fourth in Overall Performance.*

*© 2009 KLAS Enterprises, LLC, All rights reserved. www.KLASresearch.com



HealthCare Solutions®

a Cymphony³ Solution

312 Plum Street, Suite 700
Cincinnati, Ohio 45202-2618
Phone: 513/564-0909
Fax: 513/564-0912
www.ctghs.com