



CASE STUDY

Cisco Systems is the worldwide leader in networking technology. With headquarters in San Jose, CA, Cisco employs more than 63,000 employees worldwide.

Situation

Hayes extended its expertise beyond physician groups and hospitals to assist Cisco Systems with the development of a state-of-the-art healthcare facility at its San Jose campus. Cisco's objective was to combine innovative technology with best practice clinical care for its 18,000 campus employees and their families. This patient-centric clinic features the following:

- A web portal which employees use to make appointments and fill out forms and health evaluations.
- Wireless kiosk tablets which patients use to electronically check-in, verify demographic and insurance information and sign forms.
- Electronic check-out and electronic payment using the kiosks.
- No waiting rooms! To ensure confidentiality, employees go directly to one of the 15 care suites.
- Biometric device integration into the EMR.
- Large, flat screen panels used by physician and patient to display the active electronic medical record for the patient in order to facilitate collaboration and transparency.
- Electronic prescriptions: Once the provider completes the visit, prescriptions are sent electronically to the on-site pharmacy or pharmacy of choice.

Our Approach

Phase I: Patient Experience Assessment. Hayes participated in patient experience focus groups which enabled Cisco and Hayes to solidify the vision for the clinic. Results were presented to senior management, and once the patient assessment was finalized, Hayes created detailed patient flows.

Phase II: Technology and Vendor Selection. Based on the vision, we researched the technology to support the ideal patient experience and business operations. After careful evaluation, a vendor was selected for each technology. We then performed pricing and contract negotiations with the vendors.

Phase III: Technology Integration Plan and Gap Analysis. In this phase, Hayes' task was to determine how all of the technologies would flow and work together. We worked with Cisco IT to develop the reference architecture, a blueprint that shows the key organizational components, business processes, applications and infrastructure required for the health center. We then created an integration requirements definition document. After analyzing the 12 vendors' connectivity capabilities and identifying gaps, we proposed mitigation strategies which were approved by senior management.

Results

Cisco implemented the plans with a Hayes consultant serving as a senior strategist. In late 2008, Cisco employees and their families celebrated the opening of the company's LifeConnection Health Center, a true model for using innovative technology to improve the patient experience.

About Hayes

Hayes works with healthcare organizations to solve mission-critical operational challenges by providing strategic services and software solutions that improve quality and efficiency with the ultimate goal of improving the patient experience.



Strategic Planning for IT Technology