



CASE STUDY

Sibley Memorial Hospital is a nonprofit, full-service, 328-bed acute care community hospital serving the Washington, D.C. Sibley offers a comprehensive range of inpatient and outpatient services.

Situation

Sibley management was working toward implementing an Electronic Health Record (EHR), and wanted to perform due diligence regarding its clinical vendor prior to moving forward with system upgrade and implementation efforts. Sibley management was satisfied with its existing vendor's products. However, it wanted assurances regarding the vendor's long-term viability and its ability to continue to offer cutting-edge products and services. Sibley engaged Hayes to:

- Assist in determining whether the current vendor was a viable, long-term solution for clinical applications
- Assist in determining whether Sibley should continue with a best-of-breed strategy for clinical applications across the enterprise or to move to an integrated vendor strategy
- Recommend processes and/or technologies for implementing and integrating departmental applications into the Sibley Enterprise Solution
- Work with the IT steering committee to build consensus and enthusiasm for moving ahead with the EHR initiative

Approach

The Hayes team performed an internal analysis through one-on-one and small group interviews with Sibley executives including the CIO, CEO, CFO, and CNO. The team also reviewed documentation and participated in system demonstrations. A vendor analysis was performed by obtaining and comparing vendor financial information such as annual sales, gross and net revenues for the past three years and annual budget dedicated to research and development. Hayes verified the number of clients that vendors gained/lost over the past 2-3 years, and the number of software releases for the last three years. Additionally, consultants met with vendor senior executives to understand the vendor's product direction, collected information from Hayes' proprietary database and external sources such as KLAS, HIMSS and AHA, and benchmarked Sibley's technology platform to its local and national competitors.

Results

Hayes presented findings and recommendations to the IT Steering Committee, illustrating the pros and cons of moving to a different vendor platform from the standpoint of functionality, cost, system integration and timeline. Hayes also created a go-forward budget for the client.

After the analysis, Sibley decided to stay with its current vendor. Sibley management felt that the current vendor could deliver the most cost-effective and timely method for creating an EHR.

About Hayes

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

**Sibley
Memorial
Hospital**

System Selection