



## CASE STUDY

*Elliot Health System (HS) is the largest provider of healthcare services in Southern New Hampshire. It is comprised of Elliot Hospital, a 296-bed acute care facility, and primary and specialty care practices.*

### Situation

EHS hired Hayes to assist with the rollout of its EpicCare Ambulatory EMR to its non-employee affiliates and to Elliot-owned specialty practices. The client asked us to:

- Assist with the creation and execution of a project plan
- Build commitment to the plan among all affiliates
- Train staff
- Assist with the development of EpicCare EMR training materials
- Create EpicCare EMR implementation materials

### Our Approach

**Phase I: Project Plan** The Hayes team worked with EHS staff to create an implementation project plan to identify how the product would be installed, the training would occur, and the overall timeline. Training materials were also created during this phase.

Since the staff at the multiple affiliate sites had varying levels of IT experience, competence and confidence, it was a delicate task to roll out the EMR product. Therefore, our team building expertise, implementation strategies and coaching were key to the successful implementation of EpicCare at each affiliate and practice.

**Phase II: Kickoff** With each affiliate, we conducted a kickoff meeting at which we gave an overview of the implementation process and a product demonstration. We established the need for a collaborative effort and site participation. A physician and nurse champion were identified, a timeline was established, and a joint commitment to the rollout plan was confirmed.

**Phase III: Implementation** During the implementation cycle, we enlisted the support of the affiliate “champions” to maintain consistent communication. This enabled us to answer questions quickly and resolve issues as they occurred. Most importantly, open communications kept us on time and on track and ensured that the client was involved in every step.

After implementation at each affiliate site, we conducted exit interviews to identify what went well and what could be improved. We then asked users from completed implementations to participate in the next affiliate’s kickoff meeting. This sharing process encouraged further buy-in from the affiliates.

### Results

Currently there are eight non-employee affiliate sites live on the EpicCare EMR product and several more in the queue. The client now has an EpicCare EMR implementation project plan and training plan which existing staff can implement. In addition, they have a successful methodology to implement affiliate practices, which enables buy-in from the practice sites.

### 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. For more information, visit [www.HayesManagement.com](http://www.HayesManagement.com) or call 617-559-0404.

