



CASE STUDY

Harrison Medical Center is a 290+ bed acute care provider located in Bremerton and Silverdale, Washington. A level III trauma center, Harrison has more than 17,000 patient admissions annually.

Situation

Harrison engaged Hayes as it embarked on the development of an IT strategic plan to take advantage of technological advancements in the marketplace. Their goals included the following:

- Increase levels of patient safety across the continuum of care
- Reduce risks of medical errors
- Communicate more effectively with providers
- Improve access to information for providers
- Increase market share by becoming a more technologically attractive facility for patients and physicians

Additionally, the IT strategic plan was developed to save the organization money in operating expenses, boost efficiencies, increase market share and improve patient care.

Our Approach

Phase I: Assessed the current environment and identified long term technology opportunities Hayes began by interviewing senior level management, key board members, IT and clinical personnel and key physicians. We evaluated external drivers and compared Harrison's technology platform to local competition and national trends. In addition, we reviewed existing documentation and applications.

Phase II: Established an information technology direction Hayes presented findings from Phase I to administrative team, including the CIO, at an IT Strategic Planning Retreat. During this meeting, goals and technical priorities were established for the next five years.

Harrison selected an enterprise solution for its application integration, single database, operating system, development language and hardware platform. The goal was to reduce implementation time, resource demands and maintenance costs.

Harrison determined priorities for which applications/systems to replace or install. Clinical systems were given highest priority to obtain additional clinical functionality.

Phase III: Developed the IT strategic plan Based on Phases I and II, Hayes worked with Harrison to create a realistic IT Strategic Plan. This plan included future technology architecture and infrastructure, a list of IT priorities/solutions, and a system implementation methodology. Hayes also worked to secure proponents for the plan throughout Harrison. This included obtaining board and executive leadership approval for the proposed plan.

Results

As a result of the strategic plan that Hayes developed, Harrison identified their priorities and goals and has a clear plan of how to implement those goals. As part of a separate project, Hayes assisted in the vendor selection process and contract negotiations.

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.

**Harrison
Medical
Center**

**Strategic Five Year Plan:
Information Technology**