



CASE STUDY

Texas Children's Hospital is located in the Texas Medical Center in Houston and is one of the largest pediatric hospitals in the U.S

Situation

Texas Children's Hospital (TCH) management decided to replace the hospital's current clinical applications (from multiple vendors) with those from a single vendor, Epic. They transitioned their internal clinical IT resources to the Epic design and build team. TCH needed skilled resources to manage the day-to-day operations of the multiple legacy clinical systems.

Our Approach

TCH requested in-depth support with GE Centricity EMR and Business applications as well as Mediserve. In addition, Hayes provided project and technical assistance for more than 40 clinical applications.

GE Centricity EMR: The GE Centricity EMR was used by approximately 85 specialty clinics. It was going to be replaced with EpicCare Ambulatory EMR within three years. Meanwhile, Hayes provided top-level daily support, promoted the enhanced use of the EMR and implemented the EMR in new clinics while TCH analysts prepared EpicCare for future use.

GE Centricity Business: TCH planned to replace these applications with Epic Practice Management, but asked Hayes to provide interim application support for queries, technical support, report writing, error handling and a data retention conversion plan.

Mediserve: Hayes provided technical and end-user support for this clinical application which supported ancillary services such as physical therapy, occupational therapy and respiratory therapy.

Clinical Application Support: Hayes supported more than 40 clinical applications at TCH, trouble-shooting issues and problems for end-users, IT hardware and technical staff, departmental leads and vendors.

Data Retention Project Support: To retire the GE Centricity Business application, TCH wanted to archive the data with MediQuant, which provides access to a limited data set and produces reports. Hayes assisted with the data extraction to pre-load the MediQuant application.

Remote Support: When possible, Hayes provided remote support to reduce travel expenditures, leveraging technology such as remote access, conference calls and webinars, etc. to maintain communication and service levels.

Results

Hayes' assistance enabled TCH's internal resources to focus on the transition to Epic. Management did not have to think about the current operations. We maintained service support levels, provided subject matter, technical and project management expertise, and helped TCH significantly reduce travel expenses by working both onsite and remotely.

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. For more information, visit www.HayesManagement.com or call 617-559-0404.

