



## CASE STUDY

*Continuum Health Alliance, LLC (CHA) provides healthcare management services to physician practices and hospitals in the Mid-Atlantic Region.*

### **Situation**

CHA needed assistance migrating from its legacy system (Medical Manager) to GEHC Centricity Business (v4.0) to handle growing business and client needs. CHA was developing a support team of Centricity Business analysts. However, they did not have the expertise or bandwidth to meet their scheduled timelines. Hayes was asked to supplement the CHA project team, provide subject matter expertise and conduct knowledge transfer to the client's team. The CHA project director later asked the Hayes consultant to assist with managing the project. Eventually, the Hayes consultant served as the interim project manager.

### **Our Approach**

Hayes played an evolving role as it assisted CHA with its migration to the GEHC Centricity Business (v4.0) practice management system. We were originally engaged as the Web Framework/Security Plus subject matter expert and testing coordinator. At the end of the project, Hayes had:

- Served as interim project manager, which involved managing the project plan, deliverables, and go-live resources
- Directed the testing planning and execution
- Assisted with the go-live planning
- Created the change control charter
- Assisted with the adoption of a change management process
- Delivered training to superusers and more than 200 end users in four weeks
- Provided comprehensive knowledge transfer and documentation

Hayes was onsite during the pilot and big bang rollouts, providing individual support to end users as they migrated to the new system.

### **Results**

By supplementing the CHA team, taking ownership of project deliverables, and helping CHA adopt a change management process, Hayes facilitated a smooth migration and implementation within an aggressive timeframe. Most importantly, Hayes worked closely with CHA's internal resources to transfer knowledge, developing the client team's skills for the future.

### **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.

**Continuum  
Health  
Alliance**

**System Migration,  
Implementation &  
Training**