



## CASE STUDY

*This College of Medicine (COM) is an internationally respected leader in academic medicine, and the only private medical school in the Greater Southwest. Its vision is to be among the top five medical schools for education, research and healthcare.*

### **Situation**

When planning to build a new hospital, COM decided to transition to Epic for its practice management, electronic medical record and hospital operations. Management made a strategic decision to train the entire helpdesk staff on the Epic systems and involve them in the design and build process, while using consultants to manage the day-to-day operations of the legacy systems. It was imperative to COM that:

- There be no interruptions in service of the existing system
- The service level was excellent
- All business operations were carried out in full, according to COM-established standards

Subsequently, COM asked Hayes to provide assistance throughout the design, build and test phases of the new vendor's systems.

### **Our Approach**

Hayes provided COM with subject matter experts in interoperability and both vendors' product suites. When possible, Hayes staff worked remotely to minimize expenses. Hayes was responsible for:

- Providing complete management of the legacy systems, including multiple Web-based modules, and the electronic medical record
- Supporting daily automated FTP and month-end processes
- Correcting interface errors generate by end users and labs
- Providing 24/7 helpdesk support
- Setting up and managing user roles and access
- Training new end users
- Maintaining databases and servers
- Documenting and organizing department builds for the new systems
- Creating HL7 transactions and interfaces related to the transition

### **Results**

Support/service levels were exceeded, and the client's team was able to focus nearly 100% on the new initiative. According to the CIO, "Hayes not only maintained status quo, but assumed added functionality when we needed it. We have great confidence in Hayes' expertise and their team members work well with the IT professionals and our stakeholders."

### **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](http://www.HayesManagement.com) or call 617-559-0404.



**College of  
Medicine**

**System Migration  
Help Desk Support**