



HAYES

MANAGEMENT CONSULTING

Optimizing the business of healthcare

CASE STUDY

St. Tammany Parish Hospital

Hayes Legacy System Retirement Engagement Key to St. Tammany Parish Hospital's Migration to Epic



St. Tammany Parish Hospital (STPH) has been delivering life-improving procedures with the latest technology, highest quality, and the utmost care to Louisiana area patients and their families for over 60 years. From wellness and prevention to diagnosis, treatment, rehabilitation and recovery, the STPH system features world-class healthcare provided by accomplished specialists and highly personalized, caring staff. STPH partnered with Ochsner Health System (OHS) to increase local access, improve quality, and reduce the cost of healthcare for patients. The combined entities provide the most comprehensive, integrated health system in west St. Tammany Parish.

As part of their OHS strategic partnership, STPH needed to migrate from a number of different legacy technologies to OHS's instance of Epic. STPH decided they needed help to retire their existing systems as they made the switch to Epic.

The planned migration required that STPH retire 63 clinical and financial applications, and their associated utilities. Some of the systems and functionality were going to be immediately replaced by Epic while others were going to be phased out over time. Still others would be replaced by Epic functionality but contained no data and needed to be decommissioned at go-live.

Facing deadlines involving budgetary decisions and established go-live dates, STPH needed an accelerated system retirement program to be completed in four weeks.

“We needed to make sure that all our legacy systems were evaluated and all the issues addressed as we moved to retire them,” said Craig Doyle, STPH CIO. “We were on a tight schedule and there was a great deal to be done in a short amount of time.”

Based on past relationships, STPH chose Hayes to handle the legacy retirement program. “We knew Hayes had a broad range of skill sets and experience with a large number of systems,” said Doyle. “They not only bring the technical expertise, but also experience with revenue cycle and regulatory requirements. We were confident they could come in and quickly evaluate our systems and weave in our policies and processes to present us with a solid plan for the migration.”

Hayes develops comprehensive plan

The Hayes team moved rapidly to define the methodology and provide the tools necessary to execute the retirement program. Hayes consultants conducted interviews with key staff to develop the legacy retirement framework. Each system was evaluated for downstream applications affected by the retirement, the system requirements for archiving, the need for discrete data/reports for post application retirement, and how long that data would need to be accessible to business owners.

Based on this research, and aided by existing, documented STPH policies, procedures, applications lists, and interface matrices, Hayes developed a list of recommendations for the migration. In addition, Hayes included other issues involving data retention and accounts receivable rundown for STPH to consider.

“One of the strengths of the Hayes team is that they look at the big picture,” said Doyle. “They focused on the main legacy retirement requirement but also understood the need to integrate that plan into the entire operation, both pre and post migration.”

St. Tammany Parish Hospital

- Delivering care to Louisiana area patients for over 60 years
- Diagnosis, treatment, rehabilitation and recovery services
- Partners with Ochsner Health System (OHS) to provide the most comprehensive, integrated health system in west St. Tammany Parish

Challenge

- Transition to Epic solution
- Need to retire 63 applications and utilities
- Need to complete in four weeks

Solution

- Evaluated all systems for retirement implications
- Developed plan for migration and retirement
- Designed plan for data warehouse

Results

- Delivered comprehensive roadmap for systems retirement
 - Significant licensing cost saving due to system retirements
 - All go-live dates met
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Hayes advises on data warehouse build plan

Based on the discovery assessment, Hayes recommended that STPH construct a data warehouse as a repository for their combined data. Hayes identified critical data that should be included, developed the data warehouse requirements, and identified vendors that could provide the necessary data archiving tools. The data warehouse would allow STPH staff quick access to data across all available sources, add new data sources as needed without decreasing transaction time, and provide a central repository for future use.

Comprehensive plan provides a roadmap for STPH

Thanks to extensive cooperation and support from the entire STPH team, Hayes was able to complete the engagement in the compressed four-week time frame where it normally would take six to eight weeks. In the end, Hayes presented STPH with a high-level action item list with a detailed timeline.

About St. Tammany Parish Hospital

A full-service acute care facility committed to providing world-class healthcare and the latest technology, St. Tammany Parish Hospital delivers today's life-improving procedures with the utmost care to area residents with emphasis on wellness, preventive care and disease management close to home. STPH is a self-supporting not-for-profit community hospital; it receives no ad valorem tax funding. www.STPH.org

About Hayes Management Consulting

Hayes Management Consulting is a leading, national healthcare consulting firm that partners with healthcare organizations to streamline operations, improve revenue and enhance technology to drive success in an evolving healthcare landscape. To learn how Hayes Management Consulting can help you, call 617-559-0404 or contact us at requestconsultant@hayesmanagement.com.

"We were really impressed that Hayes was able to get this done very quickly. Hayes left us with a project plan that we could get started on with working groups right away. They gave us a solid road map to retire the systems and save us a lot of money in licensing fees. Hayes provided a great deal of value."

Craig Doyle
Chief Information Officer
