Texas Children's Hospital

Hayes Legacy Systems Support Ensures Smooth Epic Implementation for Texas Children's Hospital

Texas Children's Hospital, located in Houston, is a not-for-profit organization whose mission is to create a healthier future for children and women throughout their global community. Consistently ranked among the top children's hospitals in the nation, Texas Children's is committed to being a leader in patient care, education, and research.

Hospital management decided to replace the hospital's existing multiple clinical applications with a single solution from Epic. With internal IT resources reassigned to the Epic design and build team, Texas Children's needed skilled resources to manage the day-to-day operation of its legacy systems.

Existing hospital applications included GE Centricity EMR and Business, Mediserve, and more than 40 other clinical applications. The hospital needed a partner with the knowledge and experience to provide in-depth support for all of them. After evaluating a number of possible vendors, they selected Hayes Management Consulting because of its extensive background and expertise in multiple systems and applications.

"We knew that to ensure a successful Epic implementation, we had to focus our IT team 100 percent on the transition," said Melita Howell, manager at Texas Children's. "That meant bringing in a support team that could hit the ground running and support our legacy systems with little to no intervention from our team. We felt Hayes was capable of handling the task."

Multiple systems require individual application support plans
Because of the number of systems that needed support, Hayes tailored a custom approach to handle each one.

GE Centricity EMR: The GE Centricity EMR was used by approximately 85 specialty clinics. The plan was to replace it with EpicCare Ambulatory EMR within three years. Until that transition, Hayes provided top-level daily support, promoted the enhanced use of the EMR, and implemented the EMR in new clinics while Texas Children's analysts prepared EpicCare for future use.

GE Centricity Business: the hospital planned to replace these business applications with Epic Practice Management. Throughout the transition, Hayes provided interim application support for queries, technical support, report writing, and error handling. During this period, Hayes also developed a data retention conversion plan.

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

Other Clinical Applications: Hayes supported more than 40 other legacy clinical applications at Texas Children's, trouble-shooting issues, and resolving problems for end-users, IT hardware and technical staff, departmental leads, and vendors.

"It was tremendous that Hayes was able to support all our various systems," said Howell. "We thought we were going to have to retain multiple consultants to cover everything, but Hayes was able to handle them all."

Not only did Hayes provide the support the hospital needed, they did it in the most cost effective manner possible. They leveraged technology such as remote

Texas Children's Hospital
- Recognized for expertise and breakthroughs in pediatric and women's healthcare
- Consistently rated one of top children's hospitals in the nation
- Affiliated with Baylor College of Medicine

Challenge
- Transition from three major IT systems and 40 minor applications into a single Epic solution
- Needed to reassign IT staff to the implementation
- Required interim support of legacy systems

Solution
- Provided full support for all applications during transition
- Assisted with data retention project
- Minimized costs through on site support and use of remote technology

Results
- Allowed Texas Children's staff to focus exclusively on Epic implementation
- Ensured successful integration of new systems and wind down of legacy applications
- Maintained high level of support to prevent any service interruptions during transition

access, conference calls, and webinars to maintain communication and service levels while dramatically reducing travel expense.

Hayes assists with data retention project

To retire the GE Centricity Business application, Texas Children's wanted to archive the data with MediQuant, which provides access to a limited data set and produces reports. While continuing to provide legacy system support, Hayes also helped Texas Children's with the data extraction to preload the MediQuant application.

Texas Children's completes successful Epic implementation

Hayes' assistance enabled the hospital's internal resources to focus totally on the transition to Epic. Management did not have to concern itself with current IT operations as Hayes maintained consistently high support levels throughout the implementation. In addition, Hayes provided subject matter and technical/ project management expertise to help with the transition.

"We received a great deal more than we had hoped for from Hayes," said Howell. "It was really beneficial to have a team with their knowledge and experience to lean on during an extremely hectic period."

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.