



HAYES

MANAGEMENT CONSULTING

Optimizing the business of healthcare

CASE STUDY

UnityPoint Health Methodist | Proctor

UnityPoint Health Ensures Successful Epic Implementation with Legacy Support from Hayes



UnityPoint Health Methodist | Proctor is one of the nation's most integrated health systems with relationships with 280 physician clinics, 29 hospitals, and home care services throughout its eight regions in Illinois and Iowa. With almost 600 board-certified physicians and 24,000 employees, UnityPoint Health provides a wide range of healthcare services for its patients.

UnityPoint Health was replacing its McKesson EHR with Epic and needed to redeploy its support team to assist with the build and implementation. They needed help supporting the McKesson and non-McKesson portfolio of applications including help desk call resolution, implementation of regulatory changes, and processing system change requests during the Epic transition.

The team at UnityPoint realized the most cost effective and efficient way to ensure a successful Epic implementation would be to dedicate their knowledgeable support team to the project. That meant backfilling staff to address the ongoing needs of the existing systems during the implementation. After reviewing several potential vendors, they chose Hayes Management Consulting to handle the assignment.

“We didn’t want to deal with the stress of hiring, training, and then possibly laying off new support staff once Epic was up and running,” said Jasmine Holloway, Director of Care Coordination Center Magnet. “We were confident Hayes would be able to determine the resources needed and quickly put together a skilled team to take ownership of the support program. We were also happy they provided us with fixed fee pricing which gave us budget certainty.”

Hayes quickly takes control

The Hayes team immediately went to work gathering information about the systems needing support, current method of tracking support, skill level required, and ticket volumes.

They followed that with a two-week onsite knowledge transfer with the UnityPoint staff currently supporting the applications. Following that orientation, Hayes was self-sufficient, providing a working project manager to oversee the ticket queue, manage the staff, work the tickets, and act as the liaison between the help desk team and client. The project manager provided a weekly status report that reviewed mutually established service level metrics. They also conducted quarterly executive meetings with the project manager and executives from Hayes and UnityPoint to review performance and discuss any outstanding issues or concerns.

“We were impressed with the level of detail and commitment Hayes brought to the engagement,” said Holloway. “Once they took control, our support team never had to get involved. They were free to work on the Epic implementation exclusively which was a huge benefit for us.”

Hayes exceeds all performance metrics

Throughout the 44-week engagement, the Hayes team was able to exceed each of the predetermined performance metrics. For tickets identified as “critical,” the established requirement was to respond within 30 minutes and resolve within eight hours. The Hayes team responded within six minutes and resolved the issues with an hour and half.

UnityPoint Health Methodist | Proctor

- 600 board-certified physicians and 24,000 employees
- Relationships with 280 physician clinics, 29 hospitals, and home care services throughout Illinois and Iowa
- More than 30 clinics offering comprehensive services in family medicine, internal medicine, and pediatrics

Challenge

- Transitioning McKesson EHR to Epic
- Need to dedicate current support staff to Epic implementation
- Required partner to manage legacy system support during the transition

Solution

- Selected Hayes legacy support to manage McKesson and non-McKesson portfolio of applications
- Conducted extensive assessment of requirements for support engagement
- Assembled team of experienced professionals to handle all legacy support issues

Results

- Exceeded all performance metrics during 44-week engagement
 - Exceeded response and resolution metrics for “critical” and “standard” support tickets
 - Took complete ownership of support program enabling existing staff to help drive successful Epic implementation
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UnityPoint achieves effective Epic implementation

With Epic now in place, UnityPoint has been able to streamline its operation and workflow. This has increased clinician satisfaction and improved overall patient care.

Being able to focus existing staff on the Epic transition was key to UnityPoint's successful implementation. "The transition went as smoothly as possible," said Holloway. "Hayes played a huge part in making that happen."

About UnityPoint Health Methodist | Proctor

UnityPoint Health is one of the nation's most integrated health systems. Their physician-led team of professionals communicates clearly and effectively to address a patient's health care in the most appropriate setting: whether that is a clinic, a hospital, or at home. Through relationships with more than 280 physician clinics, 29 hospitals in metropolitan and rural communities and home care services throughout its eight regions, UnityPoint Health provides care throughout Iowa and Illinois.

UnityPoint Health entities employ more than 24,000 employees, working toward innovative advancements to deliver the Best Outcome for Every Patient Every Time. Each year, through more than four million patient visits, UnityPoint Health, UnityPoint Clinic and UnityPoint at Home provides a full range of coordinated care to patients and families. With annual revenues of \$2.7 billion, UnityPoint Health is the nation's 15th largest nonprofit health system and the fifth largest nondenominational health system in America. UnityPoint Health provides community benefit programs and services to improve the health of people in its communities.

About Hayes Management Consulting

Hayes Management Consulting is a leading, national healthcare consulting firm and software developer 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.

"For 'standard' severity tickets, the requirement was response within 30 minutes and resolved within one business day. The Hayes team responded in six minutes and resolved the issue within half an hour. The level of urgency with their response and resolution was really impressive. The Hayes performance ensured that we never had any issues with the legacy systems as we moved through the implementation."

*Jasmine Holloway
Director of Care Coordination
Center Magnet
UnityPoint Health*
