



HAYES

MANAGEMENT CONSULTING

Optimizing the business of healthcare

IT Transition Services

Expertise to ensure a seamless, cohesive system migration

The healthcare IT market continues to trend toward consolidation as a result of margin pressures and merger and acquisition activity. Big technology firms are spinning off their service businesses – including healthcare services – to focus on their core technology business.¹ The result is an unsettled market environment and the impact could likely cause you to face a system conversion sometime in the near future.

Change of any kind can be stressful, and that's particularly true when it comes to transitioning between clinical or practice management IT systems. If you're currently considering a system change, Hayes experts can help you implement a seamless transition. Our consultants are fluent in all major healthcare IT systems including Epic, Cerner, McKesson, GE Centricity, Allscripts and athenahealth. This technical expertise combined with real world healthcare experience allows us to provide you with a reliable roadmap to translate modules, workflows, and key performance indicators from one system to another.

The Hayes IT Transition Bridge

A structured plan developed from years of hands-on experience ensures a smooth system transition. Our consultants will work with your team to build a bridge based on these six foundational elements:

Strategy

- Define goals and success criteria
- Establish a change management program
- Set up project management
- Conduct requirements planning
- Assist with vendor selection
- Develop strategies for governance, data conversion, and system decommissioning

Pre-Planning

- Assess current KPIs
- Crosswalk KPIs and terminology to new system

Hayes brings both revenue cycle and clinical expertise from more than two decades of working with integrated delivery networks, academic medical centers and large physician practices. This experience, combined with deep technology platform knowledge of all major healthcare IT systems, ensures a cohesive implementation across the healthcare continuum.

¹ *Healthcare M&A: Are technology services firms consolidating fast enough?* by Paddy Padmanabhan, Healthcare Technology Trends, CIO from IDG, May 26, 2016

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- Evaluate need for integration with other systems (population health, ACOs, data repositories, HIEs)

Planning

- Recommend optimization areas to simplify transition
- Recommend optimization of feeder systems and interfaces
- Establish a project timeline and budget
- Evaluate staffing requirements
- Design a future state support structure

Implementation

- Develop legacy and feeder systems and interfaces
- Build system
- Perform testing cycles
- Develop and conduct end-user training
- Validate future state workflows
- Provide go-live support

Optimization

- Measure and compare KPI actuals to goals
- Validate success criteria and conduct gap analyses
- Review integration with vendor quality assurance program
- Develop an ongoing optimization plan

Legacy Support and Decommissioning

- Provide pre and post implementation support
- Develop a legacy A/R wind down strategy
- Establish a data transition plan
- Develop a data warehouse, archiving strategy, and solution
- Execute decommission plan for systems and interfaces

Hayes consultants have successfully conducted system transitions of all types and sizes. During an engagement, we adapt to your organizational culture to quickly “fit in” with your team, so we can anticipate and avoid issues before they derail your project. We understand the importance of knowledge transfer and ensure a successful transition so you reach your business goals.

About Hayes

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 can help you with your compliance needs, call 617-559-0404 or requestconsultant@hayesmanagement.com.