



HAYES

MANAGEMENT CONSULTING

Optimizing the business of healthcare



Legacy Support Services

Change has become an ongoing way of life for healthcare organizations. Recent research shows that hundreds of hospitals are replacing their IT systems each year. Taking on the challenge of a system change can be daunting, but meticulous planning and effective implementation can clear the path to success.

The Legacy Support Services program from Hayes Management Consulting is designed to help you successfully implement your new electronic health record (EHR) or Practice Management system. We provide hands-on experts who are fluent in multiple systems to take over the day-to-day management of your legacy system help desk, provide interim management for your new or legacy system and navigate the complex process of winding down your accounts receivable (A/R) when changing systems. We partner with you to ensure a successful transition by leveraging our proven methodology and more than two decades of experience working with integrated delivery networks, academic medical centers and large physician practices.

Managing your Legacy System Help Desk

One of the biggest challenges in a system transition is stretching your resources to cover the existing legacy system while trying to learn the new system. This often leads to end user frustration because the organization is trying to do two things at once with the same resources. The result? Support for end users diminishes on the legacy system coupled with an inability to fully absorb the new EHR or Practice Management System on time and within budget.

Hayes works with healthcare organizations to manage the legacy system help desk. By providing the resources needed – whether one person or a team of staff – we relieve your full-time staff of the legacy responsibility so they can confidently focus on learning and implementing your new system.

“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 at UnityPoint Health. “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.”

Key Features

- Scalable staffing plan providing support with fewer people than 1:1 ratio
- Continuous monitoring to seamlessly right size the team as volumes dictate
- Remote support as needed, decreasing the cost burden

Benefits

Seamless coverage of your legacy help desk drives end user confidence and satisfaction by providing ongoing responsive service and issue resolution. We consistently meet or exceed SLAs on your legacy system because we offer continuous communication and issue resolution on your legacy systems throughout the new system implementation.

Interim Management

As the demands of a new system implementation continue to grow, you are often faced with the need for additional management support. Recruiting, hiring and onboarding full time employees (FTEs) who are needed for only a short time can be costly and time-consuming.

Rather than hiring FTEs for the short term, you can take advantage of Hayes' decades-long interim management experience to temporarily fill vacant management positions.

Our consultants are experts in nearly every major healthcare IT system and can seamlessly cross walk between systems including:

- Epic
- McKesson
- Cerner
- GE Centricity
- Allscripts
- athenahealth
- Meditech
- Soarian
- Quadrimed
- Misys

Key Features

- Multilingual fluency between all major systems
- Relieves time and effort of hiring temporary FTEs
- Ability to walk straight onto the team with minimal ramp-up time
- Decades of hands-on experience

Benefits

Our extensive expertise enables us to provide the right resource on either side of the transition – legacy or new system. We can provide pre and post implementation support



A/R Work Down Strategy

System transitions involve many moving parts but one of the most crucial is the task of managing accounts receivables in the legacy system. A/R provides the lifeblood of an organization – its revenue – and must be handled carefully to ensure critical cash flow is not interrupted.

It is critical to have strategy to wind down your A/R before bringing up your new system to avoid having to manage receivables in two disparate systems. Trying to handle this crucial piece of the transition puzzle alone can be challenging.

Internal versus Outsourced Wind Down

The technical requirements and modifications needed to manage A/R in two systems are complex. Hayes can help with the “technical wiring” such as monitoring and reconciling charge interfaces following go-live.

Our outsourcing A/R wind down strategy process includes:

- Conducting needs identification and scoping
- Developing the RFP process
- Performing outsource vendor evaluation
- Evaluating other third party vendors (eligibility, self-pay, collection agencies) that may be required for A/R wind down activities
- Assisting in vendor selection and contracting
- Developing workflow and policies
- Evaluating technology needs
- Conducting project oversight and management
- Performing ongoing ROI analysis
- Completing an A/R collectability analysis to target accounts that can be managed internally to maximize reimbursement and accounts that are more challenging to outsource
- Establishing reports and controls
- Monitoring performance to agreed benchmarks for vendor

Archiving and Storage

Whether you are handling the A/R wind down in house or through a third-party vendor, you need to establish a plan for archiving and storage of legacy A/R and records after

the wind down efforts are complete. Hayes will work with you to develop an archiving solution and solicit RFPs to manage the process. We will also help develop policies for retrieval of archived patient account information.

Key Features

- Evaluating viability of continuing to handle A/R management and wind down internally
- Conducting ROI, collectability and cost-to-collect analysis on legacy A/R to determine if internal wind down is the most viable and cost effective methodology
- Developing workflows and policy modifications
- Evaluating technology needs
- Establishing budget (facilities, staffing, hardware, training)
- Developing timeline, milestones and quality benchmarks
- Providing interim management of business office during transition (if necessary)
- Monitoring performance during transition

Benefits

Our experts will work with your finance team to ensure the critical receivables function is operating unabated during the transition. We help you plan and implement an internal wind down strategy and/or outsourcing program for managing your receivables. In either scenario, we work with you to ensure a smooth transition.

Benefits of Hayes Legacy Support Services



Deep systems knowledge

Our resources have decades of hands on experience and expertise on your legacy systems which enables us to quickly evaluate, understand and resolve end user issues.



Collaborative knowledge transfer

Our comprehensive approach allows us to quickly come up to speed on your processes and procedures and enables rapid assumption of help desk ownership.



Effective communication process

We make sure everyone in the organization is kept up-to-date on every project. We have a formal escalation process for issues that arise and provide ongoing updates on achieved service levels through weekly status reports, monthly reviews and quarterly executive performance briefings.



Proven approach and methodology

We continually refine our processes through frontline experience we've culled over three decades. Our methodology has proven to be effective in successful engagements with prominent organizations across the country.



Proactively right size the team

We monitor workload on an ongoing basis and only deploy those resources necessary to achieve the project goals. This ensures that you have the most cost effective solution possible.

Hayes Management Consulting

Hayes Management Consulting is a leading, national healthcare technology enabled solutions firm that partners with healthcare organizations to improve revenue, mitigate risk and reduce operating costs to drive success in an evolving healthcare landscape.

To learn how Hayes Management Consulting can help your organization, call 617-559-0404 or email info@hayesmanagement.com.

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