Baptist Health - Louisville, KY

Challenged to Keep 70+ Applications Stable during Move to Epic

Since 2001, ROI Healthcare Solutions has fostered a dynamic and collaborative partnership with Baptist Health, supplying project management and technical services in support of various implementation and upgrade projects, representing EHR, Ambulatory, Time & Attendance, Rev Cycle, Supply Chain, Document Management and departmental applications. At the same time, ROI provided interim leadership for the IT team at manager and director levels.

When ROI began working with Baptist, we focused on providing quality project management for many of their complex projects. ROI's team soon became interwoven with the fabric of the Baptist application and technical support teams. In this capacity, we were able to leverage our experience around Baptist processes, technologies and project management to drive project success. Senior leadership at ROI vetted every resource along the way, to ensure technical, personality, and cultural alignment with the Baptist team.

When Baptist Health made the decision to migrate from both McKesson Horizon and Paragon solutions to Epic, their primary focus shifted to the implementation of the new solution and training current resources to support future technology. In addition to the Epic migration project, the healthcare system also embarked on new implementations for HR, supply chain and document management.

Baptist's executive leadership soon realized the business impact of their application team transitioning to Epic support, leaving the support of their legacy applications vulnerable.

ROI, a trusted IT services partner, proposed a parallel application support model to assume day to day management of their legacy clinical, ambulatory, and revenue cycle systems. Over the course of 24 months, this legacy support operation would ensure the stability, uptime, and quality support of existing systems. ROI's team and comprehensive legacy support approach was soon embraced with a team of 30+ resources to replace the application support analysts preparing for Epic support.

BAPTIST HEALTH

"ROI has worked with us for many years providing consulting services on a variety of projects. Their staff is experienced, high quality, and provides high value for both consulting and staff augmentation. ROI has been very valuable and played a key role in meeting our IT goals and helping us be successful."

Executive Director
IT Operations & Strategy

Why ROI?

More Time to Focus on New EMR

Deep Expertise in Healthcare IT

High Quality Application Support

Strong Communication

*Time-Tested Methodology
(from Planning to Decommissioning)*

Parallel Success:
Legacy & Modern Systems

In the new legacy support model, ROI managed over 70 applications, facilitating support, integration, on-call management and upgrades, for technologies including Allscripts, Horizon Clinicals, and Paragon. In addition to managing and supporting legacy systems during the Epic implementation, ROI led and contributed to many special projects, such as: ICD-10, Meaningful Use Attestation for five hospitals and over 200 physician practices, 3rd party application integration with Epic, and assisting with the implementation of OnBase. In order to facilitate a seamless cutover from the legacy and surviving systems, ROI played a major role in functional & integrated testing and activation planning with the Epic implementation team.

As an integral part of the overall support plan, ROI provided subject matter, technical and project management expertise while maintaining and exceeding service support levels. ROI worked with Baptist to reduce support costs and resource efforts as legacy systems were replaced.

Key Results

- **High quality support and stability of over 70 legacy applications**
- **No adverse change to system uptime; reliable maintenance support**
- **Increased process & system efficiencies and higher utilization**
- **Low resource turnover; positive morale**
- **Add-on services (e.g., Epic resources)**

About Baptist Health

Founded in 1924, Baptist Health has been bringing advanced medical technology, modern facilities, and many of the region's most prominent physicians and medical professionals to communities for nearly a century. Headquartered in Louisville, KY, the Baptist Health family of hospitals, care centers, physician offices and health facilities has experienced tremendous growth in recent years. Counting all nine hospitals, Baptist Health has nearly 2,700 licensed beds. *www.baptisthealth.com*

About ROI Healthcare Solutions

ROI Healthcare Solutions is a national, privately-held healthcare IT consulting firm that provides advisory & optimization, implementation, staffing, and support services to our clients, to help them drive clinical, financial and operational success. ROI is unique to competitors in the market, as we are a niche firm with deep technology and operational expertise in the healthcare industry. Our team members are specialized and doing what they are great at. Our best practice methodologies guide our activities and our customers are referenceable to validate our partnership style. *www.roihs.com*

ROI's Legacy Support

ROI's is experienced in providing maintenance and support of legacy applications with high productivity, quality and client satisfaction. ROI's methodology incorporates planning, program management, the selection of a qualified staff, detailed knowledge transfer and transition, a structured and well-defined application management plan, and metrics to measure performance, increase productivity, and add value.

The transition from legacy applications to the new technology must be seamless and uninterrupted. When clients partner with ROI, we become more than just a consulting partner. We act as an extension of your existing team, taking care of the old while you transition to the new.

Let us know how we can engage to add value in your legacy as well as your newer, state-of-the-art systems initiatives.

"After a very thorough planning, staffing and transition process, ROI supplied key support and management resources within a very limited timeframe, enabling focus on their strategic initiatives with Epic."

Scott Hein, Senior Partner
Co-Managed Delivery at Client
ROI Healthcare Solutions

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