TELEHEALTH DEPLOYMENT

ROI HealthcareSolutions

Southeast Hospital System serves 4 million patients annually with
21,000 employees and over 3,000 physicians

🔍 Client's Challenge

During the COVID-19 pandemic of 2020, there was an increased patient demand for remote doctor visits. Without a system-wide telehealth platform in place, this organization swiftly researched, assessed, and selected a secure platform with a strong reputation AND the ability to deploy within a matter of days across all 174 facilities and 1500 users. In need of a strong leader to drive this project to completion, ROI Healthcare Solutions was chosen based on a 3.5 year partnership in delivering several initiatives, including: Legacy Application Support; Application Management Services; IT Management; and Cerner implementation leadership and support for pharmacy, clinical orders, radiology, scheduling, and go-live command center.

🎯 ROI's Solution

ROI Healthcare Solutions was engaged to lead, collaborate, and rollout the selected telehealth solution within a week's time for 1,500+ physicians and scheduling assistants. During this telehealth deployment project, ROI:

- Developed a project plan within 24 hours of a telehealth system selection

- Worked directly with a client team of leaders, analysts, and support staff

- Collaborated with the telehealth vendor daily regarding training, build, user administration, and support

- Ensured training was scheduled and delivered remotely by the telehealth vendor 100 participants per session

- Rolled out telehealth platform within a 3-day pilot and 8 waves per day for 7 days, with a total 10-day deployment cycle

- Created a plan to integrate telehealth into the help desk support model

- Mitigated risks and resolved issues daily through tracking, communication, and consistent follow-through

- Continuously communicated progress against goals to executive and operational stakeholders in areas of user activity, technical performance, training, and key goal accomplishments

- Created and maintained documentation that summarized system strengths and ways to work around system limitations (e.g., automated user admin, browser and device pre-requisites)

- Worked with telehealth vendor to review and resolve support tickets

📈 Project Outcomes

- Stakeholder satisfaction across executive and operational teams

- Successful multi-wave telehealth deployment across 174 locations in 10 days

- Over 1,000 remote visits per day were logged by the first month of deployment

- Within the first week of full deployment, over 1,500 users logged into the system

- Consistent communication and collaboration with highly involved telehealth vendor