Case Study: Business Process Consulting, HHC Epic Compatibility Assessment

CHALLENGE

Health and Hospital Corporation of Marion County, Indiana (HHC) was operating an outdated Electronic Health Record (EHR) system on behalf of the Marion County Public Health Department (MCPHD). This system could no longer support the increased number of services the Department provided to the community, meaning information and data could not be tracked in the existing EHR system. As a result, HHC had developed manual business practices to work around the system's lack of functionality.

Eskenazi Health, a partner organization under the HHC umbrella, was using an Epic EHR system. HHC wanted to determine if the Epic system could be leveraged to support the MCPHD's needs, with a higher degree of business process functionality while reducing implementation costs.

PROBLEM

- HHC Corporate Information Systems (CIS) staff were fully occupied maintaining day-to-day systems and operations; they didn't have the bandwidth to work on an additional project to document the business needs of their end users

- Due to the unique needs of the organization, no EHR system on the marketplace could meet all of the needs of the MCPHD

- The organization lacked a complete inventory and understanding of their end-to-end business processes, which resulted in a lack of knowledge on what system functionality would be required to support the operations of the MCPHD

- The existing system utilized by MCPHD was able to meet some of their needs, but not all. Several manual workaround processes were in place to mitigate the shortcomings of the existing system

- Eskenazi Health, a partner organization of the MCPHD leveraged Epic EHR, which could potentially be shared with MCPHD and managed by HHC CIS. However, the organizations required an experienced consulting firm to review the system requirements against Epic EHR functionality

SOLUTION

netlogx leveraged extensive business process consulting expertise to help HHC determine whether Eskenazi's existing Epic EHR system would meet the needs of MCPHD. As a company focused on fostering long-term successful partnerships, netlogx has more than a decade of experience in supporting HHC initiatives, including Eskenazi's initial implementation of the Epic EHR system.

SOLUTION (Continued)

The netlogx team:

- Reviewed existing documentation of MCPHD's policies and procedures to gain a baseline understanding of their business processes

- Identified stakeholders and Subject Matter Experts (SMEs) to participate in business process discovery sessions and provide information throughout the project

- Used Visio to draft initial business process maps, based on information from the documentation review

- Conducted more than 30 business process discovery sessions, where the netlogx team incorporated participants' feedback into draft process maps in "real-time," resulting in more than 100 fully documented business process maps

- Identified more than 1,000 system requirements cross-walked to the business process maps

- Reviewed system requirements against Epic EHR functionality and presented final analysis to HHC Executives

RESULTS

netlogx determined that the Epic EHR system functionality aligned with more than 95% of MCPHD's requirements, making it feasible to extend the existing Epic solution from Eskenazi to MCPHD. As part of our final report, netlogx recommended the internal project management team that oversaw the initial Epic EHR implementation also manage the system expansion. By using an internal project management team, HHC could reduce costs and reap the benefit of existing institutional knowledge.

ADVANTAGES

- netlogx' decades of business process consulting experience enabled us to quickly create draft process maps, which resulted in more efficient and productive use of stakeholders' and SME's time during discovery sessions

- netlogx' extensive knowledge of HHC's IT systems, policies, and procedures and our prior support of the initial Epic EHR implementation enabled our team to begin work without extensive ramp-up time

- netlogx' understanding of the Epic EHR system's functionality enabled our team to conduct a thorough assessment of the feasibility of using the Epic system