

## CASE STUDY



MOUNT AUBURN HOSPITAL

# NHA's Tier 2 Legacy Support Eases Mount Auburn Hospital's Transition to Epic

*Right from the start, NHA was well prepared, sensitive to the needs of our user base and created a seamless transition that allowed our staff to fully focus on the Epic implementation."*

- Robert Todd, Former IT Director

CareGroup, the parent company of Cambridge, Massachusetts-based Mount Auburn Hospital, made the strategic decision to migrate the hospital's electronic health record (EHR) from MEDITECH's MAGIC 5.6 platform to Epic. A long-time NHA client, Mount Auburn's IT leadership turned to NHA for legacy application support for the duration of the implementation in order to allow the hospital's IT/application staff to focus solely on the Epic implementation.

*NHA displayed value, integrity and quality. I highly recommend them to any organization going through a similar migration from MEDITECH."*

- Robert Todd, Former IT Director

## Service Level Agreements

Prior to the engagement kickoff, Mount Auburn Hospital and NHA established service level agreements for support needs to ensure that all issues would receive appropriate attention and escalation, defining specific application needs for:

- Hours of support
- Standard operating procedures
- On-site presence versus remote support
- Break/fix support
- Escalation policies
- Prioritized issue resolution commitments
- Routine dictionary maintenance
- Upgrade management
- Tools, technology and equipment
- Project phases and timeframes

## How NHA Helped

NHA's experienced MEDITECH specialists covered the 24x7x365 legacy support requirements through a combination of remote and on-site staffing. Replacing Mount Auburn Hospital's team of full-time analysts and managers with a smaller, lean group of qualified consultants,



NHA's team took charge of the core clinical and advanced clinical applications, revenue cycle and general financial applications, as well as interfaces, User Provisioning, Community Wide Scheduling, Medical Records, Abstracting (HIM

and ABS) and Pharmacy. The team held responsibility for all aspects of MEDITECH HCIS applications management and MEDITECH issues related to third-party applications and interfaces. Throughout the engagement NHA:

- Served as primary contact during normal business hours for user support for all MEDITECH and related applications, including identification, tracking and resolution of all user issues and routine support needs as well as other projects, required or approved system enhancements, and modifications
- Managed user provisioning and trained new users
- Served as primary representative with MEDITECH for operational support needs, logging of tasks into MEDITECH and working with MEDITECH for resolution

Mount Auburn Hospital's backfill needs didn't end with legacy support. MEDITECH expertise needs arose for special projects, and according to former IT director Robert Todd, "NHA delivered the expertise and support we required."

## About Navin, Haffty & Associates



Since our inception in 2001, NHA's sole focus has been providing solutions that maximize the value of your MEDITECH EHR. Our exclusive focus has allowed us to provide clients with greater insight and understanding of MEDITECH's capabilities and the expertise to better deliver innovative tools, solutions, and strategies that improve your operational performance and enhance patient care quality. By leveraging the combined expertise of our consulting team, NHA stands second to none and is uniquely positioned to meet the needs of any organization utilizing the MEDITECH EHR. Our proven track record of success has led to Best in KLAS awards for Technical Services, HIT Enterprise Implementation Leadership, Planning and Assessment and Clinical Implementation Supportive, and KLAS Category Leader for Staff Augmentation.