Maximizing the Value of Your MEDITECH EHR

Navin, Haffty & Associates

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Our Company

Navin, Haffty & Associates

Why is NHA the largest and most respected MEDITECH consulting firm in North America? We practice what we know: providing solutions that maximize the value of your MEDITECH EHR.

By focusing exclusively on MEDITECH since our founding in 2001, we have developed superior insight and understanding of MEDITECH’s capabilities — allowing our experts to create the innovative tools, solutions and strategies that improve operational performance and enhance patient care quality.

Our services have resulted in multiple “Best in KLAS” awards and recognitions, unparalleled client satisfaction and the distinction of serving the healthcare community as the nation’s leading MEDITECH implementation and advisory consulting services company.

MEDITECH and NHA

NHA’s strong collaborative relationship with MEDITECH adds tremendous value for our clients. Our direct give-and-take communication enables the most comprehensive understanding of MEDITECH’s capabilities.

A healthcare organization director recently stated, “The people that NHA provides have a deep understanding of how MEDITECH products function and how to best utilize and optimize them in our environment. NHA is also able to leverage their relationship with MEDITECH to make sure we are heard and have issues resolved in a positive way. We won’t use anyone else for our MEDITECH work.”
“The collaboration and teamwork being demonstrated between our hospital, MEDITECH and NHA is truly outstanding. We are seeing the results of these teams working closely together over the past several months. There is trust, respect and a unified goal of success. This is quite impressive to witness.”

- CEO

Our Staff

With resources averaging:

- 25 years of healthcare experience
- 18 years of information systems experience
- 14 years of MEDITECH experience
- 6 years of consulting experience

With the largest team of MEDITECH project managers, application specialists and technical resources, NHA offers the most talented MEDITECH consulting team available today. Our staff includes former healthcare CIOs and business directors, as well as physicians, nurses, medical technologists, pharmacists and certified project managers.

Our centralized knowledge databases leverage the collective expertise of our entire consulting team. Our talent management team reviews your needs and recommends the most qualified consultants to fulfill your specific goals.

Ongoing consultant training ensures that each NHA resource is uniquely positioned to meet the needs of your engagement.

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Migrating to MEDITECH 6.x?

Working alongside MEDITECH executives, NHA co-developed MEDITECH’s READY implementation methodology and was the first consulting firm to be READY certified by MEDITECH.

Our clients are realizing remarkable results with READY, with outstanding physician adoption of CPOE and PDoc. NHA’s experienced consultants fine tune the READY methodology for your specific migration needs.

Program and Project Management

Professional project management drives your MEDITECH 6.x initiative beyond on-time and on-budget parameters.

Working closely with MEDITECH HCIS coordinators, NHA’s dedicated, on-site project managers navigate your project’s lifecycle. Our Comprehensive Project Approach and Systems Solutions (COMPASS) project management methodology utilizes years of project management experience and industry standard methodologies.

We customize COMPASS to support MEDITECH 6.x and provide the tools, best practices and repeatable processes that streamline 6.x planning and execution. Viewing our engagements as collaborations, all project stakeholders gain real-time access to every aspect of the project via NHA’s cloud-based project management tool.

“Port Huron Hospital engaged Navin, Haffty & Associates to bring 6.x expertise to our MEDITECH READY implementation. I have been impressed with the caliber of their consultants and project leadership. Their experience with MEDITECH 6.x combined with their operational knowledge has been instrumental to the success of the READY project.”

- Mark Richard, former CIO, Port Huron Hospital
“Navin, Haffty & Associates was very responsive and they were smart people that knew their business. They knew the system, the processes and how to work with people. They also knew how to get things done in their organization. I have not always seen that with other consultants.”
- CIO

6.x Preparedness Assessment and Pre-Implementation Planning

There is a reason NHA has completed more successful 6.x READY implementations than any other firm. It begins with preparation. We identify opportunities to best prepare our clients to meet the challenges of such a significant organizational initiative.

We begin by defining technical, clinical and cultural readiness. Our assessment becomes the road map for successful project completion. NHA works with your team to determine a realistic project budget to ensure that your plan incorporates sufficient funding to successfully deploy 6.x. For those organizations on the fence about migrating to 6.x, your NHA assessment provides an understanding of the potential benefits as well as the level of investment required to achieve maximum value.

Hospitals willing to invest in preparation prior to software implementations achieve better results — with lower risks and costs. Advanced planning reduces costs and effort and, more importantly, increases emphasis on improving workflows and processes. This enables key departments to use the implementation to initiate transformational change. We assess:

- Governance
  - Project support capabilities
    - Budget and scope
    - Resource planning
      - Project portfolio alignment
        - Medical staff involvement
          - Key clinical and operational workflows
          - Overall organizational readiness

Maximizing the Value of Your MEDITECH EHR
6.x READY Implementation Support

Working with your organization and MEDITECH, we determine the level of assistance appropriate for your initiative. Typically we provide a project manager, application specialists and physician trainers. The additional assistance of testing and training coordinators, interface support, report writing specialists and back-fill or Go-LIVE support is based on project need and budget. You can be sure that NHA is there for you throughout all implementation phases.

Key READY Implementation Phases

**Design** — Defining your future state and gaining organizational buy-in can present difficulties. That is why NHA works side by side with you and MEDITECH to document current state processes and develop a road map to drive the change toward MEDITECH best practices.

Our team provides a detailed understanding of MEDITECH products, as well as clinical and financial operations, resulting in improvements adaptable to your organization. We work with your executive team on change management and communication plans that facilitate buy-in and adoption.

**Build** — Our team’s expertise with the MEDITECH 6.x platform and applications expedites optimal system build for your requirements. We advise on best practices and work elbow to elbow with your team to ensure knowledge transfer. Our efforts include:

* **Testing** — with application and workflow-specific plans and tools that heighten the effectiveness of your testing efforts.

* **Training** — knowing that training is key to adoption and a smooth transition, NHA provides a proprietary set of training tools, including computer-based training and model training materials. We bring experienced clinical trainers, including physicians, to educate your staff and execute training.

**Optimization** — NHA is right there with you throughout Go-LIVE and stabilization, providing 24x7 at-the-elbow coverage to physicians, supporting key user departments and deploying our tools to support efficient Go-LIVE command center operations. Your personnel acquire the knowledge needed to continue to derive value from the MEDITECH EHR.

“Navin, Haffty and Associates has been a solid consulting partner with Meadville Medical Center and MEDITECH to help implement MEDITECH 6.1.

Their experience as the first READY-certified consultancy, fast response to our evolving staffing needs and their ability to refine and adjust the READY process to a two-hospital collaboration has been critical to the success of our project.”

- Michael Martz, CIO, Meadville Medical Center
Ambulatory Implementation

Collaborating with MEDITECH in developing tools and best practices for Ambulatory, NHA has assisted several early adopters of MEDITECH’s new Ambulatory product.

- First Ambulatory implementation
- Largest single-hospital implementation (900+ physicians)
- Largest multi-facility implementation (900+ physicians)

Our proven experience in enhancing the use of the ambulatory patient record, creating efficient physician-focused ambulatory ordering and documentation, using best practices and optimizing scheduling and physician billing and receivables includes:

- Organizational preparedness assessments
- Implementation strategy and planning
- Project management and implementation assistance
- Clinical and revenue cycle process optimization
- Ambulatory Meaningful Use planning and implementation

Physician Adoption Support

Physician adoption is critical to your new system’s success. NHA provides experienced resources to train physicians and other clinical staff members on the use of CPOE and PDoc. Our expert physician trainers develop your team’s internal capabilities in preparation for a successful Go-LIVE and future system maintenance. It is worth noting that our set of proprietary training tools includes computer-based and model training materials specific to 6.x for physicians. Our experienced clinical trainers include physicians who help your staff plan and execute training.
Go-LIVE Support

Many well run implementations still struggle when it comes to Go-LIVE. Inadequate resources can transform a smooth transition into chaos. NHA’s experienced and trained staff guide your users through new screens and processes. A proud recipient of the 2014 KLAS Category Leader award for Staff Augmentation, we offer the depth of resources to support all of your MEDITECH applications.

Post-LIVE Optimization

NHA further helps ensure your success by remaining engaged on system implementations post-Go-LIVE. We confirm adoption by clinical and support staff, utilization of best practices and knowledge transfer, conducting ongoing post-LIVE rounds to ensure sustainability of your physicians’ use of CPOE and PDoc.

Application Tier 2 Support

There are many reasons why an organization may choose to obtain expert assistance with application support, including upgrades and migrations, absence of key personnel, difficulty in finding qualified candidates, or temporary fluctuations in workload. NHA is ready to assist your organization with comprehensive application support for your MEDITECH applications and related third-party products.

NHA provides Tier 2 level support 24 x 7 x 365 (in accordance with defined service level agreements), ensuring all issues receive appropriate attention and escalation. Our expert consulting resources perform:

- Routine maintenance
- User provisioning
- Dictionary maintenance
- Application/table updates
- Reporting
- Application support, including break/fix issues
- Implementation of required fixes (DTS changes)
- Interface support
- Application training
- Priority pack updates

“Navin, Haffty & Associates is the only vendor I would go to in the MEDITECH space. I think they are that strong. Their skills are great. I like their approach and I like that they understand what I want to use consultants for and they respect that. I don’t want an engagement to be quoted for half of a million dollars when I want someone to come in and help me for two months. Navin, Haffty & Associates understands and respects that and they scope projects correctly.”

- CIO
Strategic Services

How do your peers at other MEDITECH hospitals address issues when building their own IT strategic plans and setting long-term strategic objectives?

Hospital executives benefit greatly from seeking help with understanding how best to invest their IT resources and limited capital in support of overall business goals and enhancement of patient care.

NHA’s strategic planning services offer the accrued lessons learned from aligning IT plans with specific business strategies, best positioning your healthcare organization for enterprise-wide achievement.

IT Strategic Planning

NHA has a proven understanding of the strategic issues impacting MEDITECH hospitals and health systems.

Our team provides insight and context to assist hospital executives and CIOs with their short and long-term IT strategic planning efforts. As winner of the 2014 Best in KLAS award for Planning and Assessment, we know our efforts as the thought leader in the MEDITECH community are recognized by your peers.

NHA’s strategic planning team includes a number of former CIOs from successful MEDITECH hospitals, who are adept at helping you align your plans with organizational goals using practical and achievable methods.
Meaningful Use Assessment and Planning

**NHA gets you where you need to be.**

Attesting for each stage of Meaningful Use requires significant changes to physician and provider workflows. You must capture the specific data required to meet Meaningful Use criteria and related clinical quality measures.

**KLAS recognized NHA for leading more clients to achieve readiness and successful attestation for Stage 1 than any other consulting firm in the MEDITECH community.** Our strong Meaningful Use team, focused solely on these initiatives, continues to stay on top of regulatory requirements and communicates regularly with MEDITECH.

By reviewing your Meaningful Use IT road map, along with key physician and nursing workflows to assess your organizational readiness for achieving Meaningful Use, NHA provides necessary, practical recommendations. We help address all issues and optimize the use of your MEDITECH system to support Meaningful Use requirements. We assist with attestation reporting and audit preparation, including mock audit walk throughs.

Clinical IT Strategy

**Physician and nursing satisfaction, quality patient care and hospital profitability are all dependent upon your clinical IT and EMR strategy.** NHA leads MEDITECH clients in building and updating clinical IT strategies. By helping you understand and take advantage of current and upcoming features in MEDITECH’s advanced clinical systems, we optimize integration and interoperability for greater efficiencies.

Total Cost of Ownership Analysis

Strategic decisions on the choice of core HCIS vendors have a significant impact on financial success. NHA assists in evaluating proposals from competing vendors and provides insights to the true costs of implementation and ownership of a system over its lifecycle.

“Since our inception, Navin, Haffty & Associates has followed a vision and set of values that we believe has helped to distinguish us from other consultancies. As a privately held company, Navin, Haffty & Associates is not influenced by external demands that conflict with our clients' goals and objectives.

Our privileged collaboration with MEDITECH fosters a positive relationship that naturally and directly impacts our clients' success.”

- John Haffty, President and CEO, Navin, Haffty & Associates
IT Governance

Effective governance differentiates those organizations that have successful IT strategies with strong IT capabilities from those that do not. Proper alignment of projects and resources with institutional goals and priorities is critical to making best use of limited resources, while meeting an ever-growing demand. Effective governance facilitates an organizational culture that views IT as serving the needs of the greater good of the organization, rather than acting as a barrier.

NHA’s 2014 Best in KLAS award for Planning & Assessment testifies to our track record of aligning IT investments with business goals. We follow an objective process for strategic prioritization based on balancing project benefits, costs and risk. With tools and methodologies developed specifically for organizations that utilize the MEDITECH EHR, NHA optimizes your IT governance processes and steers your healthcare organization toward long-term success.

IT Organizational Benchmarking and Staffing Analysis

When hospitals and health systems bring in outside consultancies to conduct staffing benchmarks, the goal is often to identify opportunities to reduce staffing, including IT staffing. NHA believes this is a flawed concept.

IT staffing and costs are rarely centralized and benchmark studies rarely adjust for the complexities of individual IT environments or the requirements of organizational IT strategy. NHA has the necessary understanding of MEDITECH hospitals’ IT requirements to fine tune standard benchmarks and align staffing levels to performance expectations. We provide full comprehension of the organizational impact any IT staff changes will have on overall organizational goals.
Analytics, Data and Reporting

The need to view and analyze the vast array of clinical, financial and operational data has rapidly risen to the top of executive agendas. NHA’s experts understand business intelligence at the strategic level and know how to get the most out of your data repository.

Business Intelligence Strategy

A sound business intelligence strategy begins with a cohesive view of the data requirements of all key stakeholders across the healthcare enterprise. Your business needs extend to all data sources and NHA works with multiple vendor products to create a single source of truth for data reporting needs. With your collaboration, we develop and gain buy-in for your organizational-level view of data needs. We assist with building a detailed, practical plan to update departmental processes and technologies that capture, process and transform your data into actionable intelligence.

Data Extraction and Transformation

The evolution of today’s healthcare organizations through the acquisition and divestiture of hospitals, ambulatory practices and other entities often requires extraction and migration of legacy data to a core EHR database. Retaining access to legacy system data is both an operational and a regulatory requirement. NHA assists facilities in extracting and identifying cost-effective storage options as well as transforming data into or out of MEDITECH from a wide variety of EHRs.

Interface Testing and Validation

Interfaces are critical to the complex world of healthcare IT. NHA effectively tests and validates interfaces among third-party systems and MEDITECH as well as among laboratory and other clinical instruments and applicable MEDITECH applications.

“Boulder Community Health originally engaged Navin, Haffty & Associates for interim analysts to provide support to our 6.0 environment. I have been so impressed with the consultants that we have since engaged them for several additional projects, including assessments and application support. NHA has become a true partner of Boulder Community Health.”

- Linda Minghella, CIO, Boulder Community Health
Report Writing

Highly rated by KLAS, NHA’s large team of report writing experts is well positioned to respond to the increased demand for reporting. We offer experience with MEDITECH Data Repository, 6.x Report Designer and NPR. We design, develop, validate and document reports based on your specifications, for a wide range of constituencies. NHA provides responsive reporting services for improved decision support and ease of data access.

Scripting

Scripting tools provide the ability to move data among systems faster and with less complexity. NHA’s reporting specialists have proven experience with the wide variety of scripting tools common to the MEDITECH community.

Interim CIO and CIO Support

MEDITECH facilities have confidence in NHA’s experienced IT leadership resources and our ability to guide clients through IT leadership turnover and gaps. We offer:

CIO Coaching and Support — We offer insights on strategy, help overcome cultural challenges and provide leadership in support for this increasingly complex role.

Interim CIOs — By providing short-term coverage, NHA helps ensure that your IT strategy remains on track. Our interim CIO supports your IT operations, assists with the selection of your permanent CIO and helps implement changes to position your new CIO for success.

Contract CIOs — We contract for multi-year commitments for organizations that struggle to recruit and retain the necessary IT leadership talent or where an employee model is not desirable.

NHA provides structure, tools and templates for IT management processes, long-term planning and budgeting, best practices for IT management and practical insights on how your peers at other MEDITECH hospitals are managing key issues. We facilitate optimizing IT spending through efficient system procurement, optimize the organization and number of IT resources and guide facilities to reduce risk and avoid costly missteps.
Interim Staffing

When an unplanned vacancy creates the need for a strong MEDITECH application specialist, NHA provides immediate coverage, readily assigning a qualified consultant to step in. Whether your requirements call for on-site or off-site personnel, our interim staffing solutions include a knowledge transfer process that ensures a smooth transition back to permanent staffing.

Transformation and Optimization

IT is often expected to lead organizations through rapidly changing and increasingly complex healthcare environments or, at a minimum, facilitate the use of technology in achieving evolving goals. NHA works with MEDITECH to create best practices for maximizing the capabilities of the MEDITECH system. By combining operational experience with a proven understanding of MEDITECH’s software, we derive value from your current investment.

Clinical Transformation

Successful clinical transformation is not a technology-led initiative. NHA assists hospitals in planning and executing successful transformations through linking project goals to organizational strategy, embedding best practices into future state processes and use of technology, and effectively managing the change process to engage clinical and support staff in the optimization of clinical operations.

Our projects result in high physician adoption of CPOE and PDoc, improved capture of quality measures for external reporting, increased efficiency for nurses using the MEDITECH documentation tools in PCS and NUR and successful implementation of medication reconciliation processes.

“Navin, Haffty & Associates has the broadest and deepest offering for MEDITECH needs, with more than six verified engagements across all implementation categories and advisory services in this report. NHA has one of the longest histories of providing MEDITECH services, which has made them the go-to firm for many repeat clients. NHA was the first firm to receive READY certification. Providers rated NHA higher than all other fully rated firms in both implementation and advisory services, applauding them for their strong clinical knowledge and deep, long-standing experience with all versions of MEDITECH.”

- KLAS

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Revenue Cycle Transformation

NHA helps optimize revenue cycle processes by bringing best practice tools to the entire process, from pre-authorization and scheduling through collection. Understanding every aspect of MEDITECH software and tools translates to increased revenue capture, increased cash collections and reduced A/R days. We bring specific knowledge and experience on:

- **835/837s**
  Detailed identification of patient reimbursement, denial capture and reprocessing, as well as the ability to capture COB information and produce secondary claims from the MEDITECH system all contribute to optimizing revenue and cash flow. Implementing line item posting for professional claims provides a tool for hospitals to improve contract management and measure, in detail, exactly what is being reimbursed. The transition to 835/837s and the workflows around these transactions increase efficiency in claims processing and cash posting. NHA helps set up 835/837s through a detailed dictionary review and rebuild, staff training, output testing of the updated process and results monitoring.

- **Proration Rules/Contract Management**
  NHA assists in the development of new proration rules and maintenance of existing rules through detailed audits, building, documenting and testing new rules and training staff to keep rules current by maintaining the Reimbursement Management Dictionary and using standard B/AR contract management reports.

- **Collection Process Audit and Improvement**
  The Affordable Care Act changes the nature of healthcare collections. NHA provides the perspective to optimize your collections policies and processes based on your hospital’s collections profile and helps update your MEDITECH system to facilitate these policy and process changes.

Supply Chain Optimization

Purchased services and supplies represent one third of all hospital expenses, making this an area for attention when seeking to drive real savings.

NHA identifies the most impactful opportunities to optimize your materials management and purchasing processes. We then help you redesign your processes and MEDITECH system to capture these opportunities.
BE IN THE KNOW

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NHA Stands Apart

We have worked with over 550 unique MEDITECH clients, with eight of the ten largest and most prestigious MEDITECH clients among those who consider NHA a trusted partner.

Call today to see how NHA can help maximize the value of your MEDITECH EHR.