

CASE STUDY



NHA Successfully Implements MEDITECH Expense for Canada's Largest Pediatric Rehabilitation Hospital

Holland Bloorview Kids Rehabilitation Hospital

ABOUT HOLLAND BLOORVIEW

- Largest Children's Rehab Hospital in Canada
- 63 Bed Nonprofit Research Facility
- Serving over 8,000 children each year
- 500 inpatient admissions
- 54,000 outpatient visits
- Founded 1899

EHR PATH

MEDITECH Client/Server 5.66 to Expense Acute and Ambulatory

Holland Bloorview Kids Rehabilitation Hospital in Toronto is the largest children's rehabilitation hospital in Canada and is a leading teaching hospital fully affiliated with the University of Toronto.

PROJECT CHALLENGES

A long-time user of the MEDITECH Client/Server (C/S) 5.66 platform, Holland Bloorview contracted with MEDITECH to implement the Expense platform in the acute and ambulatory settings, selecting Expense due to its state-of-the-art web functionalities. Through the migration to MEDITECH's fully interoperable web-based EHR platform, Holland Bloorview's strategic vision was set on delivering significant improvements to the quality and efficiency of patient care, as well as achieving Electronic Medical Record Adoption Model (EMRAM) Stage 7. With this implementation, Holland Bloorview would be the first Canadian organization to Go-LIVE with MEDITECH Expense Ambulatory.

Due to the complexities involved with being the first early adopter of Expense Ambulatory, Holland Bloorview chose to partner with the most experienced READY-certified consulting firm, Navin, Haffty & Associates.

OUR APPROACH

NHA took steps to understand the culture, workflows, and goals of Holland Bloorview before developing a customized approach. Open communication before and during the implementation allowed for alignment of expectations and optimal positioning of the Holland Bloorview/NHA partnership to improve patient care, redesign critical workflows and drive meaningful outcomes. Given the unique circumstances impacting Holland Bloorview, understanding their needs and adapting solutions to create a customized approach was critical.



With Expanse came the requirement for Holland Bloorview to replace certain third-party vendors, such as the formulary service vendor, with further requirements to adapt products to Canadian workflows and modify dosing to the pediatric environment. These were critical success factors requiring additional NHA project management support for integration with MEDITECH Expanse and other in-flight systems related to the pharmacy.

Utilizing our vast experience implementing Expanse, NHA leveraged efficiencies throughout the project. Enhancement of the MEDITECH READY program was facilitated through use of our project management methodology and tools, specifically designed around the READY implementation approach. These Expanse tools and lessons learned (provided by NHA as part of the implementation), allowed for rapid decision making and the opportunity for Holland Bloorview to expedite many aspects of the project by learning from NHA's experiences at other organizations. The NHA consultants, including project managers, subject matter experts, and interface engine resources, helped Holland Bloorview understand the options available, coaching the organization through decision making, highlighting pros and cons, as the system was customized to meet the current and future needs of Holland Bloorview.

PROJECT RESULTS

Expanse went LIVE on time, and now plays a key role in supporting Holland Bloorview's digital health strategy, while providing improved efficiencies and clinician satisfaction. The new EHR also benefits ErinoakKids Centre for Treatment and Development, the largest children's treatment centre in Ontario, for which Holland Bloorview provides EHR hosting. With NHA's assistance, ErinoakKids went LIVE on the new platform three months after Holland Bloorview. For both organizations, the integration of patient data across the continuum of care is delivering significant improvements to the quality and efficiency of patient care.

KEY OUTCOMES

- ✓ *Improved Efficiencies and Clinician Satisfaction*
- ✓ *Positioning for HIMSS Analytics EMRAM Stage 7 Achievement*
- ✓ *Integration of Patient Medical Record Across the Continuum of Care*
- ✓ *Improved Patient Engagement via connect2care Portal*
- ✓ *Greater Transparency for Patients and Families*
- ✓ *On Time Implementation*
- ✓ *First Expanse Ambulatory Site LIVE in Canada*



“ NHA was a key partner throughout our MEDITECH Expanse implementation. As a Canadian Ambulatory beta site, we encountered a number of unexpected challenges, and benefited greatly from the knowledge and expertise that NHA's resources brought to the project. They were great to work with, put a lot of effort into understanding our workflows and business requirements, and worked productively with MEDITECH and our hospital team to find workable solutions.

Overall, the experience was a positive one that culminated in a remarkably smooth Go-LIVE, and we've continued to engage NHA's services on select post-implementation initiatives. ”

- Bohodar Rubashewsky, VP - People, Corporate Innovation & Services
Holland Bloorview Kids Rehabilitation Hospital

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& associates



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