CASE STUDY

Hebrew SeniorLife Partners with NHA to Assess MEDITECH Expanse Organizational Impact

Hebrew SeniorLife

ABOUT HSL

- New England's largest nonprofit provider of senior living services, focused on empowering seniors to live their best lives
- Serves more than 3,000 seniors daily in their homes or at one of HSL's nine Boston-area campuses
- Academic medical center affiliated with Harvard Medical School
- 2,600 employees
- Founded 1903

Hebrew SeniorLife (HSL) sought consulting advice during its consideration of replacement of the multi-vendor electronic healthcare solution used in its inpatient, ambulatory and home health environments. Due to the complexities involved the multi-vendor, multi-facility environment, HSL chose to partner with the most experienced READY-certified consulting firm, Navin, Haffty & Associates (NHA). The EHR implementation would replace the MEDITECH Client/Server and other vendor systems with the MEDITECH Expanse platform.

PROJECT GOALS

HSL sought a full understanding of the costs and effort associated with successfully implementing MEDITECH Expanse, including major decision points, guidance and perspective. The expected assessment outcome involved creation of an accurate total cost of ownership (direct and indirect costs), identification of organizational challenges, a plan for establishing expectations, drafting of the implementation project scope, development of a requirements matrix to assess senior living functionality options within the Expanse platform, creation of the project timeline, provision of a governance model, and guidance on contract negotiation points for vendors.

OUR APPROACH

NHA's team of executive level senior staff and MEDITECH Expanse subject matter experts (SMEs) kicked off the project with interviews of HSL staff members, key executives, department directors and other stakeholders, making observations and providing real time feedback to the HSL project sponsor. NHA developed a detailed assessment including the relevant information sought by HSL for use by executives in the EHR decision process, including:

- ✓ **Executive Summary**
- ✓ **Staffing Assessment by Department**
- ✓ **Assessment of IS Staffing Levels (current and future)**
- ✓ **Technical Considerations**
- ✓ **Implementation Project Scope, Budget and Timeline**
- ✓ **Senior Living Requirements Matrix**
- ✓ **Total Cost of Ownership Model**
- ✓ **Project/IT Governance Model**

PROJECT RESULTS

NHA's key recommendations to HSL involved project scope decision points, project design issues and recommendations, items requiring the attention of the executive team during the implementation, and a five-year Expanse cost of ownership model, to allow for full insight into the budgeting requirements.

KEY OUTCOMES

- ☑ **Executive Commitment and Sponsorship of Expanse Project**
- ☑ **Clearly Defined Project Objectives and Success Factors**
- ☑ **Accurate Capital and Operational Budget**

> "NHA's Expanse preplanning assessment provided us with a clear vision and path to a successful MEDITECH Expanse implementation. They hit the mark with ensuring we identified the appropriate executive sponsors, we understood the magnitude of the implementation and the resources required, and the extent to which executive level participation would be required. This preplanning effort with NHA was well worth the investment."
>
> - *Eric Rogers, Chief Information Officer*

navin, haffty & associates

www.navinhaffty.com

ABOUT NHA

Since our inception in 2001, NHA's sole focus is 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 deliver innovative tools, solutions, and strategies that improve your operational performance and enhance patient care quality. 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.