MAXIMIZING THE VALUE
OF YOUR MEDITECH EHR

Your Premier MEDITECH Consulting Firm
Our Company

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” and Black Book Market Research awards and recognitions, unparalleled client satisfaction and the distinction of serving the healthcare community as North America’s leading MEDITECH implementation and advisory consulting services company.

We really wanted the best in the business for our project and that is exactly what we got. You and your team have gone above and beyond the call of duty to ensure our success and we thank you. In my opinion, you are the best of the best.

- Barry W. Ryle, CIO, Oswego Health, Oswego, NY
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.

600+
Unique MEDITECH clients, including eight of the ten largest MEDITECH clients.

OUR STAFF

Our resources average years of experience in many different areas...

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 each NHA resource is uniquely positioned to meet the needs of your engagement.

24 years healthcare experience
16 years information systems experience
15 years MEDITECH experience
8 years consulting experience

Rated #1 MEDITECH Certified Consulting Firm by KLAS and Black Book

We chose NHA because of their breadth and length of experience, stellar reputation, deep bench and great references. In addition, more than one of our IT/systems teams have had positive experiences with NHA over the years. They were clearly the best choice for us.

- Bill Noel, Chief Operating Officer, Grand River Health, Rifle, CO
MIGRATING TO MEDITECH EXPANSE?

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 implementation clients are realizing remarkable results, 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 Expanse initiative beyond on-time and on-budget parameters.

Working closely with MEDITECH project managers, 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 Expanse and provide the tools, best practices and repeatable processes to streamline Expanse 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.

Our NHA project manager was a master of his craft and the financial and clinical coordinators were very knowledgeable about their areas of expertise. Overall, we found them to be very responsive to our needs, and I highly recommend using this firm when MEDITECH consultants are needed.

- Mark L’Italien, Director of IS, Salem Regional Medical Center, Salem, OH
There is a reason NHA has completed more successful Expanse/READY implementations than any other consulting 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 your plan incorporates sufficient funding to successfully deploy Expanse. For those organizations on the fence about migrating to Expanse, 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.

"Right out of the gate you know your relationship with NHA has a high probability for success. Choosing NHA will give you a high-quality company with the added bonus that the NHA leadership team, all the way to John Haffty, will be there to support you and work with you to achieve your goals."

- Eric Carey, VP/CIO
  The Valley Hospital, Ridgewood, NJ

**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
EXSPANSE 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 backfill or Go-LIVE support is based on project need and budget. You can be sure NHA is there for you throughout all implementation phases.

KEY 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 Expanse 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 model training materials and optional computer-based training. We bring experienced clinical trainers, including physicians, to educate your staff and execute training.

OPTIMIZE

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.

Additional Go-LIVE support resources are available at your request.

NHA was our first choice from the start due to their demonstrated experience with the newest platform of MEDITECH. The consultants went above and beyond their call of duty to ensure a successful implementation. They were great leaders, teachers, mentors and advocates for our facility and we developed relationships that will last well beyond Go-LIVE.

- Traci Follett, Director of Clinical Informatics & Education, Sierra View Medical Center, Porterville, CA
Collaborating with MEDITECH in developing tools and best practices for Ambulatory, NHA has assisted dozens of clients with their implementation of MEDITECH’s Expanse Ambulatory product, including early adopters.

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:

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. Our set of proprietary training tools includes model training materials and optional computer-based training specific to Expanse. Our experienced clinical trainers help your staff plan and execute training.

NHA was a key strategic partner for Northwestern Medical Center as we worked through a yearlong build to be the first medical center on MEDITECH’s Web ED and Web Ambulatory products. With their assistance we completed the project on time and on budget.

- Joel Benware, Chief Information, Innovation and Compliance Officer, Northwestern Medical Center, Saint Albans, VT
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. As the leader in MEDITECH Expanse implementations, we offer the depth of resources to support all 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.

I am happy to say that thanks to your team this has been a very smooth implementation. We appreciate NHA's guidance and support and would highly recommend your services to others. You have a great team.

- Doug Thompson, HIS Director/Project Manager, Upson Regional Medical Center, Thomaston, GA
Thank you for a job well done! Your consultants are outstanding to work with and represent NHA in the most excellent way. We are very proud to have accomplished our MEDITECH Expanse Go-LIVE. I am extremely pleased with our collective teams and the work that has been accomplished. Thank you for listening, guiding and assisting us through this great task.

- Lori Rexwinkle, MSN, CEO, Coffeyville Regional Medical Center, Coffeyville, KS

The 6.1 Go-LIVE was an important success for our organization. I have worked with many consultants over the years, but NHA’s consultants stood out above the crowd. They were indefatigable, professional, accommodating, talented, and dynamic leaders possessing a high degree of emotional integrity. Thank you for allowing us to enjoy the benefits of their exceptional skills.

- Dr. Lynn McGrath, VP for Medical Affairs, Deborah Heart and Lung Center, Browns Mills, NJ
Annually attesting for each stage of Promoting Interoperability/ Meaningful Use (PI/MU), MIPS/APM, or eCQMs requires an understanding of the annual changes to requirements, and significant changes to nursing, physician and provider workflows. Depending on your setting, you must capture varying data required to meet criteria for all three programs.

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 regulatory team, focused solely on these initiatives, continues to stay on top of regulatory requirements and communicates regularly with MEDITECH.

By reviewing your PI, MACRA/MIPS/APM and CQM IT road map, along with key physician, nursing and ancillary workflows, infrastructure and technical aspects to assess your organizational readiness for achieving compliance, NHA provides necessary, practical recommendations. With project management and targeted consultants, we help address all issues and optimize the use of your MEDITECH system to support regulatory requirements for all three programs. 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.

NHA has always provided us with talented, professional consultants. They have played a critical role in many projects, ranging from report writing, MU3 (PI) preparation, to user training. NHA is our GO TO for our MEDITECH needs. We always look forward to working with them.

- Sherri Peral, Director of IS, Oak Valley Hospital District, Oakdale, CA
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.

IT GOVERNANCE

Effective governance differentiates those organizations with successful IT strategies and 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 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.

I would like to thank the NHA team for all you did to make our MEDITECH Go-LIVE a success. You provided outstanding support and expertise and we appreciate the dedication you have shown to our staff and facility. We look forward to continuing to work with you as the partnership continues.

Deborah L. Herzberg, RN, MS, FACHE, CEO
Tri Valley Health System, Cambridge, NE

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. As winner of Best in KLAS for Technical Services, 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.

INTERFACE TESTING & 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.

REPORT WRITING
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.

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.

The report writer NHA supplied did excellent work for Oswego Health. He turned around our reports quickly, efficiently and with a high level of accuracy. We were pleased with the work and the value. We would use them again when the need arises.

- Tara Saya, Manager, Technical Services, Oswego Health, Oswego, NY
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 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.

“...The NHA consultants were very flexible and knowledgeable, and didn’t need any hand-holding. They got right to work and knew what needed to be done. I am very pleased with the services provided by NHA.”

- Scott Poest, CIO, Lake Regional Health System, Osage Beach, MO
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.

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NHA provided exceptional leadership and guidance during our MEDITECH implementation. The consultants did an excellent job helping us achieve a very successful LIVE system. NHA is a high-quality consulting partner and I look forward to working with you again.

- Loren D. Schroder, Senior VP of Finance & CFO, Phelps Memorial Health Center, Holdrege, NE
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, 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.

NHA was instrumental in making sure we met our Go-LIVE date. Not only did we meet the deadline, we met a two-month accelerated deadline and we met it despite many obstacles and extremely challenging and unexpected circumstances along the way. It is a true testament to NHA’s dedication, determination and perseverance. I know we wouldn’t be where we are today without their support.

- Eric Gasser, VP of Information Systems, Wooster Community Hospital, Wooster, OH
Since our inception, Navin, Haffty & Associates has followed a vision and set of values that we believe has helped 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