

Case Study

Navin Haffty's Tier 2 Legacy Support Eases Mount Auburn Hospital's Transition to Epic



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 Navin Haffty client, Mount Auburn's IT leadership turned to Navin Haffty 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.

Service Level Agreements

Prior to the engagement kickoff, Mount Auburn Hospital and Navin Haffty 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

About Mount Auburn Hospital

- 217 Licensed Beds
- Harvard Medical School Affiliated Teaching Hospital
- Fully Accredited by The Joint Commission
- Part of Beth Israel Lahey Health



Our Approach

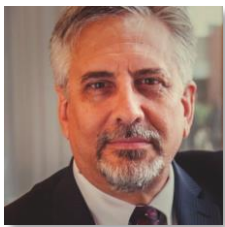
Navin Haffty's experienced MEDITECH specialists covered the 24x7x365 legacy support requirements through a combination of remote and on-site staffing. Replacing Mount Auburn Hospital's team of full-time analysts and managers with a smaller, lean group of qualified consultants, Navin Haffty's team took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

- ✓ **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, "Navin Haffty delivered the expertise and support we required."

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"Right from the start, Navin Haffty 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. Navin Haffty displayed value, integrity and quality. I highly recommend them to any organization going through a similar migration from MEDITECH."

- **Robert Todd, Former IT Director**

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www.navinhaffty.com

About Navin Haffty

Navin Haffty, a Tegria company, was formed in 2001 and has exclusively served the needs of healthcare organizations utilizing the MEDITECH EHR platform. Navin Haffty has long been recognized as the premier MEDITECH consulting services company, known for the most seasoned MEDITECH workforce in the industry, with a long-standing track record for success and a reputation for putting its clients first. In 2012 Navin Haffty collaborated with MEDITECH to develop the READY EHR implementation model, becoming the first READY-certified consulting firm. Navin Haffty continues to garner industry awards and recognition, receiving multiple Best in KLAS awards and earning inclusions on *Modern Healthcare's* Best Places to Work annual surveys.