

MAXIMIZING THE VALUE OF THE MEDITECH EHR

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# CONSIDERING MEDITECH ?

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*Which consulting firm is right for your organization?*

# TOP FACTORS TO CONSIDER WHEN EVALUATING EXPANSE CONSULTING FIRMS

MEDITECH's READY implementation program certification process sets standards that require each consulting firm to have a minimum level of 6.x implementation knowledge and experience. Each firm is responsible for developing its own offerings and value-add services that are aligned with MEDITECH's methodology. It is important to note that while the certification process involves requirements for certain levels of experiences and expertise, it does not distinguish between the effectiveness of a firm's methodologies, tools, templates, or its overall success in delivering services. Before you sign the contract, ask and get the answers to these top questions:

## How Much 6.x Experience Does the Consulting Firm Have? Ask these Questions:

- How many Expanse clients have you brought LIVE?
- How many active Expanse clients do you have?
- How many of these are 6.16 Web Acute/Web ED?
- How many of these are Web Ambulatory?
- List those who managed the project:
  - Name each client and project manager
  - Provide contacts for each client
- How many of your consultants are MEDITECH Expanse certified?
  - How many are employees vs. independent contractors?



**NHA Differentiators:** NHA has completed and currently leads more Expanse projects than all other consulting firms combined. NHA has more Web Ambulatory clients LIVE than all other consulting firms combined. As of November 2017, NHA has the only clients that have gone LIVE on Web Acute and Web ED.

## How is the Consulting Company Rated in KLAS?

Any company can tell you they have many clients and high client satisfaction, but as an independent source, KLAS represents and validates the experiences of your peers.

**NHA Differentiators:** NHA dominates KLAS ratings as compared to the other READY-certified firms. NHA is:

- The highest ranked MEDITECH certified consulting company in four KLAS categories (Enterprise Implementation Leadership, HIT Implementation Support and Staffing, HIT Advisory, and Technical Services)
- The only MEDITECH certified company rated in the HIT Enterprise Implementation category
- A Best in KLAS winner for HIT Enterprise Implementation Leadership - not just for MEDITECH but for the entire industry



- *Ranked #1 in study on MEDITECH consulting firms in both implementation and advisory services (August 2015)*

## Does the Firm Offer a Project Management Tool that Covers All Success Factors?

Your consulting partner should provide a project management tool that incorporates not only the MEDITECH software aspects of the project but all other tasks and success factors, providing real-time alerts for any risks that may jeopardize a successful Go-LIVE.

**NHA Differentiators:** *We have developed (and provide to clients free of charge) project plans on our Web-based project management tool. Role-based with real-time status risk management reporting, this tool provides full access to the project team, allowing for total project transparency for team leaders up to executives.*

## How Does the Firm Develop its Methodologies and Tools?

Ask each firm how they develop and maintain their methodologies and tools. What processes or systems do they have in place to support their consultants in the field? Ask them for detailed examples.

**NHA Differentiators:** *NHA offers a dedicated project and quality management office focused on developing and maintaining our processes, tools and ongoing support. NHA provides its full complement of 6.16 best practice future state workflow collateral, currently at 175 acute and 50 ambulatory distinct workflows and processes. This collateral includes both Visio workflows and narratives to aid in the development/design of acute and ambulatory future state workflows. The NHA best practice workflows are derived from our involvement in nearly 60 READY/Expanse implementations and is based on a combination of MEDITECH best practice recommendations and NHA experience. In addition to workflows, NHA provides departmental and functional assessment templates, model project charters and plans to expedite the creation of customized plans for each client, both unit and integrated testing plans and detailed training materials and programs.*

## How Does the Consulting Firm Drive Value?

Your Expanse consulting firm should focus on providing value to your organization. Ask the firms how they plan to measure results and outcomes, maximize efficiencies, and prove prior Expanse success.

**NHA Differentiators:** *NHA consultants are focused on transformation, driving change, and providing unmatched value to our clients. During the development of the project charter and in conjunction with the design phase, quality and financial goals are*

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*I would like to personally thank NHA for the excellent support and customer service we have received for the entirety of the MEDITECH 6.1 implementation. Your staff has been outstanding throughout the project. There is absolutely no chance we would have been successful without these key members from your staff. You truly have incredible people working for your company. Thank you again for your service in this endeavor.*

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Bill Bishop, Vice President  
Information Systems,  
Colquitt Regional Medical  
Center, Moultrie, GA

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*Navin, Haffty & Associates provided excellent support and customer service during our MEDITECH 6.1 implementation. The staff was outstanding and truly incredible throughout the project. The support we received extended up to the senior leadership level. I recommend them to anyone looking for a MEDITECH certified consulting partner.*

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Arek M Shennar, Director,  
Information Services,  
West Park Hospital District,  
Cody, WY

identified for the project. As part of our process, we benchmark pre-and post-Go-LIVE measures to assess the outcomes achieved throughout the transformation. In addition, NHA provides complimentary services and solutions throughout the project to maximize the efficiency of the resources and produce the greatest outcomes.

Below are a few of the Expanse success stories from our clients that are featured as case studies on the MEDITECH website:

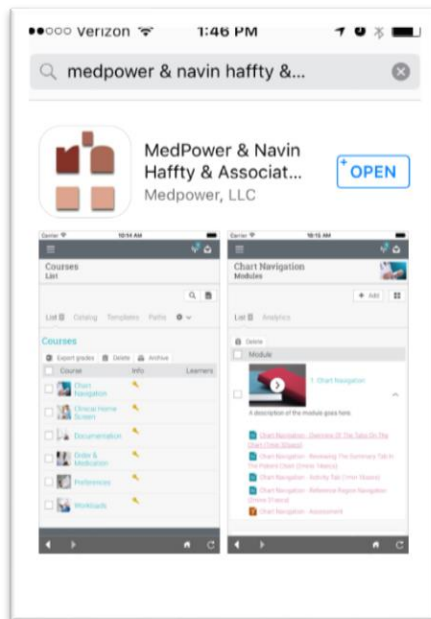
- **Anderson Regional Medical Center, Meridian, MS**
  - [Anderson Regional Cut AR Days by 50 Percent Using MEDITECH's 6.1 Revenue Cycle Solution](#)
- **The Valley Hospital, Ridgewood, NJ**
  - [Detecting the Undetected: MEDITECH's Surveillance Identifies and Prevents Infections at Valley](#)
- **Colquitt Regional Medical Center, Moultrie, GA**
  - [Colquitt CEO Reflects on Smooth MEDITECH Implementation](#)

## How Does the Firm Ensure the Right Physician Training and Support?

Educating and engaging physicians on the new system is one of the most challenging aspects of an EHR implementation. Ask the firm how and when they plan to engage physicians. Ask for evidence that their plan has been successful during previous implementations and that it aligns with MEDITECH's physician adoption metrics.

**NHA Differentiators:** NHA's physician trainers utilize a variety of training approaches, including at-the-elbow support, classroom sessions and a proprietary eLearning system. Our program is customized to each client's specific training needs. Our cloud-based eLearning system is mobile enabled and designed to increase clinician adoption, satisfaction and productivity, putting crucial training information at clinicians' fingertips when they need it. NHA works with clients early in the project to proactively build physician engagement. We identify physician champions and early adopters, develop a physician advisory committee, eliminate barriers to physician adoption and include physician input, providing the physician community with a sense of ownership in the system.

**As a result, NHA clients have consistently seen exceptional physician satisfaction and adoption rates of 90 - 95% for PDoc and CPOE within the first few weeks of Go-LIVE.**



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*When it came time to choose a consulting partner for our 6.1 implementation, we ultimately chose NHA. We selected them based on their depth and breadth of talented, experienced consultants, their mission to maintain their focus on MEDITECH's products and their strong partnership with MEDITECH. We have been very pleased with the consultants they provided for the implementation. They all have done a great job assisting in the overall build and teaching our internal staff. We couldn't be happier.*

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Tom Stafford, VP & CIO,  
Halifax Health,  
Daytona Beach, FL

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*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.*

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Joel Benware, Chief  
Information, Innovation and  
Compliance Officer,  
Northwestern Medical Center,  
Saint Albans, VT