

MAXIMIZING THE VALUE OF THE MEDITECH EHR

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# CONSIDERING MEDITECH EXPANSE ?



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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 Expanse 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 Expanse 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?
- 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 nearly all other consulting firms combined. As of June 2019, NHA has assisted 76 unique organizations with Expanse/6.x implementations, bringing LIVE more than 150 facilities. NHA also has more Expanse/Web Ambulatory clients LIVE than all other consulting firms combined, with 44 unique clients.

## 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 and Black Book represent and validate the experiences of your peers.

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

- Consistently the highest ranked MEDITECH certified consulting company in five collective KLAS categories: HIT Enterprise Implementation Leadership, HIT Implementation Support and Staffing, HIT Advisory, Partial IT Outsourcing and Technical Services
- A Best in KLAS winner for HIT Enterprise Implementation Leadership - not just for MEDITECH but for the entire industry
- Ranked #1 in KLAS MEDITECH Consulting performance report in implementation and advisory services
- Ranked #1 consulting firm in KLAS MEDITECH Web Ambulatory performance report

- Ranked #1 READY-certified consulting firm in KLAS Healthcare IT Advisory performance report
- Ranked #1 Implementation Consultants & Advisors for MEDITECH Implementations 2018 by Black Book Research



## 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) detailed project plans, reports and dashboards, scalable tools and templates, and a secure project documentation storage site, all of which is part of our integrated and Web-based PMIS (project management information system) solution. Customizable reports and dashboards serve as a hub and produce a simplified way to access and manage all key components of the project. From real-time progress and milestones tracking, to ongoing management of issues and risks, status reporting, decision documents and other key deliverables, our solution provides 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 Expanse best practice future state workflow collateral. This collateral includes 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 76 Expanse/6.x 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.

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*I want to thank you and the Navin Haffty Team for being such great partners. I say partners because that is exactly what you are. You shared in the ups and downs of the project as if it were your own. You were completely engaged from the start. You were an extension of our workforce but brought so much more to bear. Whenever we had a problem, the NHA team was there to assist. I've never worked with NHA in the past but have always heard good reviews from colleagues. 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. We're feeling pretty pumped right now with our success and hopefully you are too because we did it together so THANK YOU!*

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Barry W. Ryle, CIO  
Oswego Health  
Oswego, NY

**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 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 success stories from our clients that are featured as case studies on MEDITECH's website:

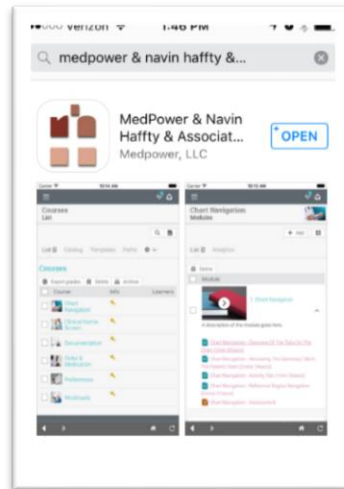
- **Anderson Regional Medical Center, Meridian, MS**
  - [Anderson Regional Cut AR Days by 50 Percent Using MEDITECH's 6.1 Revenue Cycle Solution](#)
- **The Valley Hospital, Ridgewood, NJ**
  - [Detecting the Undetected: MEDITECH's Surveillance Identifies and Prevents Infections at Valley](#)
- **Colquitt 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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*Thank you for a job well done! Your consultants are outstanding to work with and represent NHA in the most excellent way. We are thankful for the work completed by NHA and the partnership we have shared. As a small rural PPS hospital in the southeast corner of Kansas we've had our struggles this past year, but 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.*

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Lori Rexwinkle, MSN,  
Chief Executive Officer  
Coffeyville Regional Medical  
Center, Coffeyville, KS