HEALTHCARE IT LEADERS

Piedmont Athens Regional

Our project manager and Go Live support team help a regional hospital make a smooth transition to Cerner Ambulatory

Challenges

A prior Go Live effort without the benefit of outside support had gone poorly, frustrating clinical staff. As the hospital prepared for a second attempt to launch its EHR, it turned to Healthcare IT Leaders. Chosen as the exclusive Ambulatory Go Live partner, our team was charged with delivering a smooth transition to ease concerns and rebuild confidence among users.

Solution

To ensure success, Healthcare IT Leaders identified the 'best and brightest' to lead Go Live activities. An onsite project manager was assigned to liaison to management, troubleshoot issues, and direct the Go Live team day-to-day.

As the implementation was already over budget, costs were a concern for the client. We identified local resources to minimize travel costs and our delivery team closely monitored and managed expenses.

Results

- Our recruiters identified multiple qualified candidates per role, allowing Athens to screen and hire deeply experienced resources.

- The nine-week engagement was rated a major success, according to Athens management and clinical staff.

- Our team met a time-sensitive start date and our on-site PM managed important details at each step, offering critical support to the Hospital's Go Live Project Director.

Client Profile

Piedmont ATHENS REGIONAL

Piedmont Athens Regional Medical Center is a 360-bed non-profit hospital and regional referral center serving a 17-county service area in Athens and northeast Georgia.

- More than 3,300 employees, including physicians and healthcare professionals
- Recognized among the top 100 hospitals in the nation preferred by women and on U.S. News and World Report's Best Hospitals list

"The quality of our Go Live team was excellent. I feel like we were given the chance to pick the best and the brightest for our project."

Delena Brockmann, Director, Clinical and Physician Informatics Piedmont Athens Regional