

## CASE STUDY:

### Meadows Regional Medical Center Experiences MEDITECH success with Galen Professional Services

By Galen Healthcare Solutions

#### Acute care hospital seeks conversion assistance...and beyond

Meadows Regional Medical Center is a 65 bed general medical and surgical non-profit acute care hospital located in Vidalia, GA. In addition to the acute care hospital, Meadows operates 15+ specialty clinics within Vidalia and the surrounding areas. Approximately 28,667 patients visit the hospital's emergency room each year, and the hospital has over 4,000 admissions annually. It is the only accredited hospital in Montgomery, Toombs, Treutlen and Tattnall counties, meeting strict Joint Commission standards.

Since integration of medical information is so important in today's healthcare landscape, many organizations are deciding to sunset their multitude of disparate legacy EMR systems and merge them all into one enterprise electronic medical record. One of the crucial steps in moving to one system is the accurate conversion of legacy data into the new or existing enterprise EMR system. Meadows Regional made the decision to convert all of their ambulatory records from several disparate systems to MEDITECH's Medical and Practice Management (MPM) ambulatory system, which features integration with their MEDITECH acute care system.

#### Galen Professional Services helped Meadows successfully:

- Transition more than 10 clinics to MEDITECH MPM
- Create documentation tools with minimal clicks, that met the needs of all providers
- Augment existing support staff to smooth the go-live process

**“Galen has been a go-to partner for Meadows with the complex transition to Meditech MPM. Their expertise and adaptability have enabled us to maintain our aggressive transition schedule. They are a premium player in this arena.”**

– Chuck Bondurant  
Vice President Information Services/  
Chief Information Officer  
Meadows Regional Medical Center



Meadows began the process of moving their physician practices to the MPM product in 2014. With Galen's assistance, they have been able to transition 10+ clinics to date. While Galen's involvement began with the conversion of data from their legacy systems, it quickly progressed into building Note templates, go-live support, and assistance with Meadows' bi-directional interface for Quest Diagnostics.

#### Managing project complexity and resource challenges

Multiple Ambulatory EHR vendors were utilized at Meadows' 15 clinics. Each of the legacy EHRs had different data formats and limitations, which added to the complexity of the project. Although most providers had been acclimated to electronic note templates and electronic ordering, it was a challenge for the support staff to build the new system and train staff to use it effectively. A few providers were still leveraging dictation in their daily routine, and one of the goals was to eliminate that practice as much as possible. Resources within the IT Department were a consideration – Meadows' Ambulatory Application support staff consisted of two analysts who were trying to roll out the new MPM system while still supporting the sites on legacy systems. The analysts were faced with time constraints when trying to accurately prepare each site for their go-live transition and still perform maintenance tasks on the other sites.

## Successful transition supported by Galen

Galen Healthcare worked with Meadows to create documentation tools that were acceptable to all the clinic providers. Templates were specialty driven, so physician input was given a high consideration. Galen leveraged experience from previous client template builds to create templates with minimal clicks while continuing to capture needed documentation for billing and compliance needs. When the dictionary build was complete, Meadows selected Galen to continue their assistance with go-live support and follow-up issue remediation. Additional staff were deployed to support efforts at the larger sites.

Not only did the addition of Galen to the go-live efforts make for a more successful transition, it allowed Meadows staff to focus their efforts on preparing subsequent sites ahead of time. In addition to this support, Galen is currently working with Meadows to facilitate the implementation of their new Quest Lab interface.

### GALEN TRAINING AND GO LIVE SUPPORT

#### 1. Materials and training for physicians

- Create physician-specific training materials
- Assist the client's core team with pre-go-live physician training
- Take part in mock go-lives to provide support and gauge readiness

#### 2. Go-live and post go-live support

- Provide go-live support for both physicians and support staff
- Per clinic request, provide post-go-live support to assist in better EHR system understanding and best practice workflows

### GALEN MEDITECH MPM TEMPLATE BUILD PROCESS

#### 1. Review MEDITECH MPM delivered templates with providers

- Meet with providers and introduce them to the MPM delivered templates with recommendations on how to customize for ease of use

#### 2. Determine compliance and coding requirements missing from existing legacy system templates

- Confirm that recommendations for the new system templates meet the needs of both coding and compliance, making it more robust than legacy system(s)

#### 3. Determine if there are other documentation requirements such as forms, reports or letters that need to be built in MPM

- Obtain a copy of all form letters, report, and letterhead items that will need to be built in MPM
- This included canned text items for patient instructions and patient information sheets

#### 4. Prepare templates in the test system for providers to review and test

- Create all documents in the test system
- Set "normals" for providers per section
- Work with staff and providers to review and test functionality of templates and make changes, prior to moving items to live environment

#### 5. Move templates to production system prior to live transition

#### 6. Provide go-live support and post go-live support as needed by the client