

# We streamlined processes and defined new technology



## Client

The nation's oldest hospital system.

## Need

The organization was the nation's oldest health system. It was a patient care, teaching, and research institution. As a result it had many legacy systems and disconnected processes including for the areas of medical records and billing. After some serious problems, the organization realized they needed a new system and better processes to manage and integrate these two areas, as well as a strategy on how to implement the new system with over 800 physicians, and refocusing on their patients.

## Effort

Clearpath team members met the people, assessed the scope of issues, and developed functional requirements and a comprehensive plan. It included a study to determine the best approach to a new system, for medical records and billing, following the Kemper-Tregoe methodology. From there they developed a system and process architecture and defined process requirements for the clinical, academic and research information and management technologies. They also created the master plan of how the new systems would replace the old ones.

## Result

The technology study was determined to be the most comprehensive study of technology applied to medical records and business yet conducted. The new approach streamlined processes, interfaced systems, reduced errors and created emotional and intellectual buy-in from over 800 doctors and their practices.

*"You did in nearly six weeks what I thought would take over 6 months. And I truly believe we got a better picture and stronger alignment of some very tough cookies - about 800 physicians and their staff."*

— CIO (became CHIMES and HIMSS CIO of the year)