Mastering Legacy System Support Across Multiple Hospitals

Strategic Collaboration Accelerates Upgrade to Epic While Decreasing Costs

When Saint Luke's Health System (SLHS) took on the monumental task of transitioning its entire hospital network to the Epic information system, CereCore was there every step of the way helping manage the organization's entire legacy platform. CereCore's deep expertise in strategic legacy management enabled the Kansas City, MO-based integrated delivery system to focus internal IT staff solely on the new rollout, leading to a swift conversion to Epic and implementation cost savings over the life of the project.

The Client
Saint Luke's Health System

The Facility
- **Not-for-profit**
- **Locally owned**
- **Faith-based health system**
- **10 Hospitals**
- **1,300 Aligned physicians**

The Location
Kansas City, Missouri

The value of collaboration.

The Challenge

Saint Luke's Health System was preparing its organization for the future, seeking to provide clinicians and physicians a path to practicing medicine in an advanced clinical and Meaningful Use environment. As part of this mission, SLHS decided to replace its current inpatient and ambulatory EHR vendor applications with the integrated Epic solution. The migration to Epic required an innovative and well-coordinated transition plan to ensure SLHS continued to deliver high-quality patient care and exceptional physician customer service.

The challenge: SLHS had dedicated all of its in-house IT resources toward implementing the new Epic system and training users. It needed to bring on a partner to manage all legacy applications in order to achieve a seamless upgrade. SLHS launched an extensive search for a partner who could fully leverage labor and technology resources to maintain current high levels of legacy system support. The technology partner would also be responsible for other key deliverables, minimizing project costs, and sustaining patient and employee satisfaction.

How We Helped

Following a rigorous vendor selection process, SLHS selected CereCore to manage its legacy systems throughout the conversion to Epic.

Powerful Legacy Support. CereCore provided a remote support solution, deploying a team of 15 technology experts to manage all legacy inpatient and ambulatory applications so that SLHS could commit its IT assets to the Epic conversion. At the time, SLHS, with 10 hospitals, had approximately 26 EHR applications. CereCore responsibilities included managing all Tier 2 and Tier 3 support needs from both product lines and providing a consistently high service level that met or exceeded what the organization was already providing for its end-users.

Comprehensive Customer Service and Project Management. CereCore immediately put in place a cost-effective support model that gave SLHS the ability to quickly hand-over responsibility for its legacy systems without lowering service levels.

The Results

CereCore met its guaranteed service level agreements, enabling SLHS to focus on a successful rollout. What's more, the partnership set the foundation for how to maintain high customer service standards during an IT system upgrade. SLHS used these legacy support protocols as it entered subsequent phases of its Epic migration.

It doesn't work when people in my role ask their team to do double-duty on the legacy system and the new system. You need to ensure that their focus is on the new system. CereCore provided us with the flexibility, experience and cost effectiveness needed to continue supporting our end-users with the same care they have received in the past. By partnering with CereCore we combined excellence, key proven practices and deep expertise for the benefit of SLHS.

TODD HATTON
Chief Information Officer
Saint Luke's Health System

KEY BENEFITS

- **Ability for leaders to maintain focus on key strategic initiatives**

- **Full legacy system support model – Free up FTE focus**

- **Expedited training and adoption of new IT system**

- **Innovative customer service and support model – Rapid response time**

- **Rapid deployment methodology to meet accelerated timeline**

- **High levels of employee satisfaction and adoption during and post-implementation**

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ABOUT US

CereCore® provides EHR implementations, application support, IT managed services, technical staffing and strategic IT consulting services to hospitals, outpatient facilities, accountable care organizations and large physician groups nationwide. With a team of over 600 clinical and technical professionals, CereCore has implemented EHR systems in more than 300 facilities. CereCore offers staffing and remote support services for all major EHR acute and ambulatory platforms as well as their ancillary applications.