CUSTOMER SUCCESS STORY

Mission Health Puts the Power of ITIL to Work with EasyVista

With roots dating back to 1885, Mission Health is North Carolina's sixth-largest health system. A not-for-profit, independent community hospital system, Mission Health has been recognized as one of the nation's Top 15 Health Systems from 2012 to 2015—the only health system in the country to achieve this coveted status four years in a row.

The organization maintains seven Centers of Excellence: Cancer, Heart, Mission Children's Hospital, Neurosciences, Orthopedics, Trauma, and Women's Health. Every day more than 10,000 employees and 2,000 volunteers dedicate themselves to improving the health and wellness of the people of western North Carolina.

ABOUT MISSION HEALTH

Service Management Vitals

- 10,000+ healthcare workers

- 2,000+ volunteers

- 300+ IT team members

THE CASE FOR ITIL

Mission Health has grown in part through acquisition over the years, which means the IT department today is made up of more than 300 people from different organizations that previously employed different systems and processes. Under the leadership of Mission Health's CIO, Jon Brown, the team needed uniform infrastructure and common procedures for their service management as well as a reduction in service disruptions impacting the business and patient care. It was decided that moving to ITIL best practices for IT service management was the way to lay a strong foundation, adopt a blueprint for continual process improvement, and harmonize the department into one highly efficient team.

ITIL AS A COMMON LANGUAGE

At the same time it was embracing ITIL service management practices, Mission Health decided to replace its existing IT service management solution and standardize onto one single enterprise-grade ITSM solution. A formal RFP was issued and the organization looked at a number of ITSM vendors, including Cherwell, EasyVista, FrontRange, and ServiceNow. The evaluation process was comprehensive with consultants deployed across four different sites to assess the merits of the different solutions.

After several months of analysis and careful consideration, EasyVista was deemed to be the best fit for Mission Health's needs. "We wanted a solution that fully supports our commitment to ITIL and EasyVista offers that," said Justin Meadows, Manager of IT Service Management for Mission Health. "It's very helpful to have ITIL processes and vocabulary already embedded. It gives us one common language and that helps us cement understanding and culture change across the organization." As the head of the team responsible for rolling out and managing all of the tools to support high levels of IT service, Meadows and his colleagues understood that a new ITSM platform that supported ITIL was going to be key to their success.

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> Mission Health

IMPROVING INCIDENT MANAGEMENT

Today, Mission Health's IT team uses EasyVista's Incident Management module to manage IT incidents, restoring service operations as quickly as possible and with the least impact on operations. So if an application goes down, a bug is encountered, or there's a network issue, Mission Health's application and technology teams can resolve the situation rapidly and with minimal disruption. Meadows appreciates that the workflow embedded in EasyVista's Incident Management module allows his team to build templates for tasks like updating their self-service site with messaging about the incident and sending mass notifications through Everbridge, a unified communications system.

The IT service team also values that EasyVista improves their ability to identify the root causes of IT issues. "What's most important in incident management is the follow up—how we connect to root cause analysis and problem management," Meadows explained.

Meadows and team also integrated their incident management process with Mission Health's mass notification system to be ready to alert employees if necessary. "When we start working on an incident in EasyVista, we can quickly let people across the company know what is happening and what they can expect no matter where they are," Meadows said.

STREAMLINING CHANGE MANAGEMENT

The team also relies on EasyVista's Change Management module to ensure that standard procedures are used for change orders and that changes designed to improve day-to-day operations don't interfere with service quality. "EasyVista makes it simple for us to roll out and prioritize changes efficiently without impacting our customers or service levels," he said.

EasyVista also enables streamlined change processes for routine changes. "Templates for standard changes enable us to complete common everyday activities without full rigor of a change process every time," Meadows explained. "We couldn't do this before and compliance was less than ideal due to the overhead of reviewing every minor and low risk change request."

This workflow facilitates better governance of change process, according to Meadows. "At certain phases, we may need an approval or a document reviewed, and EasyVista allows us to put those controls into the process," said Meadows. "The big advantage is that this functionality exists within the same tool where we do our other IT work, so everything is integrated."

REDUCING COSTS

As a health system with a disproportionately high number of Medicare and Medicaid patients, Mission Health is always looking for ways to capture cost efficiencies while maintaining high standards for patient care. "The healthcare industry is under extreme pressure to transform itself and reduce cost," said Meadows. "With our unique payer mix, Mission Health always maintains a focus on lowering costs." One way the team expects to realize cost savings is by leveraging more EasyVista modules instead of adding additional software solutions. Another avenue for cost reduction is centralizing the trouble reporting of other technologies the healthcare provider supports outside of the traditional IT asset portfolio. "We have a great deal of equipment related to patient care that we can centralize and support through EasyVista, such as biomedical equipment like MRI machines, IV pumps, and defibrillators," Meadows added.

EXPECTED RESULTS

Initially, Meadows and his colleagues will measure the success of their efforts based on end user engagement levels. "We are still in the adoption phase of embracing ITIL so we want to monitor whether our customers are embracing the new tools," he said. They will look at things like volume of change requests, what percentage were successful, time-to-resolution, customer satisfaction results, and more.

WHAT'S NEXT?

The Mission Health IT service team will continue rolling out other modules with EasyVista over time. Next up will be Major Incident Management. From there, they will incorporate Problem Management and Asset and Configuration Management. "With EasyVista we can make our way across the different facets of the service management lifecycle and stay fully ITIL compliant," he said.

SERVICE MANAGEMENT AS A DIFFERENTIATOR

Mission Health's IT team is keenly aware of the role they play in the arger organization. They are committed to ensuring Mission Health's

RESULTS

- More effective change order and incident management
- Common language for IT service process improvement
- ITSM solution grounded in ITIL methodologies

caregivers have the technology they need to provide quality and cost effective care for patients. "We always remember there's a patient at the other end of everything we do—and they may be in a life or death situation," said Meadows. "Every moment is important and we can't have a caregiver frustrated with their computer or distracted with an IT issue."

"With EasyVista we can make our way across the many facets of the service management lifecycle and stay fully ITIL compliant."

Justin Meadows
Manager of IT Service Management
Mission Health

ABOUT EASYVISTA

EasyVista simplifies IT Service Management by making it easy to deliver and easy to use for today's enterprise. EasyVista's service management platform was created to help companies automate and personalize service delivery to improve IT efficiency and increase staff productivity. Today, EasyVista helps 1,200 enterprises around the world radically improve service user experience, dramatically simplify and accelerate service creation, and reduce the total cost of IT service delivery. EasyVista serves companies across a variety of industries, including financial services, healthcare, higher education,technology, public sector, retail, manufacturing and more. Headquartered in New York and Paris, EasyVista is a rapidly growing global company backed by leading venture capitalists, and traded as ALEZV:EN.

Learn more at www.easyvista.com