



## Helping a leading health system transform and run its electronic health records system

### Operate | Electronic Health Records

#### The challenge

The client, a non-profit integrated health system with tens of thousands of employees and thousands of providers, sought to enhance its IT capabilities and drive operational efficiency across its vast network of hospitals, medical centers, and specialty services. A key challenge was the management of their complex electronic health records (EHR) system, which sits at the heart of their IT portfolio and is crucial for delivering high-quality patient care.

Facing a highly competitive market for skilled IT talent, the client needed a flexible and cost-effective solution for managing its application portfolio and this mission-critical EHR system.

#### Our solution

Deloitte US implemented a wide-ranging, multi-year service delivery model, and today, provides ongoing support for a range of services tailored to the client's specific needs.

Deloitte augmented the client's internal team with skilled resources to manage day-to-day application support for their core EHR system and ancillary applications, helping ensure smooth operations and successful implementation of new functionalities. Deloitte also established a dedicated testing team to streamline quarterly EHR upgrades and new department deployments, leveraging automation and deep health care IT skills to maximize efficiency.

Our solution was differentiated as we established a Data Integration Center of Excellence (DICOE) with a dedicated offshore team to support the client's data integration needs, encompassing data administration, extract,

transform, load (ETL) development, data visualization, data science, cloud technologies, and governance.

#### The outcomes

##### Optimized operations

- ✔ Streamlined processes and automation initiatives led to significant efficiency gains. Notably, automating over 80% of test scripts reduced the need for three full-time equivalent positions.

##### Improved clinical experience

- ✔ Deloitte's work directly eased clinician burden and enhanced the delivery of patient care. A key optimization project streamlined medication refill requests, saving physicians an estimated 8,800 hours annually.
- ✔ Leveraging the EHR's capabilities for bulk data management saved hundreds of additional hours, allowing clinicians to focus more time on patient care.
- ✔ Improved patient access and satisfaction, indicated by a 3% reduction in patient appointment no-show rates.

##### Cost savings

- ✔ Deloitte saved over US\$1 million in annual patient charges by identifying and configuring application programming interfaces (APIs) for the client's patient portal.

##### Access to talent

- ✔ Accessing Deloitte's highly skilled talent pool provided the client deep health care IT experience and leading practices, empowering them to sustain improvements and help drive future innovation.



Organization saved more than US\$1 million annually in patient charges.

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