

# InsidePerspective

ACHIEVE THE POWER OF MEDITECH



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## Consulting Matters: FHN Makes a Smooth Conversion from MAGIC to Client/Server—With a Little Help From Their Friends at Dell Perot Systems

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TriRivers Health Partners (THP) is a regional healthcare information technology services organization that supports two parent organizations: FHN, formerly Freeport Health Network in Freeport, IL and Swedish American Health System (SAHS) in Rockford, IL. When THP decided to convert from MEDITECH Magic to MEDITECH Client/Server, each organization was allowed the flexibility to develop its own MEDITECH implementation plan based on its specific needs. Both organizations utilized the same MEDITECH Implementation Specialists at MEDITECH for support to ensure continuity.

The initial forecast for FHN's Go-Live was March 1, 2009. One of the primary goals of the organization was to experience a transition that was seamless to their patients, employees, and medical staff. Based on this objective, the organization cautiously moved forward, making the decision to extend their Go-Live to August 1 to ensure readiness. This approach proved invaluable and they succeeded, with high praise garnered from the FHN's Board of Directors:

*"... the conversion was essentially a 'non-event.' To translate, it means business was conducted as usual. There were no interruptions or disruptions of care."*

### **Dell Perot Systems Consultants: Glad to put their experience to work**

We were delighted to have the opportunity to provide our expertise and "roll up our sleeves" to help out FHN who decided to augment FHN and MEDITECH resources with Dell Perot Systems' consultants to assure a successful conversion. Mike Williams, Deputy CIO for FHN, and his team assessed progress and readiness throughout the project and secured only those resources they felt were necessary to augment their Module Core Teams. FHN determined that additional assistance was needed in the areas of Materials Management (MM), Billing/Accounts Receivable (B/AR), and Patient Care Systems/Order Entry (PCS/OE) as they moved through this important transition. The Dell Perot Systems' consultants brought specialized, in-depth knowledge of their respective modules, and provided guidance throughout the process. Mike Williams offers the following assessments on each of the consultants:

*"...The Dell Perot Systems' MM Consultant delivered leadership in wireless scanning and sub-inventories, as well as interfacing expertise with Picis, Pyxis, UHS, GHX, and other systems. She partnered with the B/AR team for integration testing and was integral in the success of the cut-over. Her leadership extended beyond her overall knowledge of the module and processes throughout the MM team and end-users. And the MM staff has never felt more engaged in the workflows of the department and the interactions and understanding of the system.*

*FHN's B/AR team, already under pressure because of the sagging economy, was happy to have the experience and leadership of a Dell Perot Systems' B/AR consultant. Her previous experience with other sites' conversions saved FHN hours upon hours of rework and discovery. She worked*

*closely with the MEDITECH Implementation Specialist, managed all aspects of training to support workflow redesigns, and was available 24x7, providing support from day one through post Go-Live.*

*Dell Perot Systems' OE/PCS consultant stepped in when FHN experienced the untimely departure of a key Core Team Member. After assessing dictionary setups and readiness, the consultant focused on workflow, training, and Go-Live support for these two critical applications. He also participated in and provided project support training materials and educated end-users in these modules—and his “can-do” attitude helped to energize Core Team meetings.”*

### **Two other critical success factors**

In addition to the MEDITECH and Dell Perot System teams, Mike Perry, CEO added that two other factors also contributed to the successful outcome: strong operational planning and the commitment of all FHN staff to make it work.

For example, throughout the conversion, color-coded weekly status reports ensured consistent communication to Project Leaders and Senior Level Management. These status reports became the lifeblood of the project, serving as a key tool in project documentation and as the basis for future recommendations.

### **The result: A beautiful non-event**

The FHN Board expressed in their thank-you letter to the FHN team, “Non-events give evidence and testimony to several truths. The team was prepared and ready. The team executed the plan. When surprises came, quick and calm decisions kept the process smooth.”

### **Congratulations**

We at Dell Perot Systems would like to congratulate FHN on the tremendous success of this project. This is a great example of how smoothly and easily the migration from MEDITECH MAGIC to Client/Server can be done with sound planning, executive support, and attention to detail. Their success has prepared them with a solid platform as they move forward to their next challenge.

*With over 35 years in the healthcare field, Jan Moore currently serves as Director of Consulting Services for the MEDITECH Solutions Group within Perot Systems. She has managed multiple MEDITECH implementations, developed healthcare information management strategic plans, provided interim management for multiple healthcare organizations, and spearheaded major project management endeavors. You can reach her at [meditechsolutions@ps.net](mailto:meditechsolutions@ps.net).*