

# InsidePerspective

ACHIEVE THE POWER OF MEDITECH

*Electronic newsletter published every 8 weeks*

## Perot Systems brings global Application Support Services to the MEDITECH community

Joe Grinstead, Director, MEDITECH Application Support

Perot Systems has been serving the healthcare community since 1988. Today, we are involved in nearly every facet of the industry while delivering solutions to providers, insurance organizations, caregivers, and healthcare supply chain and retail pharmacy companies. One of our key strengths is our applications expertise and more specifically, our MEDITECH application expertise. When Perot Systems acquired JJWild, they had a well proven application support team working with some of MEDITECH's largest healthcare organizations and Perot Systems will continue to enhance the value of this service for our customers.

We draw from a large pool of experienced professionals who have the in-depth understanding of the fundamental processes necessary to deliver exceptional patient care, and we are now leveraging this rich healthcare application expertise, along with the technology and consulting expertise of the MEDITECH Solutions Group within Perot Systems, to field a global application support practice. Our application specialists will continue to work closely with our Consulting and Technology Integration Support groups, with a focus on the growing global MEDITECH community.

While healthcare organizations worldwide continue to concentrate on improving care delivery and patient safety, they are also facing unprecedented financial pressures. We are seeing more and more of our customers relying on Advanced Clinical Applications and care transformation programs to streamline operations and improve patient care. However, implementation of these new advanced applications and processes is bringing an additional level of complexity to the healthcare information system environment. At the same time, because of resource constraints, many hospitals are experiencing a shortage of healthcare professionals knowledgeable in these areas or are having difficulty retaining experienced support people.

This is where our Application Support Service can add significant value to our MEDITECH customers. Our team of more than 60 application specialists— each with an average of 19 years of healthcare experience— has domain expertise in every MEDITECH application area, including advanced clinical systems, financials, administration, and revenue cycle management. In fact, more than 70% of our associates come from healthcare organizations, including registered nurses, respiratory therapists, lab technicians, dietary technicians, emergency technicians, pharmacy technicians, and imaging technicians.

Because of their clinical background, our associates understand the needs of end users first hand. They speak their language, and can help in many ways that only someone who has "been there, done that" could appreciate. For example, they have the knowledge to make small adjustments to an application interface that can make a dramatic difference in efficiency, or they can build a new report that organizes information in a manner that's better suited to your operations. They know the intricacies and interoperability issues that can occur when dealing with external data systems and can work through them with your staff. And, they have the background to take a broad overview of your workflows and suggest changes that better reflect the ongoing transformations within your organization. With this level of application experience at their side, IT managers can adjust and reallocate their resources to other areas in more need of support.

As MEDITECH increases its global footprint in the Middle East, Australia, and other areas, we are well prepared to support our customers outside of North America and are expanding our resources to ultimately provide live, 24x7 global support.

*Our Application Support Services are available to fill the gaps where you need them and further support your hospital-wide goals. I welcome the opportunity to discuss how our team can help you implement a new application, optimize an existing application, or streamline your workflows. If you would like to continue the conversation, you can reach me at [meditechsolutions@ps.net](mailto:meditechsolutions@ps.net).*