



Enabling IT Transformation for Non-Profit Healthcare Entity



CLIENT OVERVIEW

The client was a fast-growing non-profit, faith-rooted healthcare service provider, committed to delivering medical, dental, and general health services across South Texas. They have an expansive network of over 40 facilities and are responsible for approximately 800,000 patient encounters annually. Incepted in 1995, the organization experienced significant expansion, growing over a large and diverse geographic area. As a result of the growth the IT budget had soared from \$200,000K to over \$70 million per annum and the rapid growth was imposing considerable demands on the IT department. The team particularly struggled with the integration of new clinical systems, securing data collection from multiple clinical locations, and maintaining regulatory compliance. In effort to bolster their IT capability to meet the broad organizational needs and ensure consistent patient care, they solicited CAG for a comprehensive IT evaluation.

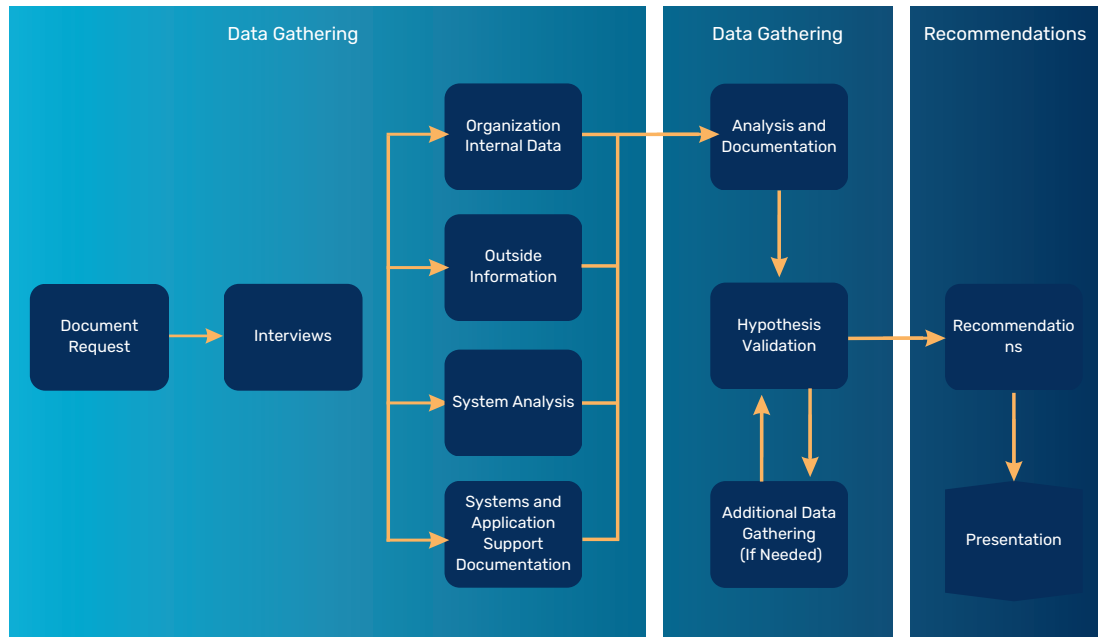
CHALLENGE

Incepted in 1995, the organization has experienced significant expansion, spreading its influence over a diverse geographic area. The budget has soared from a modest \$200K to an impressive figure exceeding \$70 million. This rapid escalation has imposed considerable demands on their IT department. They grapple with critical challenges, particularly concerning the integration of new clinical systems, data collection from multiple locations, and regulatory compliance. In a bid to bolster their IT framework to meet the broad organizational needs and ensure consistent patient care, they solicited our professional guidance for a comprehensive IT evaluation.



OUR APPROACH

Our IT assessment comprised of interviews with IT personnel as well as key business and clinical leaders with the intent to gain an understanding of the current state of IT maturity and the projected direction of clinical expansion and development. In addition to the interviews, CAG supplemented these discussions with documentation review as well as relevant external industry research. The result of the comprehensive analysis was the creation of a custom blueprint and roadmap for the future-state IT. CAG then developed a strategic plan combined with practical recommendations to facilitate the organization's transition to the future state.



RESULTS & CONCLUSION

The significant transformation project resulted in the implementation of a new scalable cloud based EHR system as well as a Data Warehouse on AWS. Customer Satisfaction scores as measured by Net Promotor Scores increased by 25%, employee retention improved by 10%, ITIL capability scores increased from 1.7 to 2.8 over 2 years. The new Infrastructure allows for rapid future growth and the data warehouse solved the problem of secure data capture and has passed Pen Testing for over 2 years and the organization successfully passed a HIPAA and PCI audit.

This project underscores the need for adaptable and resilient IT frameworks and systems in healthcare providers, particularly in non-profit organizations. This project is emblematic of the melding of technology and healthcare, ultimately promoting improved patient care continuity and enhancing organizational effectiveness.