

EHR meets ERP: A regional health system integrates platforms and data via a conjoined integration

The vision

A regional health system knew where it wanted to go: It had goals for growth, physician recruiting, and integrating clinical information with an academic health system partner. But its disparate software for clinical and business operations were preventing competitiveness and agility. Implementing new electronic health record (EHR) and enterprise resource planning (ERP) platforms was essential.

Co-creating the solution

These enterprise implementations required considerable design decisions, interdependency planning, and operational change. Meanwhile, go-lives were 2 months apart for the new Workday ERP and Epic EHR (a Community Connect with its academic partner). Together, the health system and Chartis navigated this massive effort.

The team had to manage interdependencies between parties and sequencing efforts to avoid rework, retrofitting, and temporary interfaces. They also mitigated risk by creating an integrated program structure that coordinated decision-making around design and configuration complexities.

Believe in better

Unlike many conjoined EHR and ERP implementations, both were on time, saving millions in overruns. Financial data now flows seamlessly across the enterprise. The clinically integrated supply chain provides clarity into the true cost of care and resource ramifications of clinical choices. Integrated patient data with the academic partner is improving outcomes and enhancing patient and caregiver satisfaction. The health system can grow and recruit in a competitive market.

Meaningful outcomes

The on-time implementation produced immediate benefits, including:

20+

software and third-party systems reduced to an integrated clinical and business IT ecosystem

\$2M+

in cost avoided with on-time implementation

365

days a year of integrated data-sharing across partners

Building to better

Simultaneously implementing a new EHR and ERP requires:

LEADERSHIP ALIGNMENT

on key design and integration decisions.

A STRONG TEAM AND TOOLS

to manage dependencies and risks.

A WELL-EXECUTED PLAN

preparing users for process and workflow changes.

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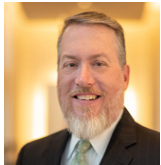
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