

# Inside Perspective

Helping you unleash the full power of MEDITECH

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## JJWild's Managed Services helps hospitals execute on strategic boardroom initiatives

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There are vast networks and organizations that have re-engineered just about everything these days to make it easier to process, navigate, and manage investments, bill paying, commerce, school, music, and even friendship.

Healthcare is no exception. There is tremendous value in connecting clinicians, advancing the utilization of advanced clinical systems, and giving physicians and patients more immediate access to medical information. Patient service, patient safety, and clinical quality are on everyone's governance roadmap; they are a big part of what is driving the "new age" of advanced clinical systems. In addition, physician relations and alignment suggest that IT must do everything possible to support recruitment, clinical leadership, and the clinical service lines of the business.

According to the **Massachusetts Health Policy Forum:**

*"Incremental investments in health information technology can pay substantial dividends where HIT can improve safety; effectiveness, timeliness, and equity of care, while improving efficiency and resulting in billions of dollars in annual savings nationally. HIT can enhance safety by helping to prevent medical errors and adverse events, improving adherence to evidence-based practice, and by providing timely information to improve monitoring of patients for disease. Electronic health record systems can save costs through improved efficiency by replacing paper files, resulting in elimination of lost or incorrect information and repeated tests."*

Just recently, Blue Cross Blue Shield of Massachusetts (BCBSMA) announced that Computerized Physician Order Entry (CPOE) would soon be required for hospitals participating in their new incentive plan. After 2012, BCBSMA would include the standards established by the Massachusetts CPOE Initiative as a threshold for participating in their quality and incentive programs.

New systems on our doorstep will close the availability gap between inpatient, outpatient, primary, specialty, and extended care information. But a lot of work must be done to realize value from this new connectivity. Yesterday's system installed at half-strength will not suffice. Healthcare information systems need to be updated around advanced clinicals, including EMR, CPOE, medication management, e-prescribing, and physician and patient portals—and security and compliance have to be wrapped around all of it.

It is no secret that this can be a capital challenge for small- and medium-sized hospitals. In addition, provider healthcare is already operationally challenged, and might find it difficult to staff, stage, and manage these systems. Scarce IT resources have heightened our desire for "operational accountability" as we manage and hopefully improve our productivity, performance, and revenue.

As it happens, healthcare can take a page from banking and finance, by using managed

services to accelerate the implementation of new technology. Managed services can help hospitals execute on strategic boardroom governance and initiatives by taking the technology, implementation, and operations risk out of IT delivery. It can also be a faster, more predictable path to success, greatly benefiting patient safety, quality, and clinical service delivery.

### **JJWild's Managed Services**

JJWild's Managed Services—including IT optimization, MEDITECH hosting solutions, and JSite disaster recovery, to name a few—can make your health system's governance a reality, and sooner than you might think. In a capital-constrained environment, our Managed Services offerings can help implement, manage, and leverage the latest IT tools from MEDITECH for disaster and operational recovery, IT service levels, and virtualization.

### Transitional and strategic planning

As you prepare for your applications update, we can help your organization build a strategic plan including discovery and gap analysis to help refine service levels and value delivery. Perhaps you are considering an upgrade to MEDITECH Client/Server 6.0. Or maybe you're thinking about migrating from MAGIC to Client/Server 5.6. Regardless of your situation, we can help you determine your next steps.

### Operational alternatives

We can help you frame your operations methodology, including incident management, operational and disaster recoverability, security, and compliance to deliver early value. Our Remote Hosting alternative for MEDITECH applications will allow you to focus on the implementation delivery, rather than infrastructure issues.

### Remedial services, project management, and optimization

JJWild consulting services can help you get the most value out of your MEDITECH applications systems by mapping the benefits back to the strategic plan and boardroom governance. We will help you develop reporting criteria that ensure that you are on track and on budget to meet the strategic goals of your organization.

### **Summary**

These days, only the largest healthcare organizations are able to fund, assimilate, and deliver the latest clinical best practices without falling hopelessly behind in lean budget years. JJWild's Managed Services offer a way for smaller providers to leverage consolidated, managed IT networks to achieve their strategic quality and patient care objectives—without the long-term capital commitment.

When you're ready to start, we're ready to help. Please give us a call if you would like to learn more or to discuss a particular initiative. Or email us at [editor@jjwild.com](mailto:editor@jjwild.com).

*Peter Stone has been working in the MEDITECH community for nearly 30 years and has held positions in healthcare sales management, channel sales management, product management, and business development. At JJWild, Peter focuses on business development for our full managed services product line which includes our new MEDITECH Hosting Solution.*