

Stoltenberg Consulting Inc., a leading healthcare information technology consulting firm, solves bigger business problems than just implementing software. We understand the process not just the system.

Stoltenberg Consulting behaves differently, simplifying healthcare technology decisions by

- ◆ listening and aligning client needs with the right consultants
- ◆ evaluating those needs and recommending solutions and options - whether technology, process, staffing and/or systems - consistently proactive on the client's behalf
- ◆ providing vendor assessment and selection support - always taking ownership in client outcomes

Stoltenberg Consulting's team provides strategic, comprehensive, tailor-made guidance and on-site support to maximize the system, applying application and process redesign expertise from our bench strength. Our flexible, results-based contracts focus on the client and their goals: maximum productivity to increase revenue and improve patient care.

Let our expert team of consultants - averaging more than 15 years of hands-on healthcare experience - simplify healthcare technology for you!

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CLEARFIELD HOSPITAL

Client Case Study

Clearfield Hospital

A facility dedicated to meeting the needs for quality healthcare across the region

www.clearfieldhosp.org

About the CLIENT...

Located a little more than two hours northeast of Pittsburgh in Clearfield, Pennsylvania, Clearfield Hospital is a rural 83-bed, not-for-profit, acute-care facility. The hospital, which was established in 1901, offers a host of services second to none in the area and not usually found in hospitals of its size. Expanding technology is offered at Clearfield in medical, surgical and support service, including: emergency service, home health care, hospice, intensive care/telemetry units, obstetrics, pediatrics, lithotripsy, ambulatory care, cardiopulmonary, occupational and physical therapy, chemotherapy, cardiac rehabilitation, nuclear medicine, laboratory services, pharmacy, sports medicine, social services and more.

About the CHALLENGE...

Like many hospitals of its size, Clearfield needed to install software solutions to meet the American Recovery and Reinvestment Act (ARRA) Meaningful Use guidelines and be eligible for the associated benefits. Especially important for the hospital was an electronic health records (EHR) system. However, Clearfield had a very small IT department and no existing infrastructure. To deal with this issue without spending a significant amount of money on new staff members, the hospital chose resources with expert knowledge of such implementations.

According to Linda Dunworth, MIS Director for Clearfield, "As a small, community hospital, we needed help with the project management and building aspects of this endeavor in order to get it completed in time. We decided to install a suite of products from Siemens, but we also wanted an expert resource familiar with such a project."

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What the client says about Stoltenberg Consulting...

"We have had many projects to complete to attain meaningful use, and Stoltenberg has provided an important, extra set of hands with which to get those projects going and completed in a timely manner. The onsite training they did was very helpful, and they have definitely helped us refine some of our processes."

Linda Dunworth
MIS Director
Clearfield Hospital

We Assist Our Clients With...

Strategic Planning
Current State Assessments
Project Management
Change Management
Clinical Transformation
Integration / Interfaces
Process Improvement
Content Matter Experts
Staff Augmentation
Application Development
System Selection
Contract Negotiations

...and more

About the SOLUTION...

The resource that Dunworth and her team chose was Stoltenberg Consulting, also based in Pennsylvania. Stoltenberg creates an environment for success by working with established healthcare organizations such as Clearfield to provide a variety of services, including project management, implementation support and integration between systems. Stoltenberg's consultants have extensive knowledge and experience in the implementation of a variety of systems, including Siemens, Epic, Cerner, Eclipsys, McKesson and NextGen. Clearfield Hospital signed a multi-year agreement with Stoltenberg, allowing the consultants to work hands-on with the hospital's six IT staff members on each phase of the project.

The first Stoltenberg consultant brought in on the Clearfield project was Bryan Sanford, a senior healthcare consultant. In addition to establishing a project management office and training the Clearfield staff onsite, he assisted in the coordination of hardware and software delivery for the new data center.

To focus on implementing the NextGen Ambulatory EHR at the hospital's clinics, Stoltenberg consultant Robin Canfield was added to the team. This addition was an important piece of the project because a certain number of clinics need to have the solution installed before May 2011. Canfield teamed with members of the Clearfield IT staff and a NextGen project manager to get that system built and configured. The hospital's pediatric clinic was first to go live with front office and EHR clinical capabilities. These modules were then rolled out to the remaining clinics. According to Canfield, "This system gives Clearfield's clinics a more streamlined workflow with less paperwork while allowing its physicians and nurses to be able to spend more time with patients and less time dealing with administrative issues."

While Sanford and Canfield handled other important aspects of the Clearfield project, Reid White joined the team and added his expertise in Invision to work on a computerized physician order entry (CPOE) system for the hospital. He met with staff members from the hospital's various ancillary departments to find out what necessary components had to be included and came up with a standard set of terminology and processes. White updated the Order Entry system and provided support by working with every department in the hospital that receives orders during the successful go-live.

White then started customizing the order entry pathways to meet the workflow challenges of CPOE. Working with the physicians, Reid developed pathways, pre-defined orders and order sets to streamline the order entry process for the physicians. "The biggest goal for Clearfield in implementing a CPOE system is increased medication safety," commented White. "This new system improves the efficiency of care delivery at Clearfield by eliminating handwriting errors and reducing the time it takes to get medications to patients after physicians order them."