

Client Case Study

University of Pittsburgh Medical Center (UPMC)

A premier health system in western Pennsylvania with more than 3,350 licensed beds.

www.upmc.com

About the CLIENT...

University of Pittsburgh Medical Center (UPMC) is known for being the premier healthcare system in western Pennsylvania as well as one of the nation's most prestigious academic medical centers.

Comprised of nineteen different hospitals, UPMC has become well known internationally for centers in cancer, psychiatry, neurosurgery, transplantation, rehabilitation, geriatrics and women's health. The healthsystem has made it a point over the years to invest information technology and has been integrating its Electronic Medical Records (EMR) throughout its network of hospitals and clinics to create a more unified and manageable organization.

Part of this integration includes the implementation of EpicCare®, an EMR developed by Epic Systems to streamline care processes, improve community-wide health and strengthen the patient-provider relationship. UPMC wanted to implement the solution in three of its clinics: the Center for Liver Diseases, the Digestive Disorders Center (DDC) and the Eye and Ear Institute. With the implementation, these clinics would enjoy a completely paperless system for their medical records.

About the CHALLENGE...

UPMC decided to add the Center for Liver Diseases to its list of clinics using EpicCare. To help improve the implementation process and enhance the functionality of the systems already in place, UPMC decided to bring in the expertise of Pittsburgh-based Stoltenberg Consulting. Stoltenberg works with healthcare organization to create an environment for success by working with them to provide a variety of services, including project management, implementation support and intergration between systems.

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ACCREDITED
BUSINESS



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!

Stoltenberg Consulting Inc.

**5815 Library Road
Bethel Park, PA 15102**

www.stoltenberg.com

Phone: (888) 724-1326 or (412) 854-5688

Fax: (412) 854-5788

E-mail: info@stoltenberg.com



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...and more

About the SOLUTION...

With the help of the IT Department at UPMC, Stoltenberg worked to develop a blueprint to optimize the productivity of UPMC's clinics before, during and after the implementation of EpicCare. By being available on-site to offer its services and invaluable skills for the Center for Liver Diseases, Stoltenberg was able to assist the clinic with researching the correct data for the implementation, ensuring a successful go-live process and troubleshooting any post-implementation issues.

After the consultants supported UPMC during the implementation and go-live process for the Center for Liver Diseases, Stoltenberg followed suit to take part in the planning for the EpicCare optimization for the Digestive Disorders Center. Through the process, the consultants continued to advise UPMC on how to best meet the changing needs as its IT Department continued to learn how to maintain and fully utilize the software for clinics such as the DDC that will soon have EpicCare implemented. They work side by side with UPMC staff to fill any personnel gaps and provide the expert knowledge which allows each of the clinics to streamline their processes and thereby optimize productivity.

In both clinics, UPMC's departments and staff have acquired an invaluable asset through Stoltenberg and have seen their ability to provide unmatched patient care increase even more to meet its goal of integrating its EMR throughout its network of hospitals and clinics. UPMC is currently in the process of working hand in hand with Stoltenberg to collect data and perform analysis for an upgrade of EpicCare in its Eye and Ear Institute. The team's diligent work ethic and ability to solve problems quickly has helped the clinics maintain their original timeframe. With the help of Stoltenberg, EpicCare is expected to be launched with the same timeliness and success in subsequent implementations.