To achieve an upcoming Meaningful Use deadline, Norton Healthcare turned to Vision Consulting, now a part of Parallon Technology Solutions’ healthcare information technology services, to lead a complex information technology system implementation, while maintaining its legacy system. Norton Healthcare required a seamless implementation that would not interfere with delivery of key required projects or create employee dissatisfaction while the transition was underway.

**CHALLENGE**

As a means of improving its systems and achieving Meaningful Use requirements in a short timeframe, Norton Healthcare sought to implement Epic inpatient and ambulatory products, while maintaining ongoing support and uninterrupted delivery of their services through their legacy system. Norton Healthcare needed the following objectives to be met:

- Maintain current legacy system support levels at the highest levels.
- Add acquired physician practices to the support model on a short time period, regardless of system platform.
- Continue to deliver key required projects for the health system while the conversion/implementation was in progress.
- Develop options for transitioning IT staff to the Epic project, while ensuring project success and employee satisfaction.
- Upgrade its legacy MEDITECH suite of products to interface with Epic.

Norton Healthcare had to move very quickly to find a proven solution and vendor to assist them with supporting their legacy MEDITECH Client Server so the organization could achieve Meaningful Use requirements by June 2013.
HOW WE HELPED

Vision assigned full-time MEDITECH subject matter experts to the Norton Healthcare MEDITECH and Practice Management application support team. This enabled Norton to move all of their existing application support team, except for one senior support manager, over to the Epic implementation within a few weeks, while Vision took ownership of supporting the legacy applications.

A transition period started with the sharing of knowledge and workflow processes between Norton Healthcare application analysts and business owners, who joined the Vision support team. This information included history around the workflow and original design of the MEDITECH suite of products.

A communication plan was put into action where key Vision employees were assigned roles and responsibilities to properly maintain clear communication with designated Norton Healthcare IT Leadership.

RESULTS

Vision Consulting provided remote application support, and coverage through the staged Epic go-lives. Norton Healthcare was able to quickly add acquired practices to its IT model and include those practices on the Epic implementation schedule, while Vision Consulting provided the necessary legacy support.

KEY BENEFITS

✓ Ability for leadership to maintain focus on key strategic initiatives
✓ Achieve Meaningful Use quickly
✓ No disruption in services during system transition
✓ Highly available systems and service throughout transition
✓ High levels of employee satisfaction and adoption

As the evolving healthcare industry continues to drive operational changes, we recognized an opportunity to further enhance our MEDITECH support model by partnering with Vision Consulting. Their ability to remotely support our MEDITECH environment has allowed us to focus our resources on key strategic initiatives. The quality of their support analysts, as well as their commitment to excellence, is simply beyond reproach.”

—Steve Ready, Chief Information Officer, Norton Healthcare

ABOUT PARALLON

Parallon is a leading provider of healthcare business and operational services, providing revenue cycle, purchasing, supply chain, technology and workforce management solutions to more than 1,400 hospitals and 11,000 non-acute care providers. To learn more, visit parallon.com or call 855.478.7255.

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In 2013, Vision Consulting, LLC, joined Parallon as a part of Parallon Technology Solutions’ healthcare information technology services and solution offerings. Go to www.parallon.com/our-news to learn more.