

Phoenixville Hospital – Phoenixville, Pennsylvania

Facility Overview:

Located in the western suburbs of Philadelphia, Phoenixville Hospital is a 106 bed, community hospital and a member hospital of the University of Pennsylvania Health System. Founded in 1893, the hospital has grown over the years to provide many advanced services to the community via its main hospital facility and ambulatory surgery center. Several of these services include:

- Cancer Center
- Cardiac Center
- Vascular Services
- Special Care Units (ICU/CCU)
- Maternity Pavillion

The hospital provides service to more than 8,000 inpatients per year, 20,000 patients visit the Emergency Room each year and over 1,300 babies are delivered each year in the Maternity Pavilion.

Challenge:

Throughout the years, Phoenixville Hospital had consistently relied upon Information Systems applications to enable its operational activities and assist it in operating in a very efficient manner. An early adopter of utilizing technology, the hospital had recognized that its legacy systems were becoming outdated and potentially would fall short of being able to adequately support its upcoming challenges. Having to respond quickly, the hospital was faced with the challenge of developing an Information Technology plan that would identify an economical path of action, achievable in the required timeframes and in compliance with its parent organization, the University of Pennsylvania Health System.

Action:

Phoenixville Hospital engaged MedMatica Consulting Associates to provide leadership and guidance in a several key information systems activities. With the added benefit of working with a single consulting firm that could provide continuity throughout the multiple projects, the hospital aggressively embarked upon assuring its information systems would properly support its business objectives. The services to be provided by representatives of MedMatica Consulting Associates included:

- Development of an Information Technology Plan that would provide the hospital with a solid foundation and allow for the introduction of advanced clinical applications over a brief period of time.

- As the Interim Director of Information Systems, provided leadership, guidance and structure to the members of the Information Systems team transforming the group from a reactive, support group to a proactive customer support organization.
- Provide assistance with the migration of the hospital's SMS Unity to SMS INVISION applications, Laboratory, Pharmacy and the rewrite of over 30 application interfaces. The team's efforts included assessing the hospital's requirements for capturing data, assuring the data is shared with all required departments, tailoring the system to meet specific requirements utilizing the SMS Online Architecture System (OAS) tools and development of customized reports.

Results:

The results associated with the combined efforts of MedMatica Consulting Associates and representatives of Phoenixville Hospital were evident in a short time and included:

- Improved end-user satisfaction through the stabilization of the Information Systems department and the restructuring of the group in order to be more responsive to end-user requests.
- Development of an Information Technology Plan that would support the operational business requirements of the hospital as well as position the facility to enhance its clinical application effectiveness.
- Migration of the hospital's SMS Unity to SMS INVISION applications along with several other ancillary systems in an on-time and under budget manner resulting in improved systems to support the departments and ongoing cost savings in Information Systems processing.
- Enhanced relationship with the University of Pennsylvania Health System that identified areas of technology that could be utilized by Phoenixville Hospital at a fraction of the cost if purchased by the hospital in an independent manner.

Quote:

“Through the combined efforts of Phoenixville Hospital and MedMatica Consulting Associates, we were able to partner with a consulting firm that assisted us on multiple initiatives; including Interim IS Leadership, Information Systems Strategy Planning and Implementation Support services. The capability of one firm to assist with these activities provided the hospital with quality, continuity and excellent value in the deployment of applications and technology to support our business initiatives”.

Mr. Kevin Mahoney
Executive Director
Phoenixville Hospital