

## ACHIEVING MEANINGFUL USE

### *Managing and Delivering Meaningful Use Compliance*

#### *Leading Academic Healthcare System New York*

This large health system is one of the nation's most respected integrated academic health care organizations, dedicated to providing the highest quality, most compassionate care and service to patients. In collaboration with multiple renowned medical schools, the health system is consistently recognized as a leader in medical education, groundbreaking research, and innovative, patient-centered clinical care.

Meaningful Use (MU) compliance is a top priority for this health system as the regulatory incentives and penalties associated with MU represent millions of dollars. Achieving MU compliance requires participation from hundreds of employees from information technology and clinical areas, and the program ultimately touches one of the widest populations of employees of any project ever undertaken within the system.

#### **CHALLENGE:**

As in many large healthcare organizations in today's competitive environment, identifying full time personnel to dedicate to a project such as MU was a difficult issue for this health system. Some employees initially assigned to the MU program still had their previous jobs to do, and people were being stretched to their limits. With so much financial impact on the line, and with MU government regulations being a moving target, the program needed more resources focused solely on MU and dedicated to meeting milestones. Expert resources with the required knowledge in regulatory, project management, and operational issues simply weren't available for reassignment within the organization.

#### **SOLUTION:**

In 2014, this health system engaged MedMatica Consulting Associates to help lead their Meaningful Use program management efforts. MedMatica is providing the client with multiple key personnel with deep expertise in managing large complex Meaningful Use projects. Our consultants function as the MU Program Manager, the MU Project Leader, and the MU Subject Matter Expert.

## ACTION:

The MedMatica MU Program Manager assumed a thought leadership and operational role in partnership with the responsible director from the health system. Our Program Manager assists with the management and delivery of the MU Program, including strategy, planning, coordination, monitoring, and status reporting of all clinical and technical aspects related to attainment of MU across the health system. The program covers EH (Eligible Hospitals) and EP (Eligible Professionals).

Our Meaningful Use Subject Matter Expert works closely with the healthcare system's MU Director and our MU Program Manager in implementing and optimizing MU. In her role as the primary regulatory advisor, work includes review and interpretation of regulations, analyzing objectives and CQM's, participating in MU attestation, and advising on audit preparation.

The MedMatica MU Project Leader is directly responsible for the MU Audit Preparation project, ensuring that all required documentation is in place for the auditors. The Project Leader performs day-to-day issue documentation, follow-up, and resolution. The Project Leader attends all MU team meetings, assists the MU Director and MU Program Manager, documents and communicates project requirements to meet MU objectives, tracks project tasks, and assists with planning for future stages of MU.

## OUTCOMES:

The MedMatica team of experienced consultants continues to provide superior advisory, management, and operational services on this major program. The thought leadership and regulatory expertise has been invaluable to the health system achieving the MU attestations and successful audit outcomes thus far. With this continued direction, our client is on track with MU Stage II and Modified Stage II requirements, and is actively working towards MU Stage III. Health system employees and MedMatica personnel work as a unified team, and according to the hospital's senior leadership the MedMatica team of experts has played a critical role in the success of this important project.

## Contact Information

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