MedMatica Consulting Associates

Partnering to Deliver an Enterprise-Wide Solution
Building a strong team and improving data flow

Lehigh Valley Health Network
Allentown, Pennsylvania

Lehigh Valley Health Network (LVHN) is one of the nation's most respected health networks, offering comprehensive care in 35 clinical specialties. This care is complemented by clinical research and education, including a medical school partnership with the University of South Florida Morsani College of Medicine.   The network is comprised of three full service hospitals with over 900 beds, a children's hospital, community health centers, and more than 1300 primary care and specialty physicians.

Lehigh Valley Health Network found itself in a similar position as many large health networks – challenged by the numerous disparate applications and technologies across their organization. With a high degree of clinical adoption, they were facing end-of-life solutions, missing key functionality, regulatory demands, and non-integrated system limitations.

In 2012, LVHN engaged MedMatica Consulting Associates in an initiative to implement a new enterprise-wide health IT solution across their complex care settings.

SOLUTION

Lehigh Valley Health Network partnered with MedMatica Consulting to undertake an aggressive 18-month Epic clinical and revenue cycle implementation. The scope included several hospitals and all ambulatory care settings.

ACTION

LVHN created a cross-functional team with a variety of third party resources, legacy staff who had been transitioned to the Epic project, and net new hires with Epic experience. As an organization, the implementation team needed to balance speed, quality, and budget.

As part of the LVHN Epic implementation project team, MedMatica Consulting provided over 75 consultants comprised of project managers, application analysts, technical analysts, testers, and trainers.   Working seamlessly with the larger LVHN team, MedMatica consultants provided product and healthcare operations expertise across numerous areas - from design to configuration to testing to go-live.

MedMatica dedicated a Client Services Executive to work with the LVHN and Epic project leaders, assuming overall responsibility for all MedMatica service delivery. In addition, MedMatica assigned an Account Manager to provide consultant-care (status reporting, time entry for billing, expense control) to all consultants and also serve as the daily point of contact for LVHN managers on project issues.

Working with LVHN management's team, MedMatica developed a LHVN-specific consultant profile - documenting the experience, maturity, work history LVHN requirements - and built that in to the MedMatica staffing process.

Due to the large number of engaged consultants, a mutually agreeable process to work together on all resource assignments was defined, which included: communication of needs, points of contact, screening criteria, submission of qualifications, interviews, feedback, approvals, background checking, credential verification, and onboarding.

MedMatica's consulting team scope of services is listed in the table below.

Lehigh Valley Health Network – Functional Areas	
Ambulatory EMR	Patient Financials (Acute/Ambulatory)
Acute EMR - Clinical Doc + Orders	Pharmacy
Application Security	Radiology
HIM / Medical Records	Registration
Lab Integration	Reporting + Analytics
Meaningful Use	Scheduling

CHALLENGES

LVHN was faced with numerous disparate application systems and technologies, presenting significant challenges with integration. Many solutions were approaching end-of-life and/or were missing key features and functionality. The consulting team was also challenged to manage high expectations from LVHN sophisticated users, along with the challenges of migrating from one automated IT environment to another.

OUTCOMES

The various levels of MedMatica consultants – project managers, team leads, analysts, trainers - seamlessly assimilated with the LVHN and Epic team. The consultants brought a deep breadth of experience spanning multiple teams including revenue cycle, clinical areas, technology, testing and training.

Resource identification - time from need identification to onboarding - was generally less than 10 days. Consultant turnover was minimal – when performance or "fit" issues were identified, swift corrective actions were taken.

Most importantly, Lehigh Valley Health Network live events were on-time and highly successful.

Contact Information

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